Essential Vocabulary

* What problems can guests have in their rooms? Be sure to know the meaning of the following:

Bed linen and towels may be wet, damp, dirty, torn, stained, etc. There may be stains / spots / marks on the bed linen.

Furniture may be uncomfortable, broken, dusty, stuck (about a drawer). There may be not enough / few coat hangers, chairs, glasses, etc. in the room. Equipment: not working, noisy, no heating, no light bulb, etc.

Mini bar: empty

Problems in the bathroom: absence of hot (cold) water, low water pressure, no bath plug, broken shower, no hairdryer, torn shower curtain / tears in the shower curtain, etc.

Faulty plumbing: The tap is leaking. The toilet won’t flush. I can’t get the toilet to flush. The bath / plughole is clogged. The waste pipes are blocked. The water isn’t running away.

Complaints about service and staff. Service: slow, inefficient, or lack of service Staff: rude, tactless, inattentive, indifferent

* How we respond to complaints about guestroom. Examples:
	1. | The room is filthy.

|  |
| --- |
| | I’m terribly sorry! I’ll send someone to clean it immediately. |
| | |  | {z |  | } | |  | {z |  | } |
|  | apology |  | action |  |

* 1. | Is anything the matter, sir?

| The room is too noisy. Could I move to a a more quiet room?

| I’m terribly sorry! Just a moment *: : :* There’s a free room on the third floor overlooking the garden. It’s very quiet, sir.

* 1. | Is there anything wrong with that drawer? | Yes, it’s stuck.

| I’m terribly sorry! I’ll have it seen to immediately.

* 1. | This TV-set won’t work. It needs repairing.

| I’m terribly sorry! I’ll see that it is repaired straight away.

* 1. Maid: Is there anything wrong, madam?

Guest: I’d like you to replace this bedspread. It’s stained.

Maid: I’m terribly sorry! I didn’t notice that. I’ll bring you a clean one at once.

* 1. | Is there anything wrong, sir?

| I’d like you to give me another towel. This one is damp. | I’m terribly sorry! I’ll fetch you a dry one at once.

* 1. Guest: This air-conditioner is very noisy.

Maid: I’m terribly sorry! I’ll tell the housekeeper about it.