

Integrated Skills: Reading, Speaking and Writing



Title: \_\_\_\_\_

Date: \_\_\_\_\_

Student's name: \_\_\_\_\_

## Making a Complaint at the Train Station

Maria: "Excuse me. I need some help, please."

Clerk: "Yes, how can I help you today?"

Maria: "My train to London was supposed to leave at 10:30 from platform 3. The board says 'delayed'."

Clerk: "I see. What is your train number?"

Maria: "It's train number 721. I have an important meeting."

Clerk: "Let me check. Train 721 is delayed by 50 minutes. There was a signal problem."

Maria: "50 minutes? That's very late! I will miss my meeting. Is there another option?"

Clerk: "I understand your frustration. You can wait, or take the next train to London. It leaves at 11:15 from platform 5."

Maria: "Will my ticket be valid for the 11:15 train?"

Clerk: "Yes, your ticket is valid. Show it to the conductor on platform 5. It's a direct service."

Maria: "Thank you. That sounds better. I appreciate your help."

Clerk: "You're welcome. I hope you make your meeting. Have a safe journey."

### Vocabulary Practice

Complete each sentence with a word from the word bank.

**Word bank:** Delayed | Platform | Board | Signal | Frustration | Valid

1. The board says '\_\_\_\_\_'. Clerk: "I see."
2. I need some help, please." Clerk: "Yes, how can I help you today?" Maria: "My train to London was supposed to leave at 10:30 from \_\_\_\_\_ 3."
3. The \_\_\_\_\_ says 'delayed'." Clerk: "I see."
4. There was a \_\_\_\_\_ problem." Maria: "50 minutes?"
5. Is there another option?" Clerk: "I understand your \_\_\_\_\_."

6. It leaves at 11:15 from platform 5." Maria: "Will my ticket be \_\_\_\_\_ for the 11:15 train?"  
Clerk: "Yes, your ticket is valid.

### **Comprehension / Text Discussion**

Answer the questions using information from the text (as per teacher instruction, this activity can be either completed in writing or performed orally).

1. What is Maria's problem at the beginning of the conversation?

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2. What train number is Maria supposed to take?

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3. Why is the train delayed?

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4. What solution does the clerk offer Maria?

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5. Is Maria's ticket valid for the next train?

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### **Writing Activity**

Write a conversation between a customer and a clerk at a train station. The customer has a problem with their train and needs help.

#### **Useful sentences:**

1. Excuse me, I need some help, please.
2. My train was supposed to leave at 10:30.
3. The board says my train is delayed.
4. Is there another option I can take?
5. Will my ticket be valid for the next train?
6. Thank you for your help.

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