

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.	Example
-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 complain 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...	

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?