

Telephone complaint voicemail 1

Date: _____ Weather: _____

I. Listen to the voicemail and complete the audio script.

bathroom – Thank - hospital - afternoon – complaint - telephone

- 1) Good _____.
My name is Angelica Garcia Aragon.
- 2) I have a _____ to make.
- 3) This morning, I was in your _____.
- 4) I'm sorry to say this, but the _____ was dirty.
I think you should improve the clean service.
- 5) Please contact me by my _____ number
5544332100.
- 6) _____ you.



| | | | | | |
|--------------------------|--------------------------|-----------------------|----------------|---------------------|--|
| | | Key vocabulary | | | |
| Nouns | | Adjectives | | Verbs | |
| Complaint – Queja | Background - Antecedente | Dirty - Sucio | Have – Tener | Should – Deber | |
| Voicemail – Buzón de voz | Reason – Razón | | Make – Hacer | Improve – Mejorar | |
| Apology - Disculpa | Complaint - Queja | Conjunction | Say - Decir | Contact – Contactar | |
| Attitude – Actitud | | But - Pero | Think – Pensar | Thank – Agradecer | |
| | | | | Complain - Quejar | |

II. Answer the following questions.

1. What was the voicemail about? About an apology About a hospital About a bad service
2. Is the voicemail formal or informal? Formal (Follow strict rules and a pre-established channel)
 Informal (It's flexible and easy to understand, e.g. conversation between friends)
3. How was the girl's attitude? Respectful Aggressive / Rude Sympathetic Honest
4. What was the purpose of the voicemail? Congratulate Complain Ask for help

III. Rewrite the voicemail according to the parts of the complaint.

| | |
|---|--|
| Background (Describe the situation) | |
| Body (Motive or Reason for the complaint) | |
| Solution | |
| Closing | |