

Teacher's Guide for the New English Curriculum Ninth Grade

Unit 5 Unexpected Situations 2019

Making a Complaint at a Restaurant

Customer: Excuse me please, can I talk to you?

Worker: Of course! What seems to be the problem?

Customer: I ordered a cheese pizza and it never arrived.

Worker: Oh no, I'm sorry. It must be taking a while. Would you like to check the menu for an appetizer?

Customer: No, I am very hungry and would like my pizza.

Worker: Okay, would you like a refill of pop soda?

Customer: No, water please.

Worker: I will bring you more chips and salsa in the meantime.

Customer: Can I get my meal compensated? I've been waiting for nearly an hour.

Worker: We can deduct 50% off your meal.

Customer: Ok, when will it be ready?

Worker: Another 10 minutes. My apologies, thank you for waiting.

Customer: Ok, I need to catch the next bus.

Worker: Ok, I have to go now. I'll be back as soon as possible with your pizza.

Customer: I hope so!