

# LISTENING

## How to complain in a restaurant



- You are going to hear a radio programme giving advice about how to complain in a restaurant. **Number** the advice in the order you hear it.

What to do in case you are ill

How to make it even clearer that you aren't satisfied

Who to contact about the complaint the next day

When to make the complaint

How to make the complaint

Who to speak to in the restaurant  
if the complaint is ignored

- Listen again and **complete the sentences**.

1 The key to making a successful complaint is to \_\_\_\_\_.

2 You should be \_\_\_\_\_ and \_\_\_\_\_ when you speak to the waiter.

3 You shouldn't \_\_\_\_\_ because  
it might not be his or her fault.

4 If the waiter isn't helpful, you should speak \_\_\_\_\_  
\_\_\_\_\_.

5 Always leave a tip, or the waiter might think you \_\_\_\_\_  
\_\_\_\_\_.

6 In \_\_\_\_\_, contact the Citizen's Advice Bureau to  
take the matter further.

7 Contact the restaurant or the health department if you get \_\_\_\_\_  
\_\_\_\_\_.