

Hotel and Resort English

Module 1 Problems and Complaints

Match the appropriate responses with the questions by putting the correct number of the question on the line.

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| 1. Could you use a little more pressure? | ____ Really! That would be great. I hate talking to airline personnel. |
| 2. This bacon is not very crispy. I specifically asked for very crispy bacon. | ____ I'll send someone up right away and have it cleaned again. |
| 3. Housekeeping did a very poor job of cleaning the bathroom. The tub is still filthy. | ____ Thank you, I appreciate that. I'm surprised it gets that cold in here. |
| 4. Mr. Kelly, did maintenance fix the problem with the sink yet? | ____ As you wish sir, how is this? |
| 5. Where's my luggage? I was told it would be here 15 minutes ago. | ____ We were playing tag out on the lawn and she fell down. Fortunately, she wasn't hurt. |
| 6. Why is my child so dirty? She has mud all over her clothes. | ____ Thanks for bringing that to my attention. Why don't you use that one and I'll have someone check this out. |
| 7. This tread mill doesn't seem to be working properly. | ____ Of course ma'am. I'll return it to the chef immediately and have him heat it up. |
| 8. I'd be happy to change the reservation for you sir. | ____ Unfortunately no, they said they have a couple of other jobs they have to complete first. It will be another 30 or 40 minutes. |
| 9. This soup is very cold, could you warm it up. | ____ Let me look into that sir and I'll call you right back. |
| 10. Here are the extra blankets you requested sir. | ____ I'm sorry about that sir. I'll get you another order right away. |