COMPLAINTS MANAGEMENT: noise or lack of cleanliness in accommodations

In this lesson, students will learn how to handle complaints related to noise or lack of cleanliness in accommodations.

Procedural Competencies

Oral Expression

Debate topics within their field of interest, demonstrating tolerance toward others' viewpoints, while considering the pronunciation and intonation of vowel and consonant sounds corresponding to standard English.

Listening Comprehension

Recognize work-related or technical information about everyday or workplace situations, services, or devices, provided that the speech is clear and delivered in standard language.

https://www.youtube.com/watch?v=ZXH_HTEpqOU

https://www.youtube.com/watch?v=cGfVlUdCBZI

https://www.englishlearningtips.com/2025/07/29/dealing-with-a-problem-at-a-hotel/

https://www.bing.com/search?q=Hotel%20complaints%20listening%20exercises&form=SWAUA2

LIVEWORKSHEETS

Complaining at a hotel

Making suggestions about a problem:

- I'm sorry, but... / I'm afraid ...
- I can give you a refund.
- I can offer you ... (a reduction / a discount / a refund / a free ... / a repair / ...)
- One solution is to . . . (verb)
- I'll send you ... immediately.
- I'll talk to her about it.
- This won't happen again, I promise.
- We could . . .
- I think we should . . .
- I recommend that . . .

Ways of complaining:

- Do you call this ... food?
- It tastes disgusting.
- You call this a luxury resort?
- Look at this ..., it's rubbish / damaged / ...!
- How can you offer such a bad connection?
- This ... of yours is awful, I hate it.
- I hate the ... !
- The ... is overpriced.
- This is far too expensive.
- I'll claim damages.
- You'll hear from my lawyer.
- I demand fresh towels at once.

LIVEWORKSHEETS

HOTEL COMPLAINT

LISTENING EXERCISE

Listen to the conversation between a guest and a receptionist.

Then, choose the best answer (A, B, C, or D).

1 What is the guest complaining about?

A. The slow room service
B. The noise outside
C. The dirty room and bathroom
D. The uncomfortable bed

2 What does the guest mention about the bathroom?

A. The towels are missing.
B. The shower is not hot.
C. The sink is blocked.
D. It hasn't been cleaned properly.

3 What does the receptionist say they will do?

A. Give the guest a refund.
B. Send someone to clean immediately.
C. Change the guest's reservation.
D. Offer breakfast for free.

4 What is the receptionist's final suggestion?

A. Wait until tomorrow for a solution.
B. Contact the manager yourself.
C. Move to another room right away.
D. Write a review online.

TIPS FOR SUCCESS

- Listen carefully to key details.
- Pay attention to the problem and solution.
- Choose the best answer.

FOCUS ON

- Understand the main idea
- Identify specific details
- Improve listening skills

TEACHER MARLON
LIVEWORKSHEETS

RESTAURANT COMPLAINT

LISTENING EXERCISE

Listen to the conversation between a customer and a waiter.

Then, choose the best answer (A, B, C, or D).

1 What is the customer complaining about?

A. The long wait time
B. The cold soup
C. The small portion size
D. The high price

2 What is the customer unhappy about with their order?

A. The burger is overcooked.
B. The fries are not crispy.
C. The salad is missing.
D. The drink is too sweet.

3 What does the waiter say they will do?

A. Give a discount on the bill.
B. Replace the food right away.
C. Offer a free dessert.
D. Bring another drink.

4 What is the waiter's final suggestion?

A. Speak to the manager.
B. Change the table.
C. Check on the order again later.
D. Leave a review online.

TIPS FOR SUCCESS

- Listen carefully to key details.
- Pay attention to the problem and solution.
- Choose the best answer.

FOCUS ON

- Understand the main idea
- Identify specific details
- Improve listening skills

TEACHER MARLON
LIVEWORKSHEETS

SPEAKING EXERCISE
COMPLAINT MANAGEMENT
HOTEL & RESTAURANT PROBLEMS

SCENARIO: HOTEL PROBLEMS

CONTEXT

You are staying at a hotel. Something is not right with your room or the hotel service. You talk to the front desk to explain the problem and ask for help.

STUDENT A
(GUEST)

- Explain the problem with your room or service.
- Ask for a solution or compensation.
- Be polite but firm.
- Listen to the response and try to agree.

STUDENT B
(FRONT DESK REPRESENTATIVE)

- Listen carefully and apologize.
- Ask for more details if needed.
- Offer a solution or alternative.
- Make sure the guest is satisfied.

LIST OF PROBLEMS

- The room is dirty.
- The air conditioner is not working.
- The shower has no hot water.
- There is noise in the room.
- The Wi-Fi is not working.
- Something is broken in the room.
- The towels are stained or not clean.
- I was overcharged.

USEFUL EXPRESSIONS

MAKING COMPLAINTS

- I'd like to make a complaint.
- There seems to be a problem.
- I'm not satisfied with...
- Could you help us, please?
- We have a problem with our room / order.

RESPONDING TO COMPLAINTS

- I'm very sorry about that.
- Thank you for letting us know.
- I'll take care of it immediately.
- Let me see what I can do.
- We appreciate your patience.

SPEAKING OBJECTIVES

- Describe problems accurately
- Use complaint-management vocabulary
- Negotiate solutions politely
- Practice customer service communication
- Improve fluency and confidence

FOCUS ON: • Damage • Stains • Dirt • Delays • Leaks • Odors • Booking Errors • Customer Service Communication

TEACHER MARLON | Complaint Management | B1 English Practice | Speaking Role Play

LIVEWORKSHEETS

SPEAKING EXERCISE
COMPLAINT MANAGEMENT
HOTEL PROBLEMS

SCENARIO 2: LATE CHECK-IN & ROOM NOT READY

CONTEXT:
You arrive at the hotel after a long trip. Your check-in is delayed and your room is not ready. You speak to the front desk to get help.

STUDENT A
(GUEST)

- Explain the problem clearly.
- Describe how it affects you.
- Ask for a solution.
- Be polite and patient.
- Listen to the response.
- Agree on the next step.

STUDENT B
(FRONT DESK REPRESENTATIVE)

- Listen carefully.
- Apologize for the inconvenience.
- Ask for more details if needed.
- Offer solutions or alternatives.
- Make sure the guest is satisfied.
- Thank the guest and close the conversation.

LIST OF PROBLEMS

- The room is not ready.
- I have to wait too long to check in.
- My reservation was not found.
- I requested a quiet room, but it's noisy.
- The TV is not working.
- The safe is not working.
- I didn't get the room type I booked.
- There is no hot water.
- The mini-bar is empty.
- I want a late check-out.

USEFUL EXPRESSIONS

MAKING COMPLAINTS

- I'd like to report a problem.
- There seems to be a problem.
- I'm not satisfied with...
- This is unacceptable.
- Could you please help me?
- I was expecting better service.

RESPONDING TO COMPLAINTS

- I'm very sorry about that.
- Thank you for letting us know.
- I understand how you feel.
- I'll look into this right away.
- Here is what we can do.
- We appreciate your patience.

SPEAKING OBJECTIVES

- Describe problems clearly
- Use complaint-management vocabulary
- Negotiate solutions politely
- Practice customer service communication
- Improve fluency and confidence

FOCUS ON: • Reservations • Check-in • Room Issues • Facilities • Service Delays • Communication

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LIVEWORKSHEETS

SPEAKING EXERCISE
COMPLAINT MANAGEMENT
HOTEL & RESTAURANT PROBLEMS

CONTEXT: HOTEL

You are staying at a hotel and using the hotel services. You also dine at the hotel restaurant. You experience some problems and decide to speak with the hotel staff and the restaurant staff to get help.

STUDENT A
(GUEST)

- Explain the problem clearly.
- Describe how it affects you.
- Ask for a solution.
- Be polite and patient.
- Listen to the response.
- Agree on the next step.

STUDENT B
(STAFF REPRESENTATIVE)

- Listen carefully.
- Ask for more details if needed.
- Apologize for the inconvenience.
- Offer solutions or alternatives.
- Make sure the guest is satisfied.

LIST OF PROBLEMS

HOTEL PROBLEMS

1. The room is not clean.
2. The air conditioner is not working.
3. The Wi-Fi is not working.
4. There is too much noise at night.
5. I did not get the room type I booked.

RESTAURANT PROBLEMS

1. My order is wrong.
2. The food is cold.
3. The wait time is too long.
4. The drink I ordered is missing.
5. The table is not clean.

USEFUL EXPRESSIONS

MAKING COMPLAINTS

- I'd like to report a problem.
- There seems to be a problem.
- I'm not satisfied with...
- Could you help me, please?
- I was expecting better service.

RESPONDING TO COMPLAINTS

- I'm very sorry about that.
- Thank you for letting us know.
- I understand how you feel.
- Here is what we can do.
- We appreciate your patience.

SPEAKING OBJECTIVES

- Describe problems clearly
- Use complaint-management vocabulary
- Negotiate solutions politely
- Practice customer service communication
- Improve fluency and confidence

FOCUS ON: • Room Issues • Hotel Services • Restaurant Service • Food & Drinks • Communication • Solutions

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LIVEWORKSHEETS

SPEAKING EXERCISE
COMPLAINT MANAGEMENT
RESTAURANT SCENARIO

SCENARIO 1: FOOD QUALITY ISSUE

CONTEXT:
A guest is not satisfied with the food they received. They believe the dish is not what they expected and speak to the server.

STUDENT A
(GUEST)

- Explain the problem clearly.
- Describe how it affects you.
- Ask for a solution.
- Be polite and calm.
- Listen to the response.
- Agree on the next step.

STUDENT B
(SERVER / MANAGER)

- Listen carefully.
- Apologize sincerely.
- Ask for more details if needed.
- Offer solutions or alternatives.
- Make sure the guest is satisfied.
- Thank the guest and invite them back.

LIST OF PROBLEMS

- The steak is overcooked.
- The soup is too salty.
- The pasta is undercooked.
- The salad is not fresh.
- The dessert is too sweet.

SPECIAL REQUESTS (GUEST)

- Could you replace the dish with something else?
- Can you remove the ingredient I'm allergic to?
- May I get the dish without spice?
- Can I have the sauce on the side?
- Could you recommend another dish?

USEFUL EXPRESSIONS

MAKING COMPLAINTS

- Excuse me, I have a concern.
- This isn't what I expected.
- There seems to be a problem with my order.
- I'm not satisfied with...
- Could you help me with this?

RESPONDING TO COMPLAINTS

- I'm truly sorry about that.
- Thank you for letting us know.
- I understand how you feel.
- Let me see what I can do.
- We'll fix this right away.

SPEAKING OBJECTIVES

- Describe problems clearly
- Use complaint-management vocabulary
- Negotiate solutions politely
- Practice customer service communication
- Improve fluency and confidence

FOCUS ON: • Food Quality • Recipes • Allergies • Replacements • Customer Satisfaction • Service

LIVEWORKSHEETS

SPEAKING EXERCISE
COMPLAINT MANAGEMENT
RESTAURANT SCENARIO

SCENARIO 2: COLD FOOD & LONG WAIT TIME

CONTEXT:
Guests arrive hungry and expect a great experience. Their meal is cold and the wait was longer than expected.

STUDENT A
(GUEST)

- Explain the problem clearly.
- Describe how it affects you.
- Ask for a solution.
- Be polite and patient.
- Listen to the response.
- Agree on the next step.

STUDENT B
(SERVER / MANAGER)

- Listen carefully.
- Apologize sincerely.
- Ask for more details if needed.
- Offer solutions or alternatives.
- Make sure the guest is satisfied.
- Thank the guest and invite them back.

LIST OF PROBLEMS

- The food is cold.
- I waited too long for my meal.
- My order is incorrect.
- The staff was rude.
- The place is too noisy.
- The table is not clean.
- The drink is wrong.
- The menu is confusing.
- The portion is too small.
- I have an allergy and the kitchen made a mistake.

USEFUL EXPRESSIONS

MAKING COMPLAINTS

- Excuse me, I have a problem.
- I'm not satisfied with…
- This isn't what I ordered.
- My food is cold.
- I've been waiting for a long time.
- Can you help me with this?

RESPONDING TO COMPLAINTS

- I'm so sorry about that.
- Thank you for letting us know.
- Let me fix this for you.
- Would you like something else while you wait?
- We appreciate your patience.

SPEAKING OBJECTIVES

- Describe problems clearly
- Use complaint-management vocabulary
- Negotiate solutions politely
- Practice customer service communication
- Improve fluency and confidence

FOCUS ON: • Food Quality • Service • Wait Time • Cleanliness • Accuracy • Atmosphere

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LIVEWORKSHEETS

SPEAKING EXERCISE
COMPLAINT MANAGEMENT
RESTAURANT SCENARIO

SCENARIO 3: WRONG ORDER & NOT SATISFIED WITH THE MEAL

CONTEXT:

You ordered a pasta, but a burger was served instead. After waiting again, the pasta arrived and it was overcooked and bland. You speak to the manager.

STUDENT A (GUEST)

- Explain the problem clearly.
- Describe how it affects you.
- Ask for a solution.
- Be polite and calm.
- Listen to the response.
- Agree on the next step.

STUDENT B (MANAGER)

- Listen carefully.
- Apologize sincerely.
- Ask for more details if needed.
- Offer solutions or alternatives.
- Make sure the guest is satisfied.
- Thank the guest and invite them back.

LIST OF PROBLEMS

- I received the wrong order.
- It took too long to get the correct dish.
- The pasta is overcooked.
- It has no flavor.
- The waiter didn't check if everything was okay.
- I feel disappointed.
- Other tables that arrived later got their food first.
- I would like a discount or something free.
- I may not come back again.
- I want this resolved now.

USEFUL EXPRESSIONS

MAKING COMPLAINTS

- There's a problem with my order.
- That's not what I ordered.
- The food is not good.
- I've been waiting for too long.
- I'm not happy with this experience.

RESPONDING TO COMPLAINTS

- I'm really sorry about that.
- Let me fix this for you.
- Thank you for telling me.
- Would you like a replacement or something else?
- I'll make sure this doesn't happen again.

SPEAKING OBJECTIVES

- Describe problems clearly
- Use complaint-management vocabulary
- Negotiate solutions politely
- Practice customer service communication
- Improve fluency and confidence

FOCUS ON: • Order Accuracy • Food Quality • Wait Time • Service • Satisfaction • Solutions

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LIVEWORKSHEETS

SPEAKING EXERCISE
COMPLAINT MANAGEMENT
HOTEL & RESTAURANT PROBLEMS

INSTRUCTIONS

Work in groups of 3 or 4 students. Read your role card carefully and participate in the conversation.

YOUR GOAL IS TO:

- Describe problems clearly
- Make complaints politely
- Ask for information and clarification
- Offer solutions
- Reach an agreement before the conversation ends

USE THE VOCABULARY FROM DESCRIBING PROBLEMS DURING THE ROLE PLAY.

HOTEL

SCENARIO 1: HOTEL COMPLAINT

CONTEXT:

A group of guests has just arrived at a hotel. Unfortunately, there are several problems with their room and reservation. They decide to speak with the hotel staff.

STUDENT A
GUEST 1

YOU ARE UPSET BECAUSE:

- The hotel room is dirty.
- There is dirt on the floor.
- The room has an unpleasant odor.

YOUR TASK

- Explain the problems.
- Describe how you feel.
- Ask for immediate assistance.

STUDENT B
GUEST 2

YOU ARE UNHAPPY BECAUSE:

- The towels are soiled.
- There is a leak in the bathroom.
- The bathroom has not been cleaned properly.

YOUR TASK

- Support Guest 1's complaint.
- Provide additional details.
- Ask for a solution.

STUDENT C
RECEPTIONIST

YOU WORK AT THE FRONT DESK.

YOUR TASK

- Listen carefully.
- Apologize.
- Ask questions.
- Offer solutions.

POSSIBLE SOLUTIONS

- Send housekeeping.
- Send maintenance.
- Offer clean towels.
- Move the guests to another room.

STUDENT D
HOTEL MANAGER (OPTIONAL)

THE RECEPTIONIST ASKS FOR YOUR HELP.

YOUR TASK

- Make the final decision.
- Offer compensation if necessary.
- Ensure customer satisfaction.

POSSIBLE SOLUTIONS

- Upgrade the room.
- Offer a discount.
- Provide free breakfast.
- Apologize professionally.

USE POLITE LANGUAGE • BE CLEAR • LISTEN ACTIVELY • FIND A SOLUTION TOGETHER

Good communication makes great experiences!

LIVEWORKSHEETS

SPEAKING EXERCISE
COMPLAINT MANAGEMENT

HOTEL & RESTAURANT PROBLEMS

SCENARIO 2: RESTAURANT COMPLAINT

CONTEXT:

A group of customers is having dinner at a restaurant. Several problems occur with the food and service. They decide to complain to the staff.

STUDENT A
CUSTOMER 1

You are frustrated because:

- The order is **delayed**.
- You have been waiting for a long time.

YOUR TASK

- Explain the problem.
- Ask what happened.
- Request a solution.

STUDENT B
CUSTOMER 2

You are unhappy because:

- The food is **cold**.
- Your drink is **missing**.

YOUR TASK

- Describe the problems.
- Support Customer 1's complaint.
- Ask for a replacement.

STUDENT C
WAITER / WAITRESS

You are responsible for the table.

YOUR TASK

- Listen carefully.
- Apologize.
- Explain the situation.
- Suggest possible solutions.

POSSIBLE SOLUTIONS

- Replace the food.
- Bring the missing drink.
- Prioritize the order.

STUDENT D
RESTAURANT MANAGER (OPTIONAL)

The customers want to speak with you.

YOUR TASK

- Handle the complaint professionally.
- Offer compensation.
- Make sure the customers leave satisfied.

POSSIBLE SOLUTIONS

- Offer a discount.
- Provide a free dessert.
- Remove an item from the bill.
- Apologize and improve the service.

USEFUL EXPRESSIONS

MAKING COMPLAINTS

- I'd like to make a complaint.
- There seems to be a problem.
- I'm not satisfied with...
- Could you help us, please?
- We have a problem with our room / order.

RESPONDING TO COMPLAINTS

- I'm very sorry about that.
- Thank you for letting us know.
- I'll take care of it immediately.
- Let me see what I can do.
- We appreciate your patience.

SPEAKING OBJECTIVES

- Describe problems accurately
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FOCUS ON: • Damage • Stains • Dirt • Delays • Leaks • Odors • Booking Errors • Customer Service Communication

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LIVEWORKSHEETS