

Dealing with complaints

1 What would you say?

Guests say the following things to you. Choose the best reply.

- 1 My remote control isn't working.
- 2 There is no complimentary drink in my room.
- 3 I can't get any hot water from the shower.
- 4 Excuse me, but my soup isn't really hot.
- 5 I think you've made a mistake in my booking.
- 6 I ordered a "Jungle Breeze", not a "Bloody Mary".
- 7 I can't find the switch for the heating in my room.
- 8 I ordered a sandwich half an hour ago and I'm still waiting!
- 9 The people in the next room are keeping me awake.
- 10 I'm not happy with the way my room has been cleaned.



17 Your reply? Now listen to the CD and check your answers.

- A I'll call them immediately and ask them to be quiet. Which side is the noise coming from?
- B The batteries are probably flat. I'll have some sent up immediately.
- C Let me have a look. You're right. I'll change it at once.
- D Oh I'm sorry, sir/madam. I'll mix you a "Jungle Breeze" straight away.
- E Oh, sorry. I'll have it warmed up for you.
- F I'll speak to the housekeeper and she'll send somebody up. Please accept my apologies.
- G Try turning the red handle to the right.
- H It's behind the curtain, near the TV.
- I I'm very sorry. I'll speak to the kitchen about it. Can you give us ten minutes?
- J Have you looked in the fridge? It's normally in there.

1 __, 2 __, 3 __, 4 __, 5 __, 6 __, 7 __, 8 __, 9 __, 10 __

2 Double check

Look through A–J again and find the English equivalents for the following expressions:

- 1 Promiňte. Mrzí mě to. = _____
- 2 Hned je nechám poslat nahoru. = _____
- 3 Promluvím s ... = _____
- 4 Přijměte prosím mou omluvu. = _____
- 5 Okamžitě jim zavolám. = _____
- 6 Hned to vyměním. = _____
- 7 Nechám Vám to ohřát. = _____

3 Bad news in the hotel

Look at the pictures and complete the sentences.



- 1 He'll be late because they have forgotten his w _____ u _____ c _____ !
- 2 It's too hot because the a _____ c _____ is out of order.
- 3 She can't check in yet because the room hasn't been t _____ u _____ .
- 4 I think you've made a mistake, Miss. This b _____ can't be right!
- 5 Help! Help! I'm s _____ in the lift! Please get me out of here!

4 Role play: hotel humour

Act short sketches with a partner.

Guest:

This is Mr/Ms/Mrs ... in room ...

I'm tired of life! I'm going to jump out of the window.

There's a ghost in my room!
It's horrible!

Please bring us a bottle of champagne and two glasses.

Can you think of any more?

Night porter:

Hello. How can I help you?

- Very well, but you must pay your bill first.
- Your room is on the ground floor.
- Use a window at the front of the hotel.
The view is better.
- Really? Then I must charge you for a double room.
- Guests aren't allowed to have visitors in their rooms after ten o'clock.
- That isn't a ghost. It's the chambermaid.
- I'll send you three glasses because your wife/husband is on the way to your room.