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Telephone complaint voicemail 2 Date:	Telephone complaint voicemail 2 Date:
aI'm sorry to say this, but	aI'm sorry to say this, but
b l'd like an apology.	bl'd like an apology.
c Your staff is very bad to my family.	c Your staff is very bad to my family.
dI was in your hospital last weekend.	dI was in your hospital last weekend.
eI have a compliant to make.	eI have a compliant to make.
II. Listen again and circle (T) for True of (F) for False.	II. Listen again and circle (T) for True of (F) for False.
1. Danya is unhappy. T F	1. Danya is unhappy. T F
She is calling to make a complaint. T F	She is calling to make a complaint. T F
3. Danya would like a refund (\$). T F	3. Danya would like a refund (\$). T F
They will contact her by email. T F	They will contact her by email. T F
III. Read these responses to this complaint and classify them into Positive (P) or Negative (N).	III. Read these responses to this complaint and classify them into Positive (P) or Negative (N).
I'm really sorry. We'll do our best not to make the same mistake again.	I'm really sorry. We'll do our best not to make the same mistake again.
2 Sorry, there's nothing we can do about it.	2 Sorry, there's nothing we can do about it.
3l'm sorry, but we don't see anything wrong with the staff.	3 I'm sorry, but we don't see anything wrong with the staff.
4 We're sorry, we promise never to make the same mistake again.	4 We're sorry, we promise never to make the same mistake again.

We are so sorry, It'll never happen again.

5. ____ We are so sorry, It'll never happen again.