

8 Complete the expressions in the table. Use the words in the box.

delete frustrating satisfied refunded apologize problems solve

Dealing with complaints	
Showing sympathy	Oh dear. That's annoying Oh, that's ¹ _____ for you.
Saying sorry	We're really very sorry about this. I do ² _____.
Explaining	We're having some ³ _____ with our computer system.
Putting things right	I can ⁴ _____ that charge. I've ⁵ _____ you in full.
Saying it won't happen again	We're installing new software which will ⁶ _____ this problem.
Checking the customer is happy	Are you ⁷ _____ with this solution?

9 Work in pairs. You work for a hotel and there is a problem with the hotel's in-room movie system. Think of some suitable responses to a guest's complaint.

Guest: I wanted to watch a movie last night so I clicked on 'play' but nothing happened.

You: ¹ _____

Guest: And now I see you've charged me for watching the movie.

You: ² _____

Guest: Are other guests going to have this problem?

You: ³ _____

Guest: Good.

You: ⁴ _____

Guest: Yes, make sure you remove the charge and it'll be OK. Thanks for your help.

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Shepherds Bush
MJ1 40J
London, England
Tel: 44 (0) 123 456 7833



Room 323
Room Rate £180

	Description	Charges
24/2	Room charge	£180
24/2	Health club	£20
24/2	Breakfast	£25
24/2	Laundry	£280
24/2	Internet	£5
25/2	Room charge	£180
25/2	Health club	£20
25/2	Breakfast	£25
25/2	In-room movie	£5
25/2	Room service	£35
	SUBTOTAL	£495
	Taxes	£94
	TOTAL	£789

Speaking: Dealing with a complaint

10 Work in pairs. A hotel guest has found some mistakes in their bill. Take turns to act out the conversation between the guest and hotel manager. Manager: Look at the information below. Guest: Turn to File 23, page 143.

Hotel manager:

You work for the Arcadium Hotel and your partner is a guest. This is their hotel bill but they aren't happy with it. Find out what's wrong and apologize where necessary. You can remove any charges you think are unfair. You'd like the customer to leave happy. Take a few minutes to think about what you will say, then begin: *Can I help you?*

Room rate – This is just the room rate. It doesn't include breakfast.

Laundry – You charge £2.80 per shirt.

Internet – You charge £5.00 per hour.

Health club – The hotel has a swimming pool, sauna and gym with lots of exercise equipment.