

Restaurant complaints



1. C: _____
R: _____



2. C: _____
R: _____



3. C: _____
R: _____



4. C: _____
R: _____



5. C: _____
R: _____



6. C: _____
R: _____



7. C: _____
R: _____



8. C: _____
R: _____



9. C: _____
R: _____

noisy eating | tomato sauce spill | steak price shock | fly in soup | menu prices too high | loud laughter | smoking in restaurant | long wait | dirty glass

Look at the pictures above, match the words and listen to the audio. Write the complaint (C) and response (R).

Answer the questions.

1. What do you sometimes complain about in restaurants?.....
2. What do you do if there is a problem?.....
3. How do you feel in a noisy restaurant?.....
4. When did you get bad service?
5. Will you wait for a table? Explain.....

Answers

Complaints | responses

1. Long wait for drinks | I'll check on your food for you.
2. Fly in soup | I'll get the manager for you.
3. Noisy eating complaint | I'll do my best.
4. Smoking in restaurant | You'll have to go outside!
5. Steak price outrage | You shouldn't come to this restaurant.
6. Menu prices too high | Our prices are very fair.
7. Dirty glass provided | I'll get him for you.
8. Loud laughter disturbance | I'll try to contain myself.
9. Tomato sauce spill | We can clean it up.

#1

Waiter! We've been waiting for our drinks for 20 minutes.
I'm very sorry, I'll get them for you right away.
And the food is taking forever. We ordered the chicken.
Oh I know! But the kitchen is running a little behind. I'll check on your food for you.

#2

Excuse me, there's a fly in my soup.
I'm so sorry, let me take that back to the kitchen.
This is unacceptable. I'm not paying for this meal.
I understand. I'll get the manager for you.

#3

Please stop making that noise while you're eating. It's very annoying.
I'm sorry Mom. I'll try to eat more quietly.
Thank you. It would be nice, if everyone in the restaurant could eat quietly.
I know. I'll do my best.

#4

I'm sorry, but smoking is not allowed in the restaurant.
I'm just having one cigarette. I'll put it out when I'm done.
No Ma'am! It's not allowed! You'll have to go outside!
Fine! I'm going! It's a terrible restaurant anyway.

#5

How much is the steak?! It's outrageous!
I'm sorry sir. That's our most expensive steak.
This is ridiculous! I'm not paying that much!
Sir! If you don't want to pay that much, you shouldn't come to this restaurant.

#6

Wow! The prices on this menu are really high.
I'm sorry to hear that. Yes, we only use the finest ingredients.
Is there something in particular that you're interested in?
But everything else is so expensive too.
I'm sorry sir. Our prices are very fair.

#7

Hallo Sir! What seems to be the problem?
This waiter gave me a dirty glass.
Oh!...I'm so sorry, let me get you a new one.
That's not good enough. I want my money back.
Hmm..., we can't do that.

Then I want to speak to the owner.

Sure!..I'll get him for you.

#8

What's so funny?

I'm just laughing at this really funny video on Tik Tok.

Well keep it down. People are trying to eat.

Sorry, I'll try to contain myself.

#9

Oh no Maisie, the lid came off my tomato sauce!

It's okay Dad , it happens to everyone .

I'm so embarrassed.

Don't worry about it, it's not a big deal. We can clean it up.