Listening *What is there to complain about?*

1 Listen to the complaints and match the key words to the problems.

1	☐ car park	a	overcooked
2	☐ restaurant	b	full
3	☐ rooms	c	nobody gave it
4	☐ steak	d	short-staffed
5	☐ message	e	on different floors

2 Listen again and match the sentences with the replies.

1	☐	We asked you to reserve a parking space.	
2	☐	We ordered our drinks twenty minutes ago.	
3	☐	We reserved adjoining rooms.	
4	☐	This steak is really overcooked.	
5	☐	A colleague left a message at reception last night.	

a I'll check with the wine waiter.
b I'm sorry. I'll change your rooms straightaway.
c I'll reserve you a space for tomorrow.
d I'm so sorry. I'll look into it.
e I'll speak to the chef and bring you another one.

LIVEWORKSHEETS