

A solution for the problem

Date: _____

I. Match the solutions with the pictures.

free service – explanation - improve the service - refund – apology



II. Read the complaints and check the possible solution (✓).

Complaints

Possible solutions

- | | | | |
|---|------------------------------|---|------------------------------------|
| 1. I have a complaint about a doctor. He is always late. | <input type="radio"/> refund | <input type="radio"/> explanation and apology | <input type="radio"/> free service |
| 2. I was in terrible pain yesterday. So I repeated my x-rays in a private hospital. | <input type="radio"/> refund | <input type="radio"/> explanation and apology | <input type="radio"/> free service |
| 3. I want to complaint about the clean service.The bathroom is always dirty. | <input type="radio"/> refund | <input type="radio"/> explanation and apology | <input type="radio"/> free service |
| 4. I felt so terrible and I need physiotherapy. | <input type="radio"/> refund | <input type="radio"/> explanation and apology | <input type="radio"/> free service |
| 5. There is a big problem. The nurse is so rude. | <input type="radio"/> refund | <input type="radio"/> explanation and apology | <input type="radio"/> free service |

III. Fill In the blanks with the correct solutions for each complaint.

refund – apology – explanation – to improve the service

- The doctor was late and I had to wait an hour. I want an _____.
- I paid \$2500 for my medicines. I want a _____.
- The bathroom was dirty. I want you _____.
- The doctor prescribed the wrong medicine. I want an _____.

Nouns	Key vocabulary Adverb	Verbs	
Complaint – Queja	Yesterday - Ayer	Improve – Mejorar	Want – Querer
Pain - Dolor	Adjectives	Have [Had] – Tener	Prescribe – Recetar
Refund – Reembolso	Free – Gratis	Arrive – Llegar	Need – Necesitar
Apology – Disculpa	Dirty - Sucio	Wait - Esperar	Pay [Paid] - Pagar

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