

TELEPHONIC COMPLAINT VOICE MAIL

Name: _____ Date: _____

I. Match the columns and identify keywords and write the words on the lines related to the selected complaint. Follow the example.

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| <p>-Good morning. I would like to make a complaint about a service from your business last night. Can I speak to the manager please?</p> <p>-yes, this is he speaking, what was the problem?</p> <p>-Your waiter brought me the food after 2 hrs.</p> | <div style="border: 1px solid black; padding: 2px; display: inline-block;">Example</div> |
| <p>-Good afternoon. May I speak to the manager please?</p> <p>-May I ask your reason for calling?</p> <p>-I would like to make a complaint about a service from your business. I bought some shoes and the cashier was very rude to me. She yelled at me because...</p> | |
| <p>-Excuse me I want to speak to the manager.</p> <p>-May I ask your reason for calling?</p> <p>-Look, if you're not the manager do not ask me!</p> <p>-Ok. Just a minute please.</p> <p>-Good afternoon. How can I help you Sir?</p> <p>-I want to complaint about your service. My father didn't get the right medicine last night and now he is feeling a horrible stomachache.</p> | |
| <p>-hi, please put me on the phone with your boss. I want to make a complaint.</p> <p>-Sure, please stay on the line.</p> <p>- Yes, this is Robert Howard how may I help you?</p> <p>-Sir, I have a complaint about a service from one of your employees. My luggage got lost and the flight attendant refused to help me with this situation...</p> | |

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| <p>1. A complaint about an airport service</p> <p>_____</p> <p>_____</p> | |
| <p>2. A complaint about a health service</p> <p>_____</p> <p>_____</p> | |
| <p>3. A complaint about a restaurant service</p> <p>waiter</p> <p>_____</p> <p>food</p> <p>_____</p> | |
| <p>4. A complaint about a department store customer service</p> <p>_____</p> <p>_____</p> <p>_____</p> | |



II.- Number the sentences to order the conversation.

- _____ I want my money back.
- _____ I am sorry to say this, but I want to make a complain.
- _____ Oh, I am so, sorry, what was the problem?
- _____ The waiter was too rude and the plates were dirty.
- _____ ok. No problem.
- _____ good morning, how can I help you?
- _____ Oh, I am sorry, what can I do?