

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.

-Good morning. I would like to make a complaint about a service from your business last night. Can I speak to the manager please?
 -yes, this is he speaking, what was the problem?
 -Your **waiter** brought me the **food** after 2 hrs.

-Good afternoon. May I speak to the manager please?
 -May I ask your reason for calling?
 -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...

-Excuse me I want to speak to the manager.
 -May I ask your reason for calling?
 -Look, if you're not the manager do not ask me!
 -Ok. Just a minute please.
 -Good afternoon. How can I help you Sir?
 -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.

-hi, please put me on the phone with your boss. I want to make a complaint.
 -Sure, please stay on the line.
 - Yes, this is Robert Howard how may I help you?
 -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...

Example

1. A complaint about an **airport** service

2. A complaint about a **health** service

3. A complaint about a **restaurant** service
 waiter
 food

4. A complaint about a **department store** customer service



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?