

MAKING COMPLAINTS



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

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



LIVEWORKSHEETS