Hotel and Resort English

Module 1 Problems and Complaints

Match the appropriate responses with the questions by putting the correct number of the question on the line.

1. Could you use a little more pressure?
2. This bacon is not very crispy. I specifically asked for very crispy bacon.
3. Housekeeping did a very poor job of cleaning the bathroom. The tub is still filthy.
4. Mr. Kelly, did maintenance fix the problem with the sink yet?
5. Where's my luggage? I was told it would be here 15 minutes ago.
6. Why is my child so dirty? She has mud all over her clothes.
7. This tread mill doesn't seem to be working properly.
8. I'd be happy to change the reservation for you sir.
9. This soup is very cold, could you warm it up.
10. Here are the extra blankets you requested sir.

____ Really! That would be great. I hate talking to airline personnel.

____ I'll send someone up right away and have it cleaned again.

____ Thank you, I appreciate that. I'm surprised it gets that cold in here.

____ As you wish sir, how is this?

____ We were playing tag out on the lawn and she fell down. Fortunately, she wasn't hurt.

____ Thanks for bringing that to my attention. Why don't you use that one and I'll have someone check this out.

____ Of course ma'am. I'll return it to the chef immediately and have him heat it up.

____ Unfortunately no, they said they have a couple of other jobs they have to complete first. It will be another 30 or 40 minutes.

____ Let me look into that sir and I'll call you right back.

____ I'm sorry about that sir. I'll get you another order right away.

LIVEWORKSHEETS