**ENGLISH EXAM – THIRD GRADE**

**UNIT 1 (TELEPHONE COMPLAINT VOICEMAIL)**

STUDENT’S NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ GROUP: \_\_\_\_\_\_\_ TEACHER’S NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| SCORE: |  |

**MARK YOUR ANSWERS HERE**

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| --- | --- |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| 5 |  |
| 6 |  |
| 7 |  |
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| 9 |  |
| 10 |  |

**INSTRUCTIONS: CHOOSE THE CORRECT ANSWER.**

**PART 1**

COMPLETE THE COMPLAINTS

1. “The nurse is \_\_\_\_\_ all the time!”
2. kind
3. rude
4. helpful
5. nice
6. “The doctor always arrives \_\_\_\_\_!”
7. early.
8. soon.
9. late.
10. happy.
11. “The hospital \_\_\_\_\_ my lab results!”
12. lost
13. found
14. paid
15. happy.
16. MATCH THE COMPLAIN WITH THE MOTIVE OR REASON

R) I have a complaint about food.

S) I want to complain about the doctor.

T) I'm sorry to say this, but the clean service is terrible.

1) The bathroom is dirty.

2) He arrived 2 hours late for my appointment.

3) There are no vegetarian options available.

1. R2, S3, T1
2. R2, S1, T3
3. R3, S2, T1
4. R3, S1, T2
5. PUT IN ORDER THE COMPLAINT

O – your service was unsatisfactory

P - my name is Wendy Simons

Q - good afternoon

R - I am very disappointed because

1. Q, R, P, O
2. Q, P, R, O
3. P, O, R, Q
4. P, R, O, Q
5. READ THE COMPLAINT AND CHOOSE THE CORRECT SOLUTION

“I was in terrible pain yesterday. So I repeated my X-rays in a private hospital”

1. I want a refund.
2. I want an explanation.
3. I want a free service.
4. I want a birthday surprise.
5. MATCH THE PARTS OF A COMPLAINT WITH THE EXAMPLES

M) I look forward to hearing from you and to a resolution of this problem. Please contact me by email.

N) My father asked for pain relief three times, but nobody did anything for him.

O) I would like you explain what happened on that day, why the doctor and nurses didn't do anything.

P) On September 5th, my father was in your hospital. His name is James Cooper.

1) Background

2) Closing

3) Solution

4) Body (Motive)

1. 1O, 2M, 3N, 4P
2. 1O, 2N, 3P, 4M
3. 1P, 2M, 3O, 4N
4. 1P, 2N, 3O, 4M

READ THE VOICEMAIL SCRIPT AND ANSWER THE QUESTIONS

|  |
| --- |
| Good morning! I’m Nick Simpson.I have a complaint to make.Yesterday, I was in your hospital in room 102 and the doctor prescribed me the wrong medication.To resolve the problem I would like an explanation and my medicines.Please contact me by phone. My telephone number is 55-21-66-71-64. Thank you! |

1. What was the purpose of the voicemail?
2. Ask for help.
3. Make a complaint.
4. Congratulate.
5. Find a friend.
6. What was the problem with the patient?
7. There’s no medicine.
8. The wrong medicine.
9. An overdose.
10. The nurse was late.
11. What did he ask to resolve the problem?
12. An apology and a new prescription.
13. Check the lab results if they are wrong.
14. More medicine and treatment with dignity and respect.
15. A new room with air conditioning.