

Student Name: _____ Date: _____

PART I - VOCABULARY MATCH

Instructions: Match the travel and customer complaint terms in Column with their correct contextual definition in Column B.



Itinerary	a) Formal statement of dissatisfaction for a service or product.
Overbooking	b) Planned route or schedule detailing destinations and times.
Compensation	c) Practice of selling more reservations than available capacity.
Complaint	d) Payment given to make up for loss, injury, or inconvenience.
Ecotourism	e) Travel to natural areas that conserves the environment.

PART II – COLLOCATION DISCOVERY

Instructions: Identify the preposition that consistently follows the verb 'complain'.

1. The hotel guest decided to **complain** ... the terrible room service at reception.
2. Disappointed tourists often **complain** ... flight delays on social media.
3. Customers have the legal right to **complain** ... hidden booking fees.
4. You should **complain** ... the manager if your room is not clean.

*Which preposition follows 'complain' when referring to a problem or issue?
Write three original sentences using this pattern.*



PART III – FILL-IN THE BLANKS

Instructions: Complete the sentences using the correct modal verb (should, must, have to, shouldn't, etc.)

SHOULD: Ask or give advice and express an opinion.	MUST: Express obligations or prohibition.	HAVE TO: Express what is necessary to do.
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- A. If a hotel overbooks your room, the manager _____ (must / shouldn't) provide alternative lodging immediately.
- B. Travelers _____ (should / have to) check local weather conditions before visiting ecotourism sites in Morazán.
- C. You _____ (shouldn't / must) accept poor service without filing an official feedback form.
- D. Call center agents _____ (have to / shouldn't) maintain a professional and empathetic tone during calls.

**PART IV – WRITING TASK**

Instructions: Select one of the following scenarios and draft a 120-word, grammatically correct and polite customer service response.

Once ready, post your reply using the Padlet QR Code.

SCENARIO 1: A tourist arrives at an eco-lodge in Surf City, but their reservation is missing from the system.

SCENARIO 2: A customer leaves a 1-star review, angry because their tour bus to Ruta de la Paz arrived 45 minutes late.



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