COMPLAINTS MANAGEMENT: noise or lack of cleanliness in accommodations

In this lesson, students will learn how to handle complaints related to noise or lack of cleanliness in accommodations.

Procedural Competencies

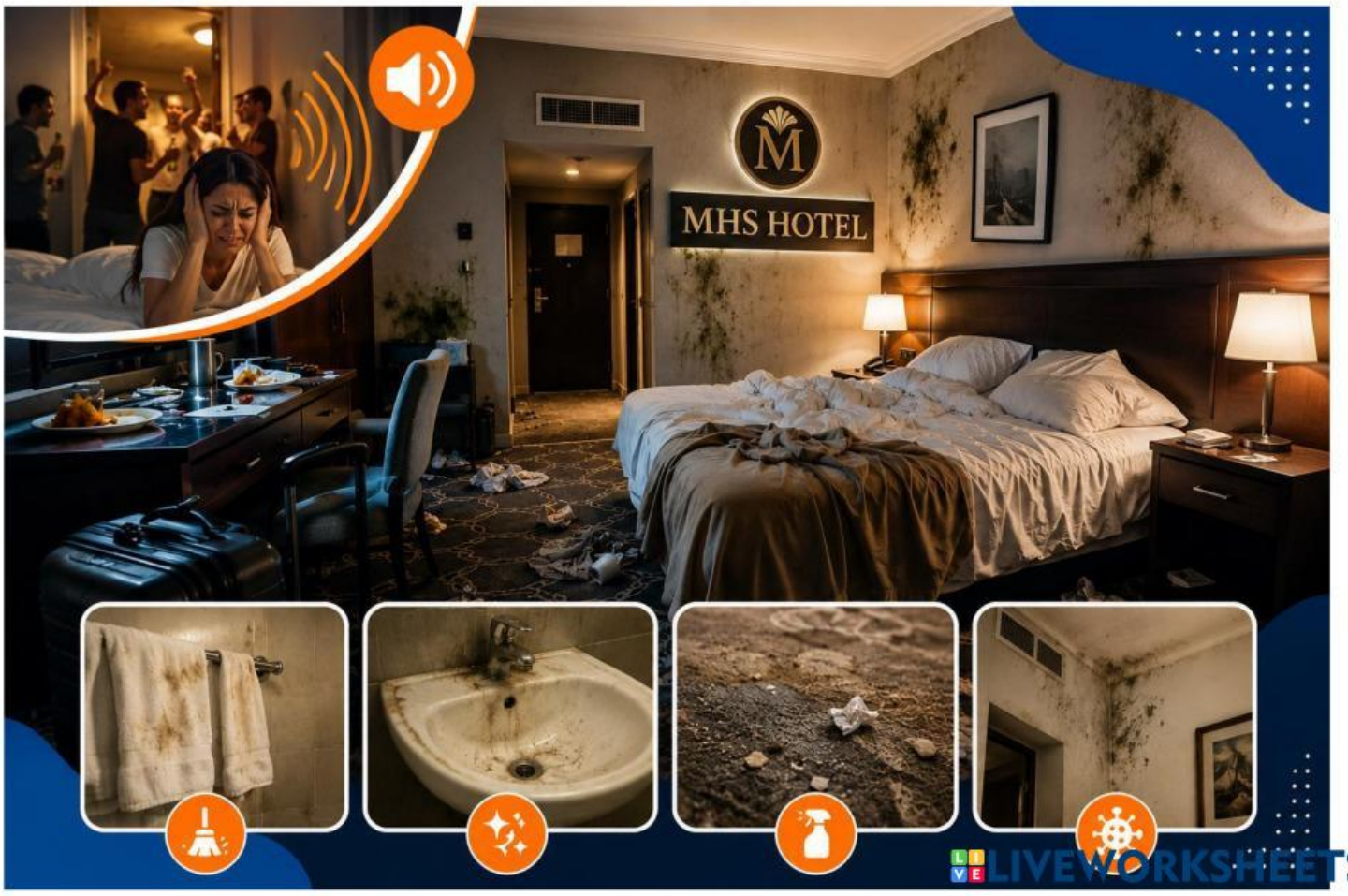
Oral Expression

Debate topics within their field of interest, demonstrating tolerance toward others' viewpoints, while considering the pronunciation and intonation of vowel and consonant sounds corresponding to standard English.

Listening Comprehension

Recognize work-related or technical information about everyday or workplace situations, services, or devices, provided that the speech is clear and delivered in standard language.

WOULD YOU STAY AT THIS HOTEL? WHY OR WHY NOT?



LIVEWORKSHEETS

WARM UP!

STAND UP AND MOVE AROUND THE CLASS. DISCUSS THE FOLLOWING QUESTIONS WITH YOUR CLASSMATES AND ASK FOLLOW UP QUESTIONS TO KNOW MORE DETAILS ABOUT THEIR EXPERIENCES.

- Have you ever stayed in a hotel, hostel, or rental that was not clean? What happened?
- How would you feel if your hotel room was noisy at night and you could not sleep?
- What should you do if you find dirty towels or sheets in your room?
- Do you think hotels should offer compensation when guests complain about cleanliness problems? Why or why not?
- What are some common causes of noise complaints in hotels or accommodations?
- How should hotel staff respond when a guest complains about noise or a lack of cleanliness?
- Would you prefer to change rooms or receive a refund if your room was not clean? Why?
- Why is cleanliness important for customer satisfaction in the hospitality industry?

1 NOISE

Unwanted or loud sounds.

2 DISTURBANCE

Something that interrupts your peace.

3 CLEANLINESS

The state of being clean and tidy.

4 DIRTY

Not clean; covered with dirt or stains.

5 UNPLEASANT SMELL

A bad smell that makes the room uncomfortable.

6 STAIN

A dirty mark that is difficult to remove.

7 FILTHY

Very dirty; in a very unhygienic condition.

8 POOR MAINTENANCE

When something is not kept in good condition.

9 LACK OF CLEANLINESS

When a place is not clean enough.

10 COMPLAINT

A statement that something is wrong or unsatisfactory.

LIVEWORKSHEETS

LISTENING PRACTICE

Listen carefully and choose the best answer.

LISTENING TASK 1 — Noise at the Hotel

You will hear the hotel manager talking about a noise complaint. Listen and choose the best answer.

1 What is the main problem?
- A The room is cold.
- B The room is too noisy.
- C The TV is not working.
- D The Wi-Fi is slow.

2 Who made the complaint?
- A A business traveler
- B A family with kids
- C A group of young people
- D A couple on vacation

3 At what time does the noise usually happen?
- A In the morning
- B In the afternoon
- C In the evening
- D At midnight

4 What action will the manager take?
- A Move the guests to another floor
- B Call the police immediately
- C Ask the guests to be quiet
- D Offer a discount on the bill

5 What advice does the manager give to other guests?
- A Keep their windows open.
- B Avoid making noise after 10 p.m.
- C Use the hallway late at night.
- D Call the front desk for extra towels.

LISTENING TASK 2 — Dirty Rooms and Facilities

You will hear a conversation between a guest and a hotel staff member. Listen and choose the best answer.

1 What is the guest most unhappy about?
- A The slow Wi-Fi
- B The dirty bathroom
- C The noisy neighbors
- D The small bed

2 Where is there a problem?
- A Only in the room
- B Only in the restaurant
- C In the room and public areas
- D In the lobby only

3 What does the staff member offer to do?
- A Change the guest's reservation
- B Send housekeeping right away
- C Give a free breakfast
- D Move the guest to another hotel

4 What will happen next?
- A The guest will call later.
- C The staff will check the room.
- C The manager will call the police.
- D The guest will get a refund.

SOLUTIONS

DISCUSS WITH A CLASSMATE POSIBLE SOLUTIONS TO THE PROBLEMS YOU HEARD IN EACH CONVERSATION. WHAT WOULD YOU DO IN EACH CASE? SHARE YOUR IDEAS WITH THE REST OF THE CLASS.

LISTENING TASK 1 — Noise at the Hotel

You will hear the hotel manager talking about a noise complaint. Listen and choose the best answer.

LISTENING TASK 2 — Dirty Rooms and Facilities

You will hear a conversation between a guest and a hotel staff member. Listen and choose the best answer.

LIVEWORKSHEETS

GRAMMAR FOCUS

DESCRIBING PROBLEMS 1

WITH PAST PARTICIPLES AS ADJECTIVES

The suitcase lining is **torn**.	It has a **tear** in it./There's a **hole** in it.
The car is **damaged**.	There is some **damage** on the bumper.
The coffee mug is **chipped**.	There is a **chip** in it.
My pants are **stained**.	They have a **stain** on them.
The camera lens is **scratched**.	There are a few **scratches** on it.
The washing machine **is leaking.***	It has a **leak**.

WITH NOUNS

* *Exception: **is leaking** is a present continuous form.*

DESCRIBING PROBLEMS

USEFUL VOCABULARY FOR COMPLAINTS AND CUSTOMER SERVICE

WITH PAST PARTICIPLE ADJECTIVES

The package is **damaged**.	Broken or harmed.
The shirt is **stained**.	Marked with dirt or spots.
The screen is **scratched**.	Covered with small marks.
The hotel room is **dirty**.	Not clean.
The order is **delayed**.	Arriving later than expected.
The product is **broken**.	Not working correctly.
The wall is **cracked**.	Having visible lines or splits.
The towels are **soiled**.	Dirty or stained.
The reservation is **cancelled**.	Officially stopped.
The luggage is **lost**.	Missing or not found.

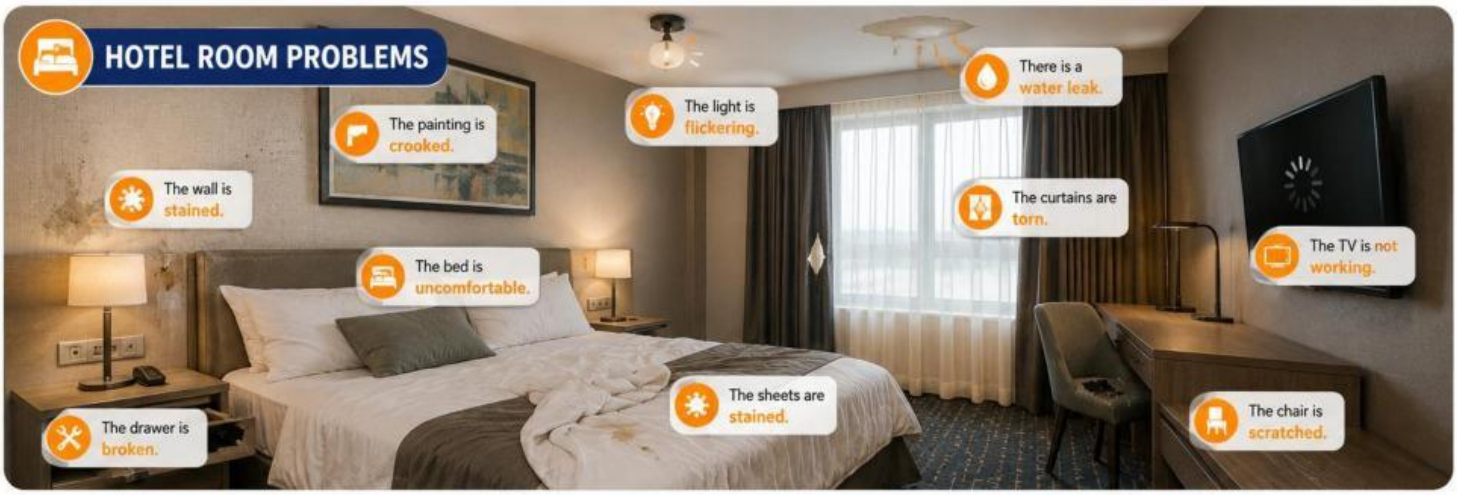
WITH NOUNS

There is some **damage** on the package.	Physical harm.
There is a **stain** on the sheet.	A dirty mark.
There are several **scratches** on the screen.	Surface marks.
There is a lot of **dirt** in the room.	Unclean material.
There is a **delay** in the delivery.	Late arrival.
There is a **crack** in the wall.	A visible split.
There is a **problem** with my reservation.	An issue or difficulty.
There is a **leak** in the bathroom.	Water escaping.
There is an unpleasant **odor** in the room.	A bad smell.
There was a booking **error**.	A mistake in the reservation.

CUSTOMER COMPLAINT EXAMPLES

- The package is damaged. → There is some **damage** to the package.
- The hotel room is dirty. → There is **dirt** on the floor and furniture.
- The delivery is delayed. → There is a **delay** in the shipment.
- The screen is scratched. → There are several **scratches** on the screen.
- The bathroom is leaking. → There is a **leak** in the bathroom.

FOCUS ON | DESCRIBING PROBLEMS ACCURATELY | MAKING COMPLAINTS POLITELY | CUSTOMER SERVICE COMMUNICATION | HOTEL AND DELIVERY VOCABULARY | B1 ENGLISH PRACTICE



INSTRUCTION

Describe the next picture. Make sure you include the vocabulary previously studied. Share your ideas either with a classmate or the whole English group.

LIVEWORKSHEETS

GRAMMAR FOCUS

Describing problems 2

Need + gerund	*Need + passive infinitive*	*Keep + gerund*
The oven **needs adjusting**.	It **needs to be adjusted**.	Everything **keeps burning**.
The alarm **needs fixing**.	It **needs to be fixed**.	The alarm **keeps going off**.

GRAMMAR PLUS *see page 120*

A **What needs to be done in this apartment? Write sentences about these items using need with gerunds or passive infinitives.**

1. the cupboards (clean)
2. the fire alarm (adjust)
3. the lights (replace)
4. the plants (water)
5. the oven (fix)
6. the ceiling (paint)
7. the window (wash)
8. the light switch (change)

1. The cupboards need cleaning.

   OR

1. The cupboards need to be cleaned.

B **PAIR WORK** Think of five improvements you would like to make in your home. Which improvements will you most likely make? Which won't you make?

"First, the bedroom walls need painting. There are some small cracks. . . . "

WORD POWER Problems with electronics

A Circle the correct gerund to complete the sentences. Then compare with a partner.

1. My TV screen goes on and off all the time. It keeps **flickering / sticking**.
2. The music player app jumps to the next song every 20 seconds. It keeps **crashing / skipping**.
3. The battery in my new camera doesn't last long. It keeps **freezing / dying**.
4. Something is wrong with my computer. It keeps **crashing / jamming**.
5. I can't talk for long on my new phone. It keeps **dying / dropping** calls.
6. This printer isn't making all the copies I want. It keeps **jamming / flickering**.
7. My computer needs to be replaced. It keeps **dropping / freezing**.
8. The buttons on the remote control don't work well. They keep **skipping / sticking**.

LIVEWORKSHEETS

INSTRUCTION

Situation:

STUDENT A: CUSTOMER SERVICE REPRESENTATIVE

You work for a travel agency. A customer wants to book a hotel for a family vacation at MARGOT HOTEL. Use the next pictures to help your “customer” choose the best place.

Compare the two hotels and describe what you can see. Include information about:

- ✓ The rooms
- ✓ The furniture
- ✓ The cleanliness
- ✓ The facilities
- ✓ The customer experience

Finally, explain which hotel you would recommend and why.

Use complete sentences and provide details to support your ideas.

Example prompts:

- What differences can you see between the two hotels?
- Which hotel looks more comfortable?
- What problems can you identify in Hotel B?
- How might guests feel in each hotel?
- Which hotel would you recommend?

STUDENT B: CUSTOMER, YOU WANT TO STAY AT MARGOT HOTEL. Think about the price.(you don ´t have a lot of money.

HOTEL: A

DOUBLETHREE by Marlon™

LIVEWORKSHEETS

HOTEL: B

Margot
HOTELS • RESORTS • SUITES

INSTRUCTION

Watch the next video and take notes about problems at the Heartbreak Hotel. Share your notes with your classmates and teacher. (Review the previous vocabulary list before watching this video)

LIVEWORKSHEETS

LISTENING EXERCISES

Listen to the conversations and choose the best answer (A, B, C, or D).

1 CONFERENCE PROBLEMS AND CUSTOMER SERVICE

1 What happened to the participant's luggage?	A. It is delayed.	B. It is broken.	C. It is lost.	D. It is stained.
2 Why hasn't the keynote speaker arrived?	A. The reservation was cancelled.	B. The flight was delayed.	C. The room is dirty.	D. The luggage is lost.
3 What problem does the screen have?	A. It is broken.	B. It is dirty.	C. It is scratched.	D. It is stained.
4 What complaint does the participant make about the conference room?	A. There is a crack.	B. There is a leak.	C. There is an odor.	D. There is damage.
5 What problem occurred with the participant's registration?	A. A leak.	B. A stain.	C. A booking error.	D. A scratch.

2 HOTEL COMPLAINTS (ROOM AND RESTAURANT)

1 What problem is in the bathroom?	A. A crack.	B. A leak.	C. A stain.	D. A delay.
2 What was wrong with the bedsheets?	A. They were broken.	B. They were delayed.	C. They had a stain.	D. They were cancelled.
3 What complaint did the guest make about the room?	A. It was dirty.	B. It was damaged.	C. It was delayed.	D. It was scratched.
4 What happened at the restaurant?	A. There was a booking error.	B. There was a leak.	C. There was a delay in the service.	D. There was damage to the room.
5 What was wrong with the soup bowl?	A. It was stained.	B. It was cracked.	C. It was cancelled.	D. It was delayed.

LIVEWORKSHEETS

SPEAKING EXERCISE

INSTRUCTIONS

Work with a partner. Read your role card carefully and act out the conversation. Use polite language, ask questions, explain the problem, and suggest solutions. Try to reach an agreement by the end of the conversation.

STUDENT A:
Explain the problem and ask for assistance.

STUDENT B:
Apologize, provide information, and offer a suitable solution.

SCENARIO: HOTEL PROBLEMS

CONTEXT

You are staying at a hotel. Something is not right with your room or the hotel service. You talk to the front desk to explain the problem and ask for help.

STUDENT A
(GUEST)

- Explain the problem with your room or service.
- Ask for a solution or compensation.
- Be polite but firm.
- Listen to the response and try to agree.

STUDENT B
(FRONT DESK REPRESENTATIVE)

- Listen carefully and apologize.
- Ask for more details if needed.
- Offer a solution or alternative.
- Make sure the guest is satisfied.

EXAMPLES OF HOTEL PROBLEMS

- The room is dirty.
- The air conditioner is not working.
- The shower has no hot water.
- There is noise in the room.
- The Wi-Fi is not working.
- Something is broken in the room.
- The towels are stained or not clean.
- I was overcharged.

SPEAKING TIPS

- Use polite customer service language.
- Ask follow-up questions.
- Explain the problem clearly.
- Suggest possible solutions.
- Speak confidently and respectfully.

SPEAKING OBJECTIVES

- Express complaints politely.
- Request information and clarification.
- Offer solutions to customer problems.
- Practice hotel and service vocabulary.
- Improve fluency and pronunciation.

LIVEWORKSHEETS

SPEAKING EXERCISE

INSTRUCTIONS

Work with a partner. Read your role card carefully and act out the conversation. Use polite language, ask questions, explain the problem, and suggest solutions. Try to reach an agreement by the end of the conversation.

STUDENT A:
Explain the problem and ask for assistance.

STUDENT B:
Apologize, provide information, and offer a suitable solution.

SCENARIO: RESTAURANT PROBLEMS (FOOD)

CONTEXT You are at a restaurant and there is a problem with your food or the service. You talk to the waiter/manager to explain the issue and ask for a solution.

STUDENT A (CUSTOMER)

- Explain the problem with your food or the service.
- Ask for a solution (another dish, refund, or discount).
- Be polite but clear.
- Listen to the response and try to agree.

STUDENT B (WAITER / MANAGER)

- Listen carefully and apologize.
- Ask for more details if needed.
- Offer a solution or alternative.
- Make sure the customer is satisfied.

EXAMPLES OF RESTAURANT PROBLEMS (FOOD)

- The food took too long to arrive.
- The food is cold.
- The order is incorrect.
- The food is undercooked or overcooked.
- There is something in the food.
- The portion is too small.
- The drink is wrong or has no ice.
- The bill is incorrect.

SPEAKING TIPS

- Use polite customer service language.
- Ask follow-up questions.
- Explain the problem clearly.
- Suggest possible solutions.
- Speak confidently and respectfully.

SPEAKING OBJECTIVES

- Express complaints politely.
- Request information and clarification.
- Offer solutions to customer problems.
- Practice restaurant vocabulary.
- Improve fluency and pronunciation.

LIVEWORKSHEETS