

COMPLAINTS

You are going to hear two situations in which a customer complains to the responsible person of a company.

For questions 1-7 (conversation I), match the beginnings of the sentences with the correct endings (you just need to fill in the corresponding letters A-F); There is one ending you do not need.

For questions 8-14 (conversation II), complete the gaps with 1-3 words each.

Conversation I:

1. The customer service manager asks []	A. two hours too late.
2. Angela ensures the customer that []	B. Allison was the only person waiting at the airport.
3. Allison is asked to []	C. she'd like to help her.
4. Allison got back from Greece []	D. it wasn't possible to pick up the travelers from the delayed flight later.
5. The shuttle took them to the hotel []	E. the woman to come with her.
6. The customer doesn't understand why []	F. it is usual to keep all the people from the same flight together.
7. The manager explains that []	G. about one week ago.
	H. sit down and explain what happened step by step.

Conversation II:

8. The client wants to speak to _____.
9. The secretary wants to _____ of the caller.
10. The secretary explains that she doesn't know the reason for the delayed delivery _____, but she will check it.
11. She couldn't send out the order because part of it didn't arrive at the _____.
12. The angry client believes that the secretary should be responsible to _____ the problem without him having to call.
13. The customer explains that he _____ this _____ weeks ago.
14. At the end, the customer service manager says that she _____ him that she will do everything to send the order out immediately.