

## 7) Problems and Complaint



- There are not enough towels in my room.
- The sink is leaking in the bathroom.
- This tread mill doesn't seem to be working properly.
- How did my child get so dirty?
- I seem to have misplaced my tennis racket. Has one been turned in?
- I specifically requested an ocean view, but the room I was given has a view of the pool.
- This soup is not warm enough.
- This fish tastes like sour milk.
- Why is our order taking so long?
- We have no ketchup at this table.

### Responses to problems or complaints

I'll see to that right away ma'am.

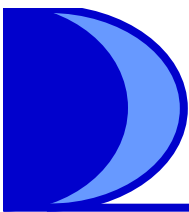
I'll correct the situation immediately, sir.

I'm so sorry sir; that should never have happened.

I'll take care of that right away sir.

I'll see to it immediately.

I'll see what I can do about it and get back to you.



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### Dialogue1

**Guest:** When I first arrived I was assured that a bottle of Chivas Regis would always be in the mini-bar. Well I'm here now and the bottle isn't. What kind of hotel are you running here anyway!

**Staff:** I sincerely apologize for the oversight sir. We have been exceedingly busy today because of the convention. I'll have a complimentary bottle delivered immediately. Please accept it with our compliments.

**Guest:** Well, I should hope it would be complimentary. Thank you. Good bye.

### Dialogue2

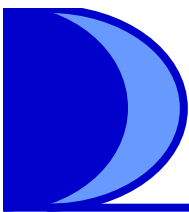
**Guest :** This tea is sweetened, and I specifically wanted unsweetened tea.

**Staff:** I'm sorry ma'am. I'll bring an unsweetened tea immediately. Please excuse the mistake.

**Guest:** No problem, things happen.

**Staff:** Here's your tea ma'am. Let me know if I can be of further assistance. Enjoy the rest of your meal.

**Guest:** Thank you.



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### Dialogue3

**Guest:** I had reserved a tennis court, but it has been taken over by someone else.

**Staff:** Yes sir, I understand. But we have a policy that if a party is more than 15 minutes late for a starting time, we schedule the courts for other waiting guests. I'm so sorry for the inconvenience. Would you like to reschedule?

**Guest:** I requested the eggs over hard, these are over easy.

**Staff:** Sorry about that sir, let me make you some more right away.

### Practice

Practice using the above expressions by having a dialogue similar to the ones above with a partner, one partner taking the role of the guest and the other the role of the staff. For additional practice, switch roles. Practice the dialogue several times, trying to use all of the expressions noted above.

### More Practice

- Role play the following situations with a partner, one person taking the role of the guest complaining about the items listed below and the other person taking the role of a hotel staff.
- No soap in the changing room
- An exercise machine that does not work properly
- A room not being cleaned yet
- The room air conditioner is not working properly
- The guest next to him is playing music too loud
- The room smells like smoke
- A side of garlic toast has not arrived
- There's a bug in the salad