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.