



# UNIT 10 MAKING CONCESSIONS

Complete the following discussion by choosing the best answers from the the drop-list menus.



**Sarah**

I think it is a good idea to offer Swedish massage service to our guests. It's not common on the market so it could help our hotel stand out on the market.

I'm not sure about that. I know that \_\_\_\_\_, but I'm worried about the high costs involved. We'd need to employ qualified professionals and provide ongoing training.



**Samson**



**Ray**

I see your point, Samson, but I'd support the idea of Swedish message service. Although \_\_\_\_\_, it could attract guests who look for hotels with spa facilities.

I agree with Ray. Even though \_\_\_\_\_ Swedish massage service provides guests with a unique experience that can add value to their stay.



**Annie**



**Samson**

I can see that most of us like this idea. What about providing airport transfer service?

I think that's a good idea since it can provide much convenience, especially for the VIP guests.

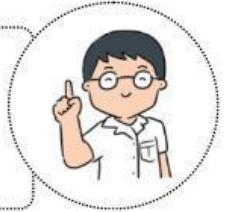


**Sarah**

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That's true, but the service may come with potential risks. We'd need to buy insurance coverage for the vehicles and drivers.



**Samson**



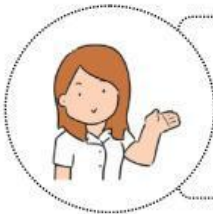
**Annie**

Although \_\_\_\_\_, it would allow us to provide an added sense of security for customers. I think we should go for it.

I agree with Annie. I know that \_\_\_\_\_. However, I'm confident that this service can improve customer satisfaction and encourage repeat business. It can also position our hotel as guest-focused.



**Ray**



**Annie**

Well said, Ray! It seems most of us agree on this suggestion, right? Shall we move on to discuss other service options?

