

Transcript Lesson 2 – Public Complaint - English

Patrik walks to hotel room desk, sits down and looks at his watch.

Patrik

Good I have an hour or so before my tour bus leaves.

Patrik studies menu, picks up phone and calls room service.

Coby

Good morning room service.

Patrik

Hi, I'm in room 203 and my tour bus is leaving in about an hour. I'd like to order breakfast, could I have it here as soon as possible?

Coby

That will be no problem sir.

Patrik

Great! I'd like to order a coffee with cream and sugar, and also two eggs sunny side up.

Coby

Would you like anything else with that sir?

Patrik

No, that's it.

Coby

Great, thank you it will be right there.

Patrik

Thank you. (hangs up phone)

45 minutes pass and Patrik paces back and forth across his hotel room looking at his watch and throwing up his hands in frustration.

Patrik calls room service again.

Coby

Good morning room service.

Patrik

Hi, I ordered breakfast 45 minutes ago and you promised it to me in 15 minutes.

Coby

I'm so sorry sir, we won't charge you for your breakfast.

Patrik

I don't really care if it's free or not I need to leave in 15 minutes (agitated)
can you get it here on time?

Coby

Sir, it's on its way up to your room right now.

Patrik

Thank you. (hangs up phone)