

2.4 Speaking and writing

Speaking telling and reacting to a story

1a Complete the conversation with words from the box.

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matters must ~~told~~

- A Have I ever ¹ told you about what happened to me at Frankfurt Airport?
- B No, what?
- A Well, I was flying home to Seattle from Rome via Frankfurt. This ² _____ about two years ago. Anyway, the Rome-Frankfurt flight was delayed and when we finally landed there was no gate available. So the aeroplane was parked on the tarmac – coincidentally, right next to the Frankfurt-Seattle plane I was supposed to transfer to.
- B So you could see the aeroplane but couldn't get on? That ³ _____ have been frustrating.
- A It was! Anyway, a bus came to take us to the airport entrance. It took us to the other side of the airport, so I ⁴ _____ up miles away from the Seattle aeroplane. So I ran as fast as I could and arrived at the Frankfurt-Seattle departure gate just as the last passengers were boarding the Seattle aeroplane.
- B I ⁵ _____ you were relieved.
- A I was, but not for long, as that wasn't the ⁶ _____ of the story. You're not going to ⁷ _____ what happened next. The agent asked, 'Which flight are you coming from?' I said, 'Rome.' The agent said, 'I'm sorry, madam. That flight has been delayed and you won't make the connection.'
- B You're ⁸ _____!
- A So I said, 'I have made the connection. I'm here!' Anyway, to ⁹ _____ a long story short, by the time he'd finished questioning me, the doors had closed and the half-empty flight had left without me.
- B No way!
- A Ha! And to make ¹⁰ _____ worse, it was the last flight of the day!

b 2.5))) Listen to the conversation in exercise 1a and check your answers.

Writing an email of complaint

2 Choose the correct options to complete the online complaint.

CUSTOMER COMPLAINT

Customer details: Laurence Green

Journey details: Liverpool to London

Booking ref: KIU673



Describe your complaint

I'm writing to ¹ complain / *complaint* about a train journey which I made from Liverpool to London on 23 April. The train got stuck at Northampton station, and it was thirty-five minutes before the driver ² *announced* / *informed* the reason for the delay. Five minutes later, ³ *it was* / *we were* informed that the train was cancelled because of urgent engineering works on the track.

We were given no information about how to continue our journey, and no bus service was ⁴ *given* / *provided* for us. I therefore took a taxi, at a cost of £31, to the nearest town, Wellingborough, twelve miles away. From there, I could take a train to London St Pancras Station, where I had ⁵ *booked* / *boarded* a train to Paris. However, the Wellingborough to London train was also delayed, and as a result I missed my train to Paris. I had to pay an extra ⁶ *compensation* / *charge* of £79 to join a later train.

I believe I am ⁷ *entitled* / *titled* to ⁸ *compensation* / *return* of £110 for expenses incurred as a result of the delays at the two stations.

I also ⁹ *hope* / *wish* to express my ¹⁰ *dissatisfaction* / *disagreement* with the lack of information given to us. Clearly it was ¹¹ *unaccepted* / *unacceptable* to keep us uninformed for thirty-five minutes. I would ask you to ¹² *ensure* / *assure* that levels of service are improved in the future.

I look forward to your response.

Yours faithfully,

Laurence Green

I can ...

tell and react to a story.

Very well Quite well More practice

write an email of complaint.