

TOPIC: MAKING COMPLAINTS

ACTIVITY 5

► Listen to the conversation → Underline the correct option in the speech bubbles.



1. I want to *complain / talk* about a member of your staff.

2. She was very *angry / rude*.

3. *First, / Then* she said the results weren't ready.

4. That's not *bad / good* at all. I do apologize.

5. I promise it *will / won't* happen again.

6. I'll go and get the results *in a minute / right now*.