



Carefully read the excerpt below, taken from an article in The Wall Street Journal, then answer the three questions that follow.

1 Some tips for better grumbling:

Have a goal. Effective complaints tend to be concise, fact-based, directed at the right person at the right time and focused on a particular goal. If you're frustrated by poor service at a hotel, be clear about what you want: a better room, a credit, acknowledgment from the staff?

5 Knowing what you want will inform your complaint and direct you to the person who has the power to fix it.

Write it down. Instead of ranting, which can exacerbate a problem, try to write down your thoughts first. This can diffuse the emotion and help you to articulate your case more clearly.

10 Keeping a complaint journal can also help you to be more effective, says Dr. Kowalski. Ask yourself: Are my complaints expressive or instrumental? Are they important or trivial? Am I directing them at people who actually have the power to help?

15 Stay positive. Dr. Winch suggests starting with something positive: "I always look forward to our date night." Then turn to the complaint, focusing not on ancient history but on the issue at hand, as in: "Last night, when you were 15 minutes late for the movie, I worried we were going to miss it. It made it hard for me to calm down and enjoy it."

Ending on a positive note will make the other person more motivated to resolve the issue: "Next time, if you could try to get there on time, I know I'd enjoy the movie and our time together that much more."

Source Reference: <http://www.wsj.com/articles/a-more-effective-way-to-complain-1479485140>

1. The overall tone of this excerpt can best be described as

- A) Dismissive
- B) Negative
- C) Sarcastic
- D) Rational

2. The word "exacerbate" most nearly means

- A) Confuse
- B) Reduce
- C) Worsen
- D) Create

3. Which of the following exemplifies an effective method for making complaints that are “concise” and “fact-based” (line 2)?

- A) Writing down your thoughts (line 7)
- B) Being positive (line 16)
- C) Directing the complaint at the right person (line 11)
- D) Citing a specific example (line 16)

## Answer Key:

1. D
2. C
3. D