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