

Unit 7: Functional Language – Responding to customer concerns

Complete the conversation using the phrases below.

= correct about that

= has filled me in on the

= has told me about that

= I'll go through

= I'm sure

= let me

= please, understand that I see

= we'll come up with a

= your side of things

A: Good evening, Madam. I hear that you're not happy with your room. My colleague, Claudia, 1 details. Could you tell me again? I just want to hear 2

B: Basically, I stay here quite often and I always get a room with a bath, not a shower. I also like the 4th floor.

A: Yes. Claudia 3

B: I explained to your colleague but she said you were full and I couldn't change. She said I should speak to you.

A: Claudia is 4 We are full and because you were the last to check in, she couldn't make a change.

B: So, will you be able to do anything about it?

A: 5 the bookings and see if we can make a late change. Why don't you have dinner and come back and see me in an hour or so?

B: Sorry, but I'm not at all hungry. I just want a bath. I'm a regular customer here, and that's the only thing I ask for.

- A: 6 your point, but I'm afraid you'll have to wait.
.....
Why don't you wait in the bar?
- B: OK. But do you think you will find a solution?
- A: Yes, I'm confident 7 solution. I just need an
.....
hour or so. 8 speak to my colleagues.
.....
- 9 we'll find you a room with a bath. Hopefully
.....
on the 4th floor!
- B: Thank you so much. I'll come back in an hour.