

Telephone complaint voicemail 2 Date: \_\_\_\_\_

I. Listen to the voicemail and tick the expressions that you hear (✓).



- \_\_\_\_\_ I'm sorry to say this, but...
- \_\_\_\_\_ I'd like an apology.
- \_\_\_\_\_ Your staff is very bad to my family.
- \_\_\_\_\_ I was in your hospital last weekend.
- \_\_\_\_\_ I have a complaint to make.

II. Listen again and circle (T) for True or (F) for False.

- Danya is unhappy. T F
- She is calling to make a complaint. T F
- Danya would like a refund (\$). 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).

- \_\_\_\_\_ I'm really sorry. We'll do our best not to make the same mistake again.
- \_\_\_\_\_ Sorry, there's nothing we can do about it.
- \_\_\_\_\_ I'm sorry, but we don't see anything wrong with the staff.
- \_\_\_\_\_ We're sorry, we promise never to make the same mistake again.
- \_\_\_\_\_ We are so sorry, It'll never happen again.

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