

COMPLAINTS



Customer: Excuse me, the room is too cold. Could you lower the air conditioner please?

Waiter: Of course, sorry for the inconvenience.



Customer: Sorry, this is not what I ordered. I ordered the chicken and this is beef.

Waiter: I'm terribly sorry, I'll get your order right away.



Customer: Pardon me, this drink is not cold. Could I have some ice?

Waiter: No problem, just a moment please.

Underline KEY phrases!

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