

Reacting a complaint

Listen and put the missing phrases in the dialogue.

I'm really sorry for the confusion

I sincerely apologize for the mix-up

I'm really sorry for the mistake

Oh, I'm sorry about that

I'll have your correct order made right away



Excuse me. I think there's been a mistake with my order.

_____ . What seems to be the issue?

I ordered a cheeseburger, but this looks like a chicken sandwich.

Oh, no. Let me check your order. One moment.

Yes, you're right. You ordered cheeseburger. _____ .

No problem. Mistakes happen.

_____. It won't take long.

Thank you. I appreciate it.

Would you like any special toppings on your cheeseburger?

Just the usual, please.

Here you go. A fresh cheeseburger just as you ordered. _____ .

Thanks a lot.



To make it up to you, would you like a free dessert on the house?

That's very nice of you. I'd love that.

Great. Enjoy your meal, and again, _____ .

No worries at all. Thanks again.

Have a great day.