



MAKING COMPLAINTS



Instruction: Match the problem on the left with the appropriate complaint phrase on the right.

Problem	Complaint Phrase
<input type="checkbox"/>	1. The food is cold
<input type="checkbox"/>	2. The room is too noisy
<input type="checkbox"/>	3. The WIFI doesn't work
<input type="checkbox"/>	4. The towels has damp smell
<input type="checkbox"/>	5. I got the wrong order
	A. Can you please bring me clean towels
	B. Could you reheat it, please?
	C. I can't sleep. Can you help?
	D. Could you check it, please?
	E. Could you fix it, please?

Instruction: Listen to the conversation and answer the questions

1. What is the tourist's main complaint?

- A. The air conditioner is too noisy.
- B. The air conditioner is not working.
- C. The room is too cold.



2. What does the hotel staff offer to do immediately?

- A. Replace the air conditioner.
- B. Send maintenance to fix it.
- C. Give the tourist a new room.

3. What additional solution does the staff suggest?

- A. Offering a fan.
- B. Offering free drinks.
- C. Offering a refund.

