

● ● ● Complete the dialogue about a problem-solving situation in a hotel with phrases from the list. Then, listen to check your answers.

*Guest* \_\_\_\_\_<sup>1</sup>, I have a complaint about your hotel.

*Receptionist* Oh, you look very troubled. What \_\_\_\_\_<sup>2</sup> the problem, madam?

*Guest* Well, we're regular guests at your hotel, but I'm about to change my mind about ever staying here again! The service is terrible. I've had to ring housekeeping every day to ask them to clean my room. My company pays good rates for me and my colleagues to stay at your hotel, so a dependable cleaning service is the least we expect!

*Receptionist* First of all, \_\_\_\_\_<sup>3</sup> how sorry I am. \_\_\_\_\_<sup>4</sup> this must have ruined your stay with us. So, if I \_\_\_\_\_<sup>5</sup> you correctly, you had to phone each day to get your room serviced?

*Guest* That's right.

*Receptionist* \_\_\_\_\_<sup>6</sup> giving me some details? If I could just have your name and your room number and what time you called and who you spoke to exactly ...

*Receptionist* Ms Jones, I'll speak to housekeeping \_\_\_\_\_<sup>7</sup>. I want to \_\_\_\_\_<sup>8</sup> this never happens again. Since you've been so \_\_\_\_\_<sup>9</sup> by this incident, \_\_\_\_\_<sup>10</sup> to offer you two free nights for your next visit at our hotel. In fact, I'll give you a voucher right now. You can use it any time you wish.

*Guest* Oh, that's just great! I am so glad that we could work this out. We do want to keep coming back here.

Excuse me  
I can see how  
I'd be glad  
I'd like to say  
inconvenienced  
make sure  
seems to be  
straight away  
understand  
Would you mind