# COMPLETA EL DIÁLOGO ARRASTRANDO Y SOLTANDO LAS RESPUESTAS DONDE CORRESPONDAN

- How can I help you?
- thank you very much
- I do apologize.
- I want to complain
- tell me what happened?
- it won't happen again.

**S1:** _____

**S2:** _____ about a member of your staff. The woman who delivers the test results.

**S1:** Oh! Ok... Please, _____

**S2:** Well, she was very rude when I asked her to the results of my blood test.

**S1:** How's so?

**S2:** First, she said the results weren't ready, and it was only when I insisted that she went to look for them, and she interrumpted me all the time.

**S1:** I see!

**S2:** Then, when I arrived home and opened the envelop, they were somebody else's results.

**S1:** Oh! That's not good at all. _____

**S2:** Would you please make sure I get my test results today? and you can ask your staff not to be so rude too.

**S1:** Yes, I promise _____ I'll go and get the results right now.

**S2:** Ok, _____

LIVEWORKSHEETS