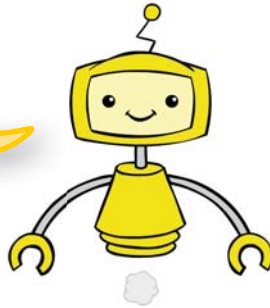


# Making complaints

Complaints forum? Umm — it seems Peter is not the only whinger in the world. I hope he's not complaining about my handsome, elegant and intelligent looks, because I cannot help those — I was created that way!



## LINKS TO:

Stage 2, Module 8

Learning Object 4: Complaints site

## Driven to excess

1

In Module 8, Learning Object 4, *Complaints site*, students posted their opinions on a website, for example, about the starting time of hockey matches, and about a recommended recipe. Some of these opinions were:

<i>Terlalu pagi.</i>	It's <b>too</b> early.
<i>Terlalu malam.</i>	It's far too late.
<i>Terlalu lembek.</i>	It's too squishy.

**Terlalu** means 'too' in Indonesian and is used to describe excessiveness.

The pattern is *terlalu* + adjective.

## You've gone too far this time

2

▶ The structure *terlalu* + adjective, to describe excess, is generally used to express negative sentiments.

For example:

<i>Kamarnya terlalu kotor.</i>	This room is too dirty.
<i>Hari ini terlalu panas.</i>	Today is too hot.
<i>Terlalu asin.</i>	Too salty

▶ Another use of *terlalu* is to express the notion that someone has gone too far, or done something over the top, by using either the base *terlalu* or the nominalised form *keterlaluan*.

For example:

<i>Keterlaluan kamu kali ini!</i>	You've gone too far this time!
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## Note:

Colloquially, among the younger generation, *terlalu* may be used in a positive sense, but this use is not formally recognised. For example:

*Lagunya terlalu enak.* The song is so, so cool.

## Don't be a whinger ...

3

Nobody likes a whinger. If you want to complain about something, be prepared to offer some constructive suggestions.

Words or phrases that can be used to provide suggestions in Indonesian include:

*Boleh saya menyarankan bahwa ...*

May I suggest that ...

*Bagaimana kalau ...*

How about if ...

*Mohon ...*

Please ... (do this)

*Tolong ...*

Please ... (do this)

4

## Exercises

### Exercise 1

Anna is very excited today, because her Indonesian teacher told her class that there would be a debating competition in class next week. Anna is fairly confident of her debating skills but still feels it would be prudent to prepare.

The teacher has already informed the class of the topics, but has not yet allocated specific students to each debate.

As a skilled debater, Anna will do some preliminary research on the topics provided by the teacher, and will jot down notes in point form, using the word *terlalu* to highlight any excessive arguments on both sides of the debate.

Let's help Anna to raise as many points as possible.

#### **Topik 1: Naik bis ke sekolah dibandingkan naik sepeda ke sekolah**

*Bis:*

*Sepeda:*

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**Topik 2: Kehidupan desa dibandingkan kehidupan kota**

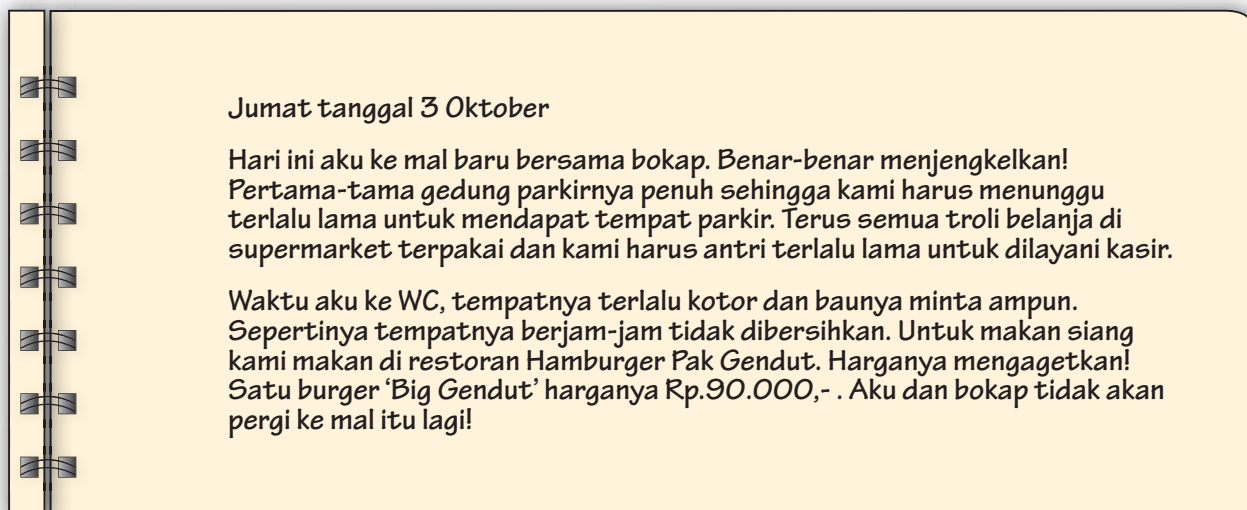
Kota:

Desa:

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**Exercise 2**

Peter is not very happy at the moment. Everything went wrong when he and his father visited Jakarta's newest shopping mall. Read Peter's diary entry below.



**Jumat tanggal 3 Oktober**

Hari ini aku ke mal baru bersama bokap. Benar-benar menjengkelkan! Pertama-tama gedung parkirnya penuh sehingga kami harus menunggu terlalu lama untuk mendapat tempat parkir. Terus semua troli belanja di supermarket terpakai dan kami harus antri terlalu lama untuk dilayani kasir.

Waktu aku ke WC, tempatnya terlalu kotor dan baunya minta ampun. Sepertinya tempatnya berjam-jam tidak dibersihkan. Untuk makan siang kami makan di restoran Hamburger Pak Gendut. Harganya mengagetkan! Satu burger 'Big Gendut' harganya Rp.90.000,- . Aku dan bokap tidak akan pergi ke mal itu lagi!

**bokap** = father (slang)

Zak has read the diary too, and now he's in a panic! Peter said he would never go to the new shopping centre again. And Zak's favourite chocolate shop has opened a store there. That means Zak won't be able to visit the shop! He needs to do some quick thinking to fix this disaster!

He needs to persuade Peter that all the problems he had at the shopping centre are fixed. After a few anxious moments of serious 'cog-crunching', Zak has come up with a marvellous idea! He'll write a letter

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