# ODDLY

## HOLISTIC HUMAN DEVELOPMENT

**Scenario:** A receptionist, Emma, receives a phone call from a dissatisfied guest, Mrs. Brown, who stayed at the hotel last week. Mrs. Brown mentions a problem with room service and wants reassurance that her concerns will be addressed.

**Activity:** Choose the collocation that best completes the dialogue.

- **Mrs. Brown:** Hello, I stayed at your hotel last week, and I wasn't happy with the room service delay. I'd like to know what you're doing about it.
- **Emma:** Good afternoon, Mrs. Brown. Thank you for letting us know. We take all feedback seriously and want to <u>address your concern / prevent dissatisfaction</u>. Could you tell me more about the issue?
- **Mrs. Brown:** I waited almost an hour for my dinner, and when it arrived, it was cold. It really ruined my evening.
- **Emma:** I'm very sorry to hear that. We want to ensure this doesn't happen again. Our manager has reviewed the incident to <u>build a relationship / prevent dissatisfaction</u> in the future. We're also following up with our room service team to improve their efficiency.
- **Mrs. Brown:** I appreciate that.
- **Emma:** To <u>follow through / maintain loyalty</u> on our commitment to improving service, I'd like to offer you a voucher for your next stay. I'll also personally <u>address your concern / follow up</u> on your feedback to keep you updated.
- **Mrs. Brown:** That's very kind of you. Thank you.
- **Emma:** It's our priority to <u>maintain loyalty / prevent dissatisfaction</u> with our guests and build a lasting relationship. Please don't hesitate to reach out if you have further feedback.

LIVEWORKSHEETS