

Name:

Class:

Fill in the Blank

You will listen to a conversation between a hotel guest and a front desk receptionist. While listening, fill in the missing words in the dialogue below.

filthy room

complaint

inconvenience

front desk

housekeeping

368

Receptionist : Good morning, ma'am Nina. Thank you for calling the _____. How may I help you?

Guest : Good morning. I'm calling from room _____. I'm so disappointed because I traveled all the way here to find a _____ and I faded a lot to book this room and only to discover that it was filthy.

Receptionist : I completely understand your frustration, ma'am Nina. I'd feel the same way. I apologize for the _____. Please wait a moment while I speak with my hotel manager about your problem.

Thank you for your patience ma'am, the _____ staff is on their way and we promise that this will never happen again.

Guest : Oh, thank you for the response.

Receptionist : No problem, ma'am. Just wait for the housekeepers who are on their way. Is there anything I can do to help you?

Guest : Nothing.

Receptionist : Thank you, ma'am Nina. We will make sure that your _____ will have a solution.

Guest : Thank you.