

## 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 ☐ I'm not happy with my room.
- c ☐ We've been waiting 25 minutes for our table.
- d ☐ I asked for a balcony with a sea view when I made the reservation, so I don't want this room.
- e ☐ It's very upsetting. We've stayed with you many times before and never had these problems.
- f ☐ I've got to get home, but all flights have been cancelled for this week.
- g ☐ 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*.....<sup>1</sup> my sincere .....<sup>2</sup> once  
.....<sup>3</sup>
- b I am very sorry that this .....<sup>4</sup> and that we were  
unable to find a .....<sup>5</sup>.
- c I would like to offer you a .....<sup>6</sup> weekend as our  
guest at the hotel to .....<sup>7</sup> the poor service you  
received last week.
- d Thank you for your recent email.
- e Firstly, the long .....<sup>8</sup> in checking you in and then  
the .....<sup>9</sup> over your .....<sup>10</sup>.
- f We assure you of our best service in the future.
- g I do .....<sup>11</sup> for all the .....<sup>12</sup> 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