

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: Weeeelll?

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.

Server: 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