Past Perfect – By the time... (Falling Down)

1 - What kind of customer are you? Do you complain when the service is poor or do you prefer to remain quiet and forget it?
2 - Tell your partner about a situation in which you had to be firm to grant your rights as a consumer.
3 - What's your opinion about the service provided to the citizens in Brazil?
4 - Is it worth complaining? Justify it.

B. Watch the movie segment and check the items of what had happened by the time he asked the restaurant's hostages a question about the sandwich quality.

	1. The restaurant stopped serving breakfast.
	2. Sheila called the manager to solve the situation.
	3. The main character told everyone to sit down.
	4. He accidentally shot the roof.
	5. The manager decided to serve breakfast.
	6. He changed his mind and ordered lunch.
	7. One of the customers vomited her sandwhich.
	8. He complained about the sandwich he ordered.
	9. He apologized to the manager.
	10. The police arrived.

C. Rewrite the sentences above with the correct verb tense. Complete the first sentence and rewrite the other ones, according tothe segment.

By the time he _____ the hostages a question about the quality of the sandwich,
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

LIVEWORKSHEETS