REVISION

UNIT 2: DEALING WITH COMPLAINTS

III. LISTENING

Task 1: Listen to the customer's complaint and complete the following sentences with NO MORE THAN TWO WORDS.

1. The woman has been waiting for _____ to check into the room.
2. Housekeeping hasn't finished servicing the rooms because they are _____ today.
3. The hotel needs several hours for the _____ of guests.
4. The guests are exhausted after a long flight and they haven't eaten anything since _____.
5. The courtesy room is on the _____.
6. The manager offers a _____ menu.

Task 2: Listen to the conversation and fill in the blanks with NO MORE THAN TWO WORDS.

7. The guest is in room _____.
8. She complains about a _____.
9. She will not have to be _____ for the new room.
10. She decides to move to a new room on the _____.
11. A _____ will bring the hotel guest the new key.

IV. READING

Task 1: Read the text and then fill the missing words into the blanks with NO MORE THAN TWO WORDS.

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Got Complaints? How to Solve a Hotel Room Problem

If you're like most travellers, your largest single expense is probably lodging. Make sure you get your money's worth with these seven tips for dealing with hotel troubles.

1. Know how to handle hotels' overbooking. Hotel managers routinely deal with problems associated with over sales, the industry term for booking more reservations than there are rooms. Even the best hotels engage in the practice, because a consistent percentage of all reservations are either canceled or result in no-shows. Often the hotel will have a nearby property or an arrangement with another chain of hotel to honor overbooked reservations. If this is the case, you can usually get an upgrade to a larger room or suite at the substitute property for no extra charge. If the room is the same or inferior to the one you have reserved, demand a rate reduction for your inconvenience and ask when a room at the hotel you originally chose will become available.

2. If there's a problem with your room, deal with someone in authority. Try to settle your dispute with the front-desk personnel, but if you're still not satisfied, ask to speak to the general manager. Keep in mind that it's the job of the front-desk staff to solve problems without involving the general manager. Use this knowledge to your advantage in disputes over small matters. If your problem is a big one, though, cut to the chase and demand an audience with a person in authority.

3. In a dispute with a hotel, pretend you're already in court. Write down the names of everyone you speak with, when you spoke with them, and what he or she said. If you have a camera, take photos relevant to your complaint. This information is handy for presenting to corporate public-relations personnel, who are very sensitive to these occurrences, and are often quick to compensate unhappy guests sometimes quite generously for their troubles.

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4. Ask for an adjustment or complete refund. If hotel personnel are unable to deliver what you were promised, ask for an adjustment at a lower rate, for example, if you've gotten a lesser room than the one you were promised. If you received a confirmation notice and brought it with you, your claims will be all the more convincing.

5. Be specific, focused, and fair when resolving problems with hotels. Regardless of the problem, be very specific about how you would like to see the situation resolved, but be fair: If noisy neighbors kept you awake one night of your two-night stay, don't demand a refund for both nights. You have a better chance of resolving your dispute if your expectations seem reasonable. Also, hotel managers have been trained to let aggravated customers vent until they tire of arguing, so be sure to initiate a dialogue rather than droning on ad nauseam. Stay focused, and reiterate your specific demands if the conversation veers away from the problem at hand.

6. Get confirmation of the resolution in writing. Hotel managers have been known to say anything to put an end to a disagreeable situation. Once you and management have agreed on a solution, get confirmation of your agreement in writing.

7. Contest hotel charge. If you believe your complaint was not handled satisfactorily, get the names of the people involved, keep your receipts, and call your credit-card company when you get home. Major credit-card companies have departments that deal with contested charges, and most companies will not charge your card while the matter is under investigation

Summary:

7 tips for dealing with hotel problems

12. If the hotel's overbooking happens, you can be offered a larger room suit at a hotel nearby without _____.

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13. In case of hotel problems, you're advised to speak to the General Manager only when you are not _____ with the front – desk staff's solution.

14. You should present proper evidence when a _____ occurs with the hotel. Sometimes this may help you get generous compensation.

15. If you want to request an _____ or full refund, it is more advisable to bring the confirmation notice with you.

16. When dealing with problems, you should be _____, focused and fair in each situation.

17. If a solution is reached, make sure you get a confirmation of your agreement _____.

18. If you oppose _____ because your complaint was not deal with satisfactorily, please get the names of the people involved, keep your receipts and call your credit-card company when you get home.

Task 2: Read the text and fill the summary with NO MORE THAN TWO WORDS.

Sports tourism to international sporting events is a growing trend in the tourism industry. Probably the most popular international sporting events are bicycle races such as the annual Tour de France, which attracts 12 to 15 million spectators along the route. Tourists are mostly domestic, but they still travel many kilometers to watch and support their cycling heroes.

For international travelers, the most popular events are the FIFA football World Cup and the Olympics, followed by the European Football Championships. For instance, around 3.18 million fans attended the 2010 FIFA World Cup in South Africa, the first African nation to host the championship, and there are hopes for even more tourists at the 2014 World Cup which will be held in football-crazy Brazil.

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Other popular sporting events such as the Rugby Union World Cup and the Cricket World Cup, which both happen every four years, and the Formula 1 Gran Prix also draw a large number of international visitors. The Monaco Grand Prix, alongside the US Indy 500 (Indianapolis 500) and the French Le Mans, is one of the most famous racing fixtures of the year, attracting 200.00 visitors who love motors in just four days!

So why do people like sports tourism? Surprisingly, the more sport we watch on TV, the more we want to watch live. Sports tourism is much more appealing in general these days, as events offer more comfort and entertainment as well as cheap travel options such as low-cost airlines. The kind of person participating in sports tourism rather depends on the sport they're watching, but statistics show the majority is young; middle-class people aged 18-35. However, rugby and cricket fans tend to be older and wealthier, athletics fans younger and on a tighter budget, while followers of formula 1, usually older, richer and male.

Summary:

Sports tourism is becoming more (19) _____ nowadays. Most of (20) _____ to the Tour de France are French. In 2010, (21) _____ was the first African host of the FIFA World Cup. Indianapolis, Monaco and Le Mans are all venues for (22) _____. Sports tourism is more appealing these days because events offer more comfort. Generally (23) _____ don't have a lot of money.

V. WRITING

Make complete sentences based on the given words/ phrases. Choose the best option A, B, C or D.

24. Housekeeping/ not finish/ clean/ rooms yet.

A. Housekeeping have not finished to clean the rooms yet.

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B. Housekeeping did not finished cleaning the rooms yet.

C. Housekeeping had not finished with cleaning the rooms yet.

D. Housekeeping has not finished cleaning the rooms yet.

25. Guests/ already/ complete/ registration card.

A. Guests already completed the registration card.

B. Guests had already completed the registration card.

C. Guests have already completed the registration card.

D. Guests has already completed the registration card.

26. They/ not book/ table/ dinner/ yet.

A. They will not book a table in dinner yet.

B. They have not booked a table for dinner yet.

C. They had not booked a table at dinner yet.

D. They did not book a table with dinner yet.

27. Porter/ just/ take/ luggage/ Room 43.

A. The porter had just taken the luggage on room 43.

B. The porter have just took the luggage in room 43.

C. The porter has just taken the luggage to room 43.

D. The porter has just taking the luggage at room 43.

28. He/ just/ call/ say they/ will/ late/ 15 minutes.

A. He just called to say they will be late for 15 minutes.

B. He have just called to say they will be late for 15 minutes.

C. He had just been called to say they will be late for 15 minutes.

D. He has just called to say they will be late for 15 minutes.

29. Housekeeping/ should/ clean/ all/ rooms/ before/ guests/ arrived.

A. Housekeeping should clean all the rooms before guests arrived.

B. Housekeeping should have been cleaned all the rooms before guests arrived.

C. Housekeeping should have to clean all the rooms before guests arrived.

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D. Housekeeping should have cleaned all the rooms before guests arrived.

30. faucet/ bathroom/ not replace/ by / Maintenance/ yet.

A. The faucet of the bathroom was not replaced by the Maintenance yet.

B. The faucet in the bathroom has not been replaced by the Maintenance yet.

C. The faucet on the bathroom had not been replaced by the Maintenance yet.

D. The faucet at the bathroom has not replaced by the Maintenance yet.

31. They/ not change/ bulb/ reading lamp/ and/ clean/ the bath/ yet.

A. They hadn't changed the bulb of the reading lamp and cleaned the bath yet.

B. They didn't change a bulb of the reading lamp and cleaned the bath yet.

C. They haven't been changed a bulb of the reading lamp and cleaned the bath yet.

D. They haven't changed the bulb of the reading lamp and cleaned the bath yet.

32. previous/ guests/ must/ fill/ bottle/ something/ other/ than/ alcohol.

A. The previous guests must have filled the bottle with something other than alcohol.

B. The previous guests must have been filled the bottle in something other than alcohol.

C. The previous guests must be filled the bottle by something other than alcohol.

D. The previous guests must fill the bottle into something other than alcohol.

33. I/ very /sorry, /sir. / I / send/ someone/ fetch/ your suit/ so that/ we/ can/ press/ it/ again.

A. I was very sorry, sir. I would send someone and fetch your suit so that we can press it again.

B. I will be very sorry, sir. I will send someone and fetch your suit so that we can press it again.

C. I am very sorry, sir. I will send someone to fetch your suit so that we can press it again.

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D. I would be very sorry, sir. I would be sending someone to fetch your suit so that we can press it again.

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