

Ms. Clara: Good morning. I have a few clothes that need to be cleaned. Do you have ..... laundry?

Rian: Yes, ma'am. Our..... service can return your clothes within 4 hours with an additional charge.

Ms. Clara: Perfect. I need them before my meeting this afternoon. Also, please check the..... on my blazer. It may need to be..... instead of washed.

Rian: Understood, ma'am. We always check the care ..... before processing any item. What time should we schedule the ..... ?

Ms. Clara: Please come in 10 minutes. And can you make sure the clothes are also.....?

Rian: Absolutely. We'll handle them carefully and return them clean, pressed, and ..... on time.

ready

dry clean

ironed

labels

express

express

pick up

tags

Mr. Budi: Hello, Miss. I have some clothes I'd like to send to the laundry. But I have a question.

Tari: Of course, sir. How can I help you?

Mr. Budi: One of my shirts is made of silk. Can you make sure it won't be damaged?

Tari: Thank you for informing me, sir. For delicate fabrics like silk, we use a mild detergent and hand-wash method. We won't use the regular machine wash.

Mr. Budi: That's good to know. I also have some white shirts. Please make sure they stay white.

Tari: Certainly, sir. For your white shirts, we'll use a special detergent with brightening agents, but still safe for the fabric. Do you need them back by today?

Mr. Budi: Yes, if possible. Before 6 PM.

Tari: Understood, sir. We'll process them immediately and deliver them before evening.

1. Why did Mr. Budi ask about the silk shirt?

- a. He wanted to iron it himself
- b. He was concerned about the detergent and washing method
- c. He wanted it to be dyed a new color
- d. He was unsure if the laundry service accepts shirts

2. What detergent will most likely be used for the white shirts?

- a. Dish soap
- b. Mild hand soap
- c. Detergent with bleach
- d. Fabric softener only

3. What is the correct handling for silk fabric in laundry service?

- a. Use hot water and bleach
- b. Machine wash with regular detergent
- c. Hand-wash with mild detergent
- d. Dry clean with heavy chemicals

Mrs. Emily: Excuse me, are you from the laundry section?

Bayu: Yes, ma'am. How can I help you?

Mrs. Emily: I sent a black blouse for laundry yesterday, and now the color looks faded. This is a designer item!

Bayu: I'm really sorry to hear that, ma'am. Let me check the laundry log and the detergent used for your item.

Mrs. Emily: Was it washed with bleach or something too strong?

Bayu: I will confirm, but we normally avoid strong detergent for colored fabrics. It's possible that the wrong detergent was used by mistake. I truly apologize.

Mrs. Emily: This is disappointing. I expect more careful handling next time.

Bayu: Understood, ma'am. We will take full responsibility and review our procedures to prevent this in the future. May I offer free pressing service for your other items today?

Mrs. Emily: That would be appreciated.

1. What was Mrs. Emily's complaint?

- a. Her clothes were missing
- b. Her blouse was faded after laundry
- c. The laundry was delivered late
- d. Her blouse was not ironed

2. What detergent should be avoided for colored clothes?

- a. Mild detergent
- b. Fabric softener
- c. Detergent with bleach
- d. Shampoo

3. What was Bayu's professional response to the complaint?

- a. He ignored the guest
- b. He blamed another staff member
- c. He apologized and offered a follow-up solution
- d. He asked the guest to wash her own clothes