PRACTICE THE CONVERSATION

COMPLAINTS ROLE PLAY

Complete the dialogue.

Receptionist : Hello! How can I help you?

Guest : I'm staying in Room 502. I can't _____ to the internet.

Receptionist : Oh no! Do you have the correct _____?

Guest : What's the _____ password?

Receptionist : It's boutique_hotel_123

Guest : It _____! Thank you!



Receptionist : Hello. Reception. Can I help you?

Guest : Hello. Yes, it's Catherine here. I'm in room 207. I _____ if you can help me?

Receptionist : What _____ to be the problem?

Guest : I was really desperate for a drink and the minibar is _____.

Receptionist : Oh, I'm very sorry about that. I'll send someone to _____ the minibar.



LIVEWORKSHEETS