



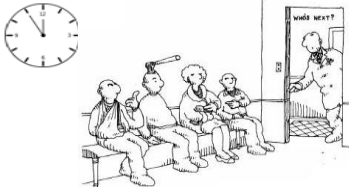


Complaint and solution

Date: \_\_\_\_\_ Weather: \_\_\_\_\_

Complete the table using the cutouts. Look at the example.

Problem	Complaint	Solution
	<p><b>There is a problem.</b> The nurse uses her mobile phone all the time.</p>	<p><b>To resolve the problem,</b> You should talk to her about this situation.</p>
		
		
		
		

<p><b>I'd like to complain about</b> the doctor. He arrived 2 hours late for my appointment.</p>	<p><b>I would like to complain about</b> the food. It's terrible.</p>	<p><b>There is a problem.</b> The triage process is too slow.</p>
<p><b>I'm sorry to say this, but</b> the bathroom is dirty.</p>	<p><b>To resolve the problem,</b> You should add personnel to triage if patients are waiting more than 30 minutes.</p>	<p><b>To resolve the problem,</b> He should apologize and stop that bad habit.</p>
<p><b>To resolve the problem,</b> I insist to take steps to improve the cooking service.</p>	<p><b>To resolve the problem,</b> You must improve the clean service.</p>	