

Mistakes and problems

1- Choose the most appropriate word

- 1 Someone made a *mistake* and the wrong rooms were allocated.
- 2 The guest had an important meeting the following day, so she was very that her flight was cancelled.
- 3 When you are dealing with customers from all over the world, it's easy to names.
- 4 The waitress explained that the restaurant was short-staffed that evening and apologized for the in service.
- 5 The hotel arranged for flowers and chocolates as an apology for the mistake.
- 6 Unfortunately the airline was fully-booked, so there were no seats on any flight that week.
- 7 To make up for the of the delay in checking in, the guests were offered a meal in the restaurant.
- 8 The receptionist told the guests not to She would sort something out.
- 9 She listened to the guest's explanation of the problem and quickly sorted out a by changing the room.

3 Put the words in the correct order to make expressions to reassure customers.

- 1 something / out / I'm sure / can / we / sort
I'm sure we can sort something out.
- 2 worry / to / not / try
- 3 apologize / for / I / the delay / do
- 4 exactly / explain / could you / is / the problem / what?
- 5 how / I / feel / understand / you
- 6 table / I'm sure / be long / won't / your
- 7 this / I'm / sorry / so / about
- 8 we / can / sure / I'm / a solution / find
- 9 a moment / take / for / could you / a seat?
- 10 for you / this / at once / I'll / into / look

4 Choose the best response from 1–7 in exercise 3 to deal with the customers' problems. Use each response once.

- a ☒ 6 We booked a table for eight o'clock. It's now eight fifteen.
- b ☐ 1 I'm not happy with my room.
- c ☐ 2 We've been waiting 25 minutes for our table.
- d ☐ 3 I asked for a balcony with a sea view when I made the reservation, so I don't want this room.
- e ☐ 4 It's very upsetting. We've stayed with you many times before and never had these problems.
- f ☐ 5 I've got to get home, but all flights have been cancelled for this week.
- g ☐ 7 You've given us rooms without disabled facilities and not adjoining.

5 Use the prompts in brackets to complete the polite questions for the responses.

- 1 A: Do you know *what time your flight leaves*?
(what time)?
B: Our flight leaves at 11.15.
- 2 A: Could you tell me
.....? (what)
B: My contact number is 00392 15678901.
- 3 A: Would you mind telling me
.....? (what advice / give)
B: The airline told us to call about the luggage later.
- 4 A: Could you let me know
.....? (what time)
B: We'll arrive at around six o'clock.
- 5 A: Do you remember
.....? (who)
B: I don't remember who checked us in.
- 6 A: Can you explain
.....? (exactly what / problem)
B: Well, the rooms are not what we booked. No balcony and no sea view.
- 7 A: Do you know
.....? (when)
B: We received the hotel's confirmation email three weeks ago.

6 Use each word once to complete the sentences.

accept	solution	apologize	apologies
mistake	complimentary	problems	make up for
room allocation	again	happened	delay

Dear Mrs da Costa

- a Please*accept*.....¹ my sincere² once
.....³
- b I am very sorry that this⁴ and that we were
unable to find a⁵.
- c I would like to offer you a⁶ weekend as our
guest at the hotel to⁷ the poor service you
received last week.
- d Thank you for your recent email.
- e Firstly, the long⁸ in checking you in and then
the⁹ over your¹⁰.
- f We assure you of our best service in the future.
- g I do¹¹ for all the¹² you
experienced during your recent stay at our hotel.

Best regards

The Manager

Now put the sentences in the best order to make an email apology.

- 1 2 3 4 5 6 7