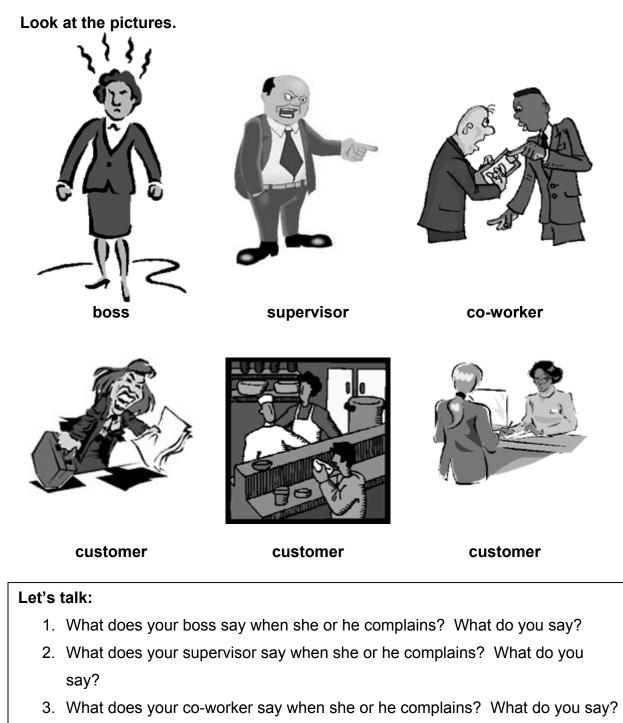
Eastside Literacy Student Handout - **Complaining**



4. What do the customers say when they complain? What do you say?