

**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 3: Distinguishes between main ideas and some details

Exercise 4: Voice mail (Complaint)

Read the voicemail script and answer the questions.

Good morning! I'm Mr. Alvarez
I have a complaint to make.
Yesterday, I was in your hospital in room 7 and the doctor
prescribed me the wrong medication.
To resolve the problem I want an explanation and my medicines.
Please contact me by phone. My telephone number is 33-21-96-11-
60. Thank you!

1. What is the purpose of the voicemail?
 Ask for help Make a complaint Congratulate
2. When did the problem happen?
 Yesterday On Wednesday The day before yesterday
3. What was the problem with the patient?
 There's no medicine The wrong medicine An overdose
4. What did he ask to resolve the problem?
 An explanation and a new prescription.
 An apology and improve the service.
 More medicine and treatment with dignity and respect.