

**National English Program in Basic Education in México
Syllabus 2011 Cycle 4 - Secondary school**

Third Grade - Unit 1 Part 1

Telephonic complaint voice mail

Specific competency: Express oral complaints about a health service

Exercises for the students

Achievement 1: Establishes the motive or reason for a complaint

Exercise 2: Motive for a complaint

Match the complaint with the motive or reason.

1. I have a complaint about food.
 2. I have a complaint about the nurse.
 3. I want to complain about the doctor.
 4. There is a problem with my prescription.
 5. I'm sorry to say this, but the clean service is terrible.
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- a. () The bathroom is dirty.
 - b. () She is very rude.
 - c. () He arrived 2 hours late for my appointment.
 - d. () The doctor prescribed the wrong medication.
 - e. () There are no vegetarian options available.