

COMPLAINTS READING UNDERSTANDING

INSTRUCTIONS: Read and drag and drop answering questions about each complaint.

COMPLAINT 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: Weeee!!!!?

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

Mrs. Kotter: Thank you.

1. Where does this complaint take place? _____
2. Who is involved on this problem? _____
3. What was the problem? _____

- | | | |
|--------------------------------------------|--------------------------------------------------------|--------------------------------------------------|
| a) In a restaurant | b) In the Post Office | c) In the Medical Center |
| d) The Medical Center | e) The receptionist and Mrs. Kotter | f) The Doctor, the receptionist and Mrs. Kotter. |
| g) She had been waited for hour and a half | h) The paper fell on the floor and they didn't see it. | i) The Doctor was busy |

COMPLAINT 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.

4. Where does this complaint take place? _____
5. Who is involved on this problem? _____
6. What was the problem? _____

- | | | |
|-------------------------------------|---------------------------------------------------------|--------------------------------------------|
| j) In a restaurant | k) In the Post Office | l) In the Medical Center |
| m) A server | n) The father and the server | o) The family and the server |
| p) He asked a properly cooked steak | q) The server did not attend correctly the whole family | r) The Restaurant was very busy that night |