**Complete the dialogue using appropriate words**

Student : Excuse me, I have a _____ about my attendance record.
Staff : Oh, you look troubled. What _____ to be the _____?
Student : Well, I always attend my online General English course regularly. I am even quite active in the class. However, the academic portal shows that I have been missing the class four times. I am afraid that this error will prevent me from taking the final exam!
Staff : First of all, I'm very _____ to hear about this issue. I _____ how frustrating this must be for you. Could you please provide me with some details? I'll need your name, student ID, and the dates you were marked absent.
Student : Sure, my name is John Smith, student ID 123456. The portal shows that I missed the classes on 5 of March, 10 of April, 15 of May, and on 3 of June, which is incorrect.
Staff : Thank you, John. Let me check the records for you. (pauses to check the system) It appears your attendance is marked as absent four times. This, indeed, can prevent you from taking the final exam.
Students : What should I do then?
Staff : Actually, there is a _____ for that problem although the process is a little bit complicated.
Students : It's better than not being able to take the final exam.
Staff : Lucky for you that the 3 of June was just two days ago.
Students : Okay.
Staff : You can fill in this form and ask the lecturer to sign it, and finally return it to us. After that, we can _____ you to correct your attendance record on 3 of June. If the number of your absent is reduced into three times, you can still take the exam.
Student : Oh. Why is it only one attendance record that can be corrected?
Staff : The university policy states that students can file a complaint about their attendance record mistakes up to seven days after the meeting. That's how it works here.
Student : I see. What choice do I have? I have one more question... Is there any way I can meet or contact my lecturer since he didn't share his contact number?
Staff : I _____ that you can send him an email meet him at the lecturer's office.
Student : Okay. Thank you so much. I _____ your help. This means a lot.
Staff : You're welcome, John. I hope you are _____ with the outcome.

LIVEWORKSHEETS