Complaints Tapescript

Review: This is the tapescript for the listening assessment about making Complaints.

Number 1

Receptionist Jill: Hi Mrs. Kotter. Can you wait a few more minutes. The doctor will be with you soon.

Mrs. Kotter: I know you are busy, Jill but I'm not very happy.

Jill: Oh, what's wrong Mrs. Kotter?

Mrs. Kotter: I have been sitting in the waiting room for an hour and a half. Many other people have seen the doctor after 15 minutes. Why am I waiting so long?

Jill: Oh! Let me see. Oh Mrs Kotter. Your paper fell on the floor and we didn't see it.

Mrs. Kotter: Weeeellll?

Jill: Please come right in. The Doctor will see you next.

Mrs. Kotter: Thank you.

Number 2

Father: Excuse me.

Server Hal: Yes, sir. Can I help you?

Father: Yes. I ordered this steak but the food is cold. I can't eat it.

Server Hal: Oh, I'm sorry. Would you like me to warm it up for you.

Father: No. I would like a properly cooked steak.

Server Hal: Ok. Yes, Sir. Is there anything else I can do for you?

Father: Yes, my son ordered a drink. You didn't bring it… and my wife ordered a salad. She didn't get it.

Serverl: Oh, I'm sorry. We are very busy tonight. I will take care of it right away.

Father: Thank you.

Number 3

Eli: Mom! I'm home from school!

Mom: Well hello, Eli. I'm glad you're home. I need to speak to you.

Eli: Oh oh. What did I do wrong?

Mom: Eli, everyday I tell you to turn off the TV, stereo and computer before you leave for school in the morning. It uses a lot of electricity all day. It makes me angry because our electric bills are very big.

Eli: Oh. I don't know why I always forget.

Mom: Eli, if you forget again. You will have to stop using these electronics.

Eli: Mom. Why don't we get cell phone application so you can turn off the electricity from your Smart Phone.

Mom: Eli, just turn off the electronics!

Eli: OK, Mom.