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Version 1

Phone Call between Andrew Sanz Sanz and Director Rachel

Rachel: Hello, this is Rachel speaking. How may I help you?

Andrew: Hi, Rachel. This is Andrew Sanz Sanz. I'm calling because I have a serious complaint about Professor Charly.

Rachel: Oh, I'm sorry to hear that, Andrew. What seems to be the issue?

Andrew: Well, it's about the assignments he's been giving us in the Access to Data course. They are incredibly demanding and, frankly, quite unreasonable. We've been working on implementing FTP servers and managing ExistDB databases, and it's becoming overwhelming.

Rachel: I see. Can you please provide more details on why you find these assignments unreasonable?

Andrew: Of course. Firstly, the workload is excessive. It feels like he doesn't consider that we have other classes and responsibilities. Moreover, his explanations are minimal, making it very difficult for us to understand the material. And worst of all, the grading process takes forever. It's affecting our learning experience.

Rachel: I'm sorry to hear that, Andrew. I'll take a look into this matter as soon as possible. We value the feedback from our students.

Andrew: Thank you, Rachel. It's just that it's been a source of great stress, and I believe we deserve a more professional and considerate approach to our learning.

Rachel: I completely understand. We want to provide a positive learning environment for our students. I'll address this issue with Professor Charly and make sure it won't happen again.

Andrew: I appreciate that, Rachel. It's not just me; many of my classmates feel the same way. It's affecting the entire class's attitude towards the subject.

Rachel: I apologize for the inconvenience, Andrew. I'll make it a priority to solve this problem. In the meantime, is there anything specific you would suggest to improve the situation?

Andrew: Well, perhaps Professor Charly could be more patient and polite in his explanations. A bit more guidance and understanding would go a long way. Also, a timely response to our queries would be helpful.

Rachel: I'll certainly address these concerns with him. Everyone deserves to be treated with respect, and I'll ensure that the necessary changes are made. Thank you for bringing this to my attention,

Andrew.

Andrew: Thank you, Rachel. I hope this can be resolved soon. It's affecting not just my grades but also the overall learning experience for all of us.

Rachel: I'll do my best to resolve it promptly. If you have any further concerns, feel free to reach out. We're here to support you.

Andrew: I appreciate that, Rachel. Thank you for listening.

Rachel: No problem, Andrew. Have a good day.

Andrew: You too. Goodbye.

Three Days Later - Phone Call between Director Rachel and Andrew Sanz Sanz

Rachel: Hello, Andrew. This is Rachel again. I hope you're doing well.

Andrew: Hi, Rachel. I'm okay, thanks. Any updates on the issue with Professor Charly?

Rachel: Yes, Andrew. I wanted to inform you that we've taken your complaint seriously, and after a thorough review, we've decided to let go of Professor Charly.

Andrew: Oh, wow. That's unexpected. I didn't expect such a swift response.

Rachel: We understand the urgency and the impact it has on your learning experience. I wanted to assure you that we've already initiated the process to find a suitable replacement. In two weeks, a new professor named Victor will be joining us.

Andrew: That's great news, Rachel! I appreciate the quick action on this matter. Will Victor be more helpful and understanding?

Rachel: Absolutely, Andrew. Victor comes highly recommended and has a professional attitude. He's experienced and understands the importance of clear communication. I believe he'll make a positive impact on your class.

Andrew: Thank you so much, Rachel! This really means a lot. I'm relieved to hear that the institute is taking our concerns seriously.

Rachel: We value our students, Andrew. It's important that you have a positive and supportive learning environment. Victor will be here in two weeks, and I'm confident he'll address any outstanding issues.

Andrew: I'm really looking forward to it. This gives me hope that the rest of the semester will be much smoother.

Rachel: I'm glad to hear that, Andrew. I apologize for any inconvenience caused by the previous situation. We're here to support you, and I believe Victor will make a significant difference.

Andrew: No need to apologize, Rachel. I appreciate your understanding and quick response. It's reassuring to know the institute cares about its students.

Rachel: We certainly do, Andrew. If you have any concerns or questions in the meantime, feel free to reach out. We're here to help.

Andrew: I will, Rachel. Thank you once again. I'm looking forward to the positive changes.

Rachel: You're welcome, Andrew. Have a great day, and we'll see you in class with Professor Victor in two weeks.

Andrew: Thank you, Rachel! Goodbye!

Version 2

Phone Call between Andrew Sanz Sanz and Director Rachel (Condensed for 1 Minute)

Rachel: Hello, Andrew. How can I help you?

Andrew: Hi, Rachel. I have a serious complaint about Professor Charly. The assignments in the Access to Data course are overwhelming, and his explanations are minimal.

Rachel: I'm sorry to hear that. We'll look into it. Any specific suggestions?

Andrew: Professor Charly could be more patient and polite. Also, timely responses to queries would help.

Rachel: I'll address it and make sure it won't happen again. Thanks for bringing this to my attention.

Andrew: Thank you, Rachel. It's affecting our learning experience.

Rachel: I'll do my best to resolve it. Stay in touch.

Three Days Later - Phone Call between Rachel and Andrew

Rachel: Andrew, we've taken your complaint seriously. Professor Charly is no longer with us. Victor, a new experienced professor, will join in two weeks.

Andrew: That's great news, Rachel! Will Victor be more helpful?

Rachel: Absolutely. Victor values clear communication. We're here for our students.

Andrew: Thank you, Rachel! I'm relieved and looking forward to positive changes.

Rachel: We care about our students. If you have concerns, reach out. See you in class with Professor Victor in two weeks.

Andrew: Thanks, Rachel! Goodbye!

Version 3

Phone Call between Andrew Sanz Sanz and Director Rachel

Rachel: Hello, this is Rachel speaking. How may I help you?

Andrew: Hi, Rachel. Andrew Sanz Sanz here. I have a serious complaint about Professor Charly.

Rachel: I'm sorry to hear that, Andrew. What's the issue?

Andrew: The assignments in the Access to Data course are overwhelming. Implementing FTP servers and managing ExistDB databases is too much. The workload, minimal explanations, and delayed grading are affecting our learning.

Rachel: I'll look into this as soon as possible. We want a positive learning environment. I'll address it with Professor Charly.

Andrew: Thank you, Rachel. It's stressing us out, affecting our grades and the class's attitude.

Rachel: I'll make it a priority to solve this. Any suggestions for improvement?

Andrew: Charly could be more patient and polite, offer guidance, and respond to queries timely.

Rachel: I'll address these concerns. Everyone deserves respect. Thank you for bringing this to my attention.

Andrew: I hope for a prompt resolution. It's affecting all of us.

Rachel: I'll do my best. If you have further concerns, reach out. We're here to support you.

Andrew: Appreciate it, Rachel. Thank you.

Rachel: No problem. Have a good day.

Andrew: You too. Goodbye.

Three Days Later - Phone Call between Director Rachel and Andrew Sanz Sanz

Rachel: Hello, Andrew. Rachel here. Any updates on Professor Charly?

Andrew: Hi, Rachel. Any news?

Rachel: We've taken your complaint seriously. Professor Charly has been let go. Victor, a new professor, will join in two weeks.

Andrew: Wow, that's unexpected. Will Victor be more helpful?

Rachel: Absolutely. Victor is experienced, professional, and values clear communication. He'll positively impact your class.

Andrew: Thank you, Rachel! I'm relieved the institute cares.

Rachel: We value our students. Victor will address any issues. Sorry for any inconvenience.

Andrew: No need to apologize. I appreciate your quick response. Looking forward to positive changes.

Rachel: Feel free to reach out. Victor will be a great addition. Goodbye!

Andrew: Thank you, Rachel! Goodbye!

Version 4

Phone Call between Andrew Sanz Sanz and Director Rachel (Simplified for A2 Level English)

Rachel: Hello, Rachel here. How can I help?

Andrew: Hi, Rachel. Andrew Sanz Sanz. Serious complaint about Prof. Charly.

Rachel: Sorry to hear. What's wrong?

Andrew: Assignments in Data Access are too much. FTP servers and ExistDB are hard. Workload, short explanations, late grading affect our learning.

Rachel: I'll check soon. We want a good learning space. I'll talk to Prof. Charly.

Andrew: Thanks, Rachel. Stressful for all, affecting grades and class mood.

Rachel: I'll fix it. Any ideas?

Andrew: Charly could be nicer, give guidance, reply faster.

Rachel: I'll talk to him. Everyone deserves respect. Thanks for telling me.

Andrew: Hope it gets better soon. Affecting everyone.

Rachel: I'll try. If more issues, tell us. We're here for you.

Andrew: Thanks, Rachel. Appreciate it.

Rachel: No problem. Have a good day.

Andrew: You too. Goodbye.

Three Days Later - Phone Call between Rachel and Andrew Sanz Sanz

Rachel: Hello, Andrew. Any news about Prof. Charly?

Andrew: Hi, Rachel. Any updates?

Rachel: We took it seriously. Prof. Charly is gone. Victor, new prof, in two weeks.

Andrew: Wow, unexpected. Will Victor be better?

Rachel: Yes. Victor is good, professional, clear. He'll help your class.

Andrew: Thanks, Rachel! Relieved the institute cares.

Rachel: We care. Victor will help. Sorry for the trouble.

Andrew: No need to apologize. Thanks for the quick response. Excited for positive changes.

Rachel: Reach out if needed. Victor will be great. Goodbye!

Andrew: Thanks, Rachel! Goodbye!