Complete the dialogue about a problem-solving situation in a hotel with phrases from the list. Then, listen to check your answers.

Guest _____[1], I have a complaint about your hotel.

Receptionist Oh, you look very troubled. What _____[2] the problem, madam?

Guest Well, we're regular guests at your hotel, but I'm about to change my mind about ever staying here again! The service is terrible. I've had to ring housekeeping every day to ask them to clean my room. My company pays good rates for me and my colleagues to stay at your hotel, so a dependable cleaning service is the least we expect!

Receptionist First of all, _____[3] how sorry I am. _____[4] this must have ruined your stay with us. So, if I _____[5] you correctly, you had to phone each day to get your room serviced?

Guest That's right.

Receptionist _____[6] giving me some details? If I could just have your name and your room number and what time you called and who you spoke to exactly ...

Receptionist Ms Jones, I'll speak to housekeeping _____[7]. I want to _____[8] this never happens again. Since you've been so _____[9] by this incident, _____[10] to offer you two free nights for your next visit at our hotel. In fact, I'll give you a voucher right now. You can use it any time you wish.

Guest Oh, that's just great! I am so glad that we could work this out. We do want to keep coming back here.

Excuse me
I can see how
I'd be glad
I'd like to say
inconvenienced
make sure
seems to be
straight away
understand
Would you mind

LIVEWORKSHEETS