

Unit 15

Complaint and apologies



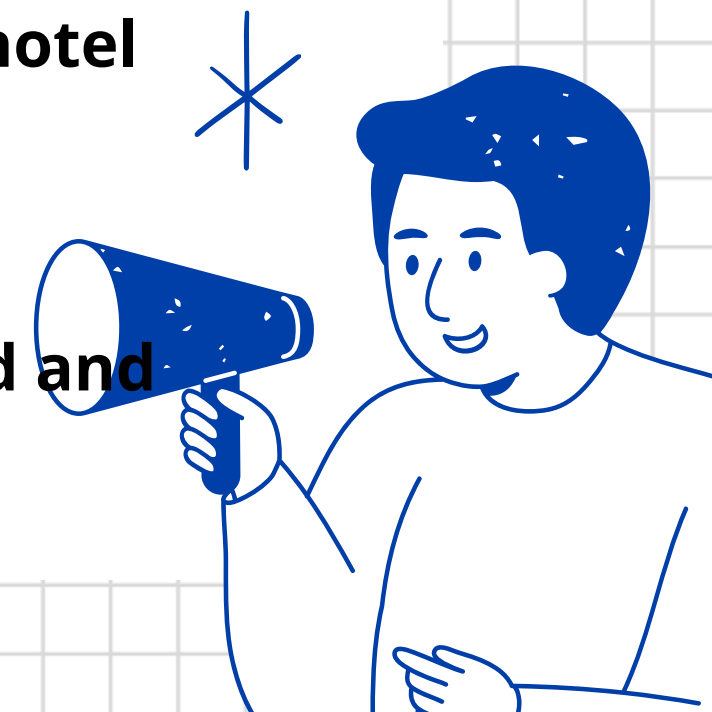
English for hotel
personnel



Common Complaints

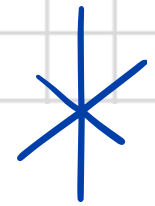
(Hotel)

- | | | | |
|-----------|--|------------|---|
| 1. | In-room cleanliness concerns | 7. | Lack of customer service |
| 2. | Unpleasant odors (e.g., smoke, pets) | 8. | In-room amenities not working |
| 3. | Trouble with the Wi-Fi | 9. | Broken elevators or other maintenance issues |
| 4. | A lack of free services or amenities | 10. | Other guests not respecting hotel rules |
| 5. | The hotel is too noisy | 11. | Displeased with the food/food and beverage service |
| 6. | Problems with the temperature (too hot or too cold) | | |



Common Complaints

(Restaurant)



1.

Slow Service

2.

Poor Food Quality

3.

Incorrect Orders

4.

Unsanitary Conditions

5.

Noise Levels

6.

Overcrowding/Crowded Seating

7.

Lack of Menu Variety or Options for Dietary Restrictions

8.

Pricing and Poor Value

9.

Unfriendly or Inattentive Staff

10.

Long Waits for Tables

11.

Poor Hygiene Practices



1 🎧 **15.1** Listen to the customer's complaint and underline the correct alternative.

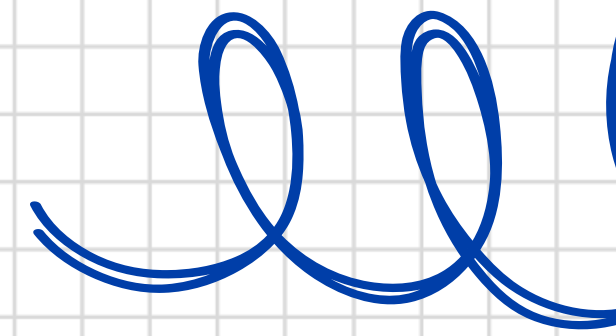
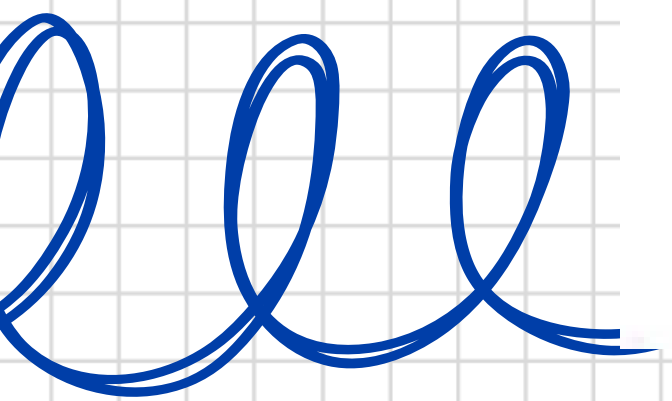
- 1 The woman has been waiting for *four/two* hours.
- 2 Housekeeping *has/hasn't* finished servicing the rooms.
- 3 The guests have been travelling for *12/15* hours.
- 4 The hotel needs several hours for *transfer/changeover* of guests.
- 5 The courtesy room is on the *second/ground* floor.
- 6 The manager offers a *breakfast/late lunch* menu.





2  **15.1** Listen again and complete the sentences.

- 1 I'll check if housekeeping has finished your rooms yet.
- 2 Yes, thanks. We've coffee.
- 3 We've had a long flight plus a coach from the airport.
- 4 Your rooms won't for another two hours.
- 5 Of course. I'll the manager for you.
- 6 I want to the delay in checking into our rooms.
- 7 The travel company has with no tour representative or
- 8 We shouldn't wait for more than four hours before we can check in.



3 Put these six steps for dealing with a complaint in the most logical order. Then make a note of the expressions from the listening used for each step.

Example 1 *What seems to be the problem?*

- a Apologize.
- b Promise action to put things right.
- c Listen actively.
- d Find out what's wrong.
- e Sympathize with the customer.
- f Reassure the customer that you understand.



! Expressions to learn

What seems to be the problem?

I want to complain about the delay in checking into our rooms.
This really is unacceptable.

I understand. I'll speak to housekeeping straightaway.

Your rooms won't be ready for another two hours.

You're quite right.

I do understand. I'm very sorry that you've had to wait.

I'm sure we can do something to make your wait easier.





! New words to use

apologize

changeover

courtesy room

exhausted

freshen up

high season

maintenance

page (vb)

priority

reassure

resort

short-staffed

surrounding area

sympathize

transfer (vb)

unacceptable



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! Language check

Present Perfect

Remember! The Present Perfect (*have* + past participle of the verb) is used for

- actions that happened in the past at no specific time, but have important results now
- recent past actions
- actions not yet completed.

Look out for key words *already*, *just* and *yet* which are usually used with the Present Perfect.

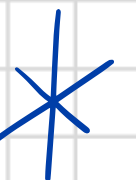
Examples

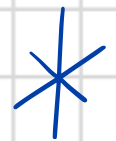
We've had a long flight. (so we're exhausted now)

I've just checked.

We've already had coffee.

They haven't finished yet.





PRESENT PERFECT TENSE



+ Affirmative

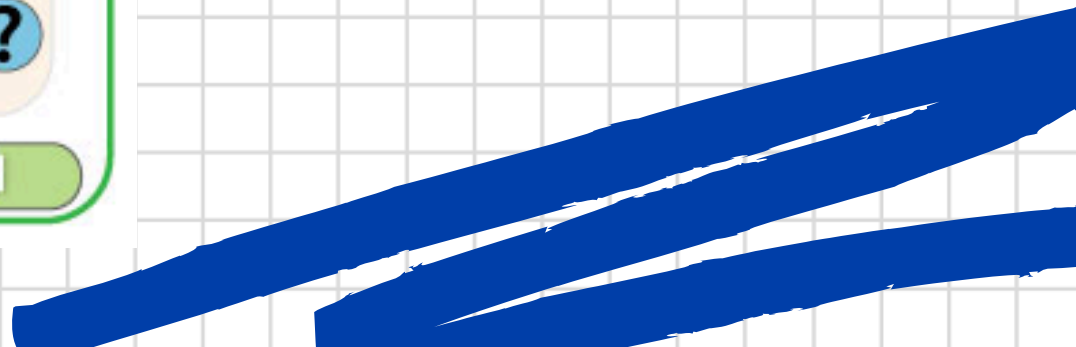
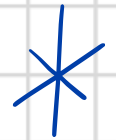
SUBJECT	AUXILIARY	PAST PARTICIPLE
I / you / we / they	have	lived ...
he / she / it	has	studied ...
		eaten ...

- Negative

SUBJECT	AUXILIARY	PAST PARTICIPLE
I / you / we / they	haven't	lived ...
he / she / it	hasn't	studied ...
		eaten ...

? Question

AUXILIARY	SUBJECT	PAST PARTICIPLE
Have	I / you / we / they	lived ... ?
Has	he / she / it	studied ... ?
		eaten ... ?



Present Perfect

- The Present Perfect (*has/have* + past participle) connects the past with the present. Use the Present Perfect for:

1 recent actions and events, often with *just* and *already*. Put *just* and *already* after *has/have*.

The guests for room 119 have just arrived. (a short time ago)
I've already sent the letter. (before now)

2 actions and events not yet completed, often with *yet*. Put *yet* at the end of a question or negative sentence.

Housekeeping hasn't cleaned room 166 yet. (up to now but we expect them to soon)

3 actions and events that happened in the past at no specific time but have important results now.

We haven't found the keys. (Now we can't open the door.)

- Use the Present Perfect with *for/since* for actions that started in the past and have continued up to now: *for* refers to the length of time; *since* refers to the point when the action started. Use *how long* for questions.

A: *How long have we had this menu?*

B: *We've had it for two months/since Monday.*

*
1 Use the prompts to make sentences with the Present Perfect and *already, just* or *yet*.

1 housekeeping / finish / the rooms – no

Housekeeping hasn't finished the rooms yet.

2 pay / his bill – yes

He's already paid his bill.

3 the guests / complete / the registration card – yes

4 they / book / table for dinner – no

5 porter / take / the luggage to room 43 – just

6 Mr and Mrs Laval / have / their lunch – no

7 he / call / to say they'll be late – just

8 the guest / talk / to the tour rep – yes

for and since

When the Present Perfect is used for actions that started in the past and continue in the present (unfinished time), use *for* or *since* + time phrase to say how long the action has continued.

Examples

*We've been here **for two hours**.*

*We haven't eaten **since yesterday evening**.*

2 Complete the sentences with the Present Perfect and *for* or *since*.

1 We (have) no sleep 24 hours.

2 I (not see) her last week.

3 He (have) the same car
years.

4 The restaurant (not change) the menu
..... last year.

5 The weather (be) cold and wet
..... the last four days.

1  15.2 Match the complaints 1–8 with the apologies a–h. Then listen and check.

- 1 Our room hasn't been serviced yet today.
- 2 The people in the room next door played loud music all night.
- 3 The Internet connection isn't very good. It keeps disconnecting.
- 4 The traffic noise kept us awake all night.
- 5 We've been waiting 25 minutes for our drinks.
- 6 This fish is really undercooked. It's still frozen in the middle.
- 7 This glass is dirty. There's a lipstick mark on it.
- 8 Our bathroom tap is constantly dripping.

- a I do apologize. I'll get you a fresh glass.
- b I'm sorry about that. I'll ask maintenance to come and check your connection.
- c I'm sorry. Would you like me to try and change you to a room away from the road?
- d You're right. I'm really sorry. I'll return it to the kitchen and tell Chef.
- e I'm sorry. That's very annoying. I'll arrange for maintenance to fix it.
- f Oh, I'm sorry. I'll ask housekeeping to do it now.
- g I'm very sorry. I'll speak to them about it. Let reception know if it continues tonight.
- h I do apologize. I'll bring them straightaway.