



MAKING COMPLAINTS



Instruction: Match the problem on the left with the appropriate complaint phrase on the right.

Problem	Complaint Phrase
☐ 1. The food is cold	A. Can you please bring me clean towels
☐ 2. The room is too noisy	B. Could you reheat it, please?
☐ 3. The WIFI doesn't work	C. I can't sleep. Can you help?
☐ 4. The towels has damp smell	D. Could you check it, please?
☐ 5. I got the wrong order	E. Could you fix it, please?

Instruction: Listen to the conversation and answer the questions

1. What is the tourist's main complaint?

- A. The air conditioner is too noisy.
- B. The air conditioner is not working.
- C. The room is too cold.

2. What does the hotel staff offer to do immediately?

- A. Replace the air conditioner.
- B. Send maintenance to fix it.
- C. Give the tourist a new room.

3. What additional solution does the staff suggest?

- A. Offering a fan.
- B. Offering free drinks.
- C. Offering a refund.

