

UNIT 2: DEALING WITH COMPLAINTS

Vocabulary

Exercise 1: Fill in the blanks with correct words in the box.

inconvenience	burned out	plumber	tear	stopped up
drain	shrunk	allergic	out of order	stain

1. I've just received my shirt from the Laundry but there is still a _____ on it.

2. **Guest:** The water keeps running in the toilet so I cannot sleep well.

Receptionist: I am so sorry to hear that, I'll send up a _____ as soon as possible to repair it.

3. The light bulb in the bathroom _____ so we could not see anything.

4. **Guest:** The air conditioner in my room is _____.

Receptionist: I am sorry, sir. I'll send somebody from the Maintenance up to help you immediately.

5. I am _____ to flower so don't put any flower in my room.

6. The _____ in the sink is blocked; please send up someone to check it.

7. My sweater is badly _____. Now I cannot wear it because it is too tight.

8. The toilet in my room is _____. I can't flush the water.

9. **Guest:** There's a _____ in my pants!

Receptionist: I am terribly sorry, sir. We will mend the damage.

10. **Guest:** My laundry has just been returned but I found my T-shirts are still dirty.

Receptionist: I do apologize for this _____, sir. We will wash your T-shirts again at no extra charge.

Exercise 2: Fill in the blank with the correct words. The first letter has been given.

1. **Guest:** The light bulb in the bathroom burned out!

Receptionist: I'll send a r_____ up to change it immediately.

2. **Guest:** There isn't any hot water in the bathroom.

Receptionist: Let me apologize for this inconvenience. I'll contact the m_____ to check it.

3. We could not watch any programs yesterday evening because the TV in our room was out of o_____.

4. **Guest:** The air conditioning in this room is **m**_____.

Receptionist: I'm so sorry to hear that. I'll move you to another room right now.

5. Somebody **s**_____ wine on the carpet so now it is smeared with bad smell.

6. **Guest:** There are some **s**_____ on my sheet!

Receptionist: Please accept our apology and I'll send a room attendant to change your sheets right away.

7. **Guest:** The room I'm in is too **d**____ with wet smelly walls. I'd like to change rooms

Receptionist: Of course, sir. I'll have a porter move your luggage if you like.

8. **Guest:** The ceiling light keeps **f**_____.

Receptionist: I'll send someone up to put in a new bulb right away and see if that solves the problem.

9. **Guest:** Both the drain in the sink and the floor drain are **s**_____ **u**_____.

Receptionist: Please let me apologize for this inconvenience, Miss. I'll send the plumber to your room right away.

10. I need my room cleaning immediately. It's too **s**_____ and dirty.

Grammar

Exercise 1: Identify the error (A, B, C or D) in each of the following sentences and correct it.

1. **Guest:** Well, the minibar is fully (A) stocked, but some bottles have (B) been filled with something other than alcohol.

Receptionist: I understand the problem, sir. A previous guest should (C) have poured out the contents and filled the bottles with (D) something less expensive.

2. I am very disappointed (A) when going into my room. It is (B) very filthy, the bath has not cleaned (C) and the sheets have not been changed (D).

3. I do (A) apologize to (B) this problem and I rest assured (C) that this problem will never happen (D) again in our hotel.

4. Our manager will check (A) if housekeeping has finished (B) servicing (C) your room yet (D).

5. Mary would like (A) to complain (B) with (C) our manager but he is on business (D) abroad.

6. After a long (A) flight, we need a snack (B) because we did not eat (C) anything since (D) yesterday evening.
7. You must (A) have informed us before transferring (B) us to another resort. We do not want to be (C) passive like (D) this.
8. We asked for (A) a balcony with (B) a sea view but the rooms you has given (C) us overlook the street at the back (D) of the hotel.
9. Our flight back to (A) Los Angeles tomorrow morning has cancelled (B). There are (C) no seats available on (D) any flights until Thursday.
10. The Room 315 we are in has just repainted (A) and my mother is allergic to (B) the smell of new paint. Could (C) you move us to (D) another room?

Exercise 2: Fill in the blanks with the proper preposition.

1. The laundry went to room 506 _____ mistake.
2. There is something wrong _____ the toilet.
3. I don't think the linen has been changed _____ three days.
4. I would like to register a complaint _____ the laundry department.
5. First of all, I sent a pair _____ tights to the laundry.
6. My new stockings are full _____ runs.
7. Please let me apologize on behalf of the management of our hotel _____ all the inconvenience.
8. There are holes _____ my stockings.
9. Can you do something _____ the spilled coffee in my room?
10. Many guests were not satisfied _____ the quality of the laundry service of the Royal hotel.