

))) 5.6 Listen to a guest complaining and choose the correct option.

- 1 The guest is in room ...
 - a 306
 - b 316
 - c 360
- 2 What is he unhappy about?
 - a the disappointing view
 - b the noise from inside the hotel
 - c the noise from outside the hotel
- 3 Why was the room noisy?
 - a The window wasn't closed.
 - b The air-conditioning was old.
 - c It was at the back of the hotel.
- 4 The receptionist ...
 - a is very helpful and friendly.
 - b doesn't apologize for the problem.
 - c offers an unsatisfactory solution.
- 5 In the end, the guest ...
 - a decides to use the air-conditioning.
 - b accepts the offer of an electric fan.
 - c wants to move to another room.

))) 5.7 Listen to staff at the Safari Resort Hotel talking to the manager about the guest's feedback. Who is speaking?

the concierge the excursion driver
the housekeeper the reception manager
the room service waiter

Speaker 1 _____

Speaker 2 _____

Speaker 3 _____

Speaker 4 _____

Speaker 5 _____

What does the manager need to do to improve the guest experience? Match 1–6 and a–f.

- | | |
|----------|--|
| 1 Hire | a the excursions brochure. |
| 2 Order | b the delays in room service. |
| 3 Update | c an experienced nature guide. |
| 4 Train | d an email apologizing to the guest. |
| 5 Reduce | e staff in better customer service skills. |
| 6 Write | f new mosquito nets and cleaning products. |



Look at the guest feedback questionnaire from The Safari Resort Hotel. Write the comments (a-f) in the correct place to continue what the guest wrote in the questionnaire (1-6).

- a The bathroom wasn't very clean and I had wet towels for a week.
- b We waited for an hour for the bus to arrive because we were told the wrong time.
- c They never said 'good morning' or smiled. One porter told me he was too busy to help me.
- d He didn't even know the names of some of the animals!
- e I waited 45 minutes for a sandwich. When it came, it wasn't what I ordered.
- f The net around the bed had a big hole in it. I couldn't sleep all night!



The Safari Resort Hotel

Good Average Poor

Reception

Check-in and check-out	☒	☐	☐
Concierge services	☐	☐	☒
Bellboy services	☐	☐	☒
Courtesy of staff	☐	☐	☒

1 Staff were generally unfriendly and sometimes rude. _____

2 The concierge didn't give us the right details for the excursions. _____

Room

Comfort	☐	☐	☒
Equipment	☐	☒	☐
Cleanliness	☐	☐	☒
Maintenance	☐	☒	☐
Room service	☐	☐	☒

3 The room was infested with mosquitoes. _____

4 The housekeepers were inefficient. _____

5 Room service was extremely slow. _____

Excursions

Quality	☐	☐	☒
Guides	☐	☐	☒

6 The safari was overpriced. The jeeps are new but there is no guide. The driver only knew basic information. _____

Based on the previous list of complains, write a polite request for each complain using *would you mind + ing*. First example is done for you.

the bathroom wasn't very clean and I had wet towels for a week.

(To the house Keeper) *would you mind cleaning our bathroom and bringing us clean towels, too, please?*

We waited for an hour for the bus to arrive because we were told the wrong time.

(To the excursion driver)

They never said 'good morning' or smiled. One porter told me he was too busy to help me.

(To the receptionist or to the porter)

He didn't even know the names of some of the animals!

(To the tour guide or to the concierge)

I waited 45 minutes for a sandwich. When it came, it wasn't what I ordered.

(To the room service waiter)

The net around the bed had a big hole in it. I couldn't sleep all night!

(to the reception manager)

Taken and adapted from English for International Tourism