

# 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!

# 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!