PRACTICE

1. Read the guest complaints and choose the proper reply from the suggestions given below.
2. The shower curtain is torn.
3. The pillowcase is stained.
4. This towel is damp.
5. I wanted a newspaper in my room.
6. My suitcase is still in my room.
7. There’s a lot of noise on the telephone line.
8. The mirror is cracked.
9. The hairdryer is faulty.
10. The window is stuck.
11. The room is dirty.
12. The wastepaper basket is full.
13. The light bulb is too weak for reading.
14. The room is cold.
15. There’s no ashtray in my room.
* I’ll get the chambermaid to clean it. b I’ll have the heating turned up.

c I’ll get someone to open it. d I’ll have it brought down.

* I’ll fetch you a dry one.
* If you tell me which one you read,

I’ll have it delivered.

* I’ll get you a clean one. h I’ll have it replaced.

i I’ll have a stronger one flitted.

j I’ll have one brought to your room. k I’ll have a new one put up.

* I’ll have it checked.

m I’ll call the operator and have it checked.

* I’ll get someone to empty it.
1. Staff often need to say that some other person will perform a service that a customer requests. Write replies to the following complaints in two ways where possible. The first sentence has been done for you.
	1. There isn’t any instant coffee in my room. (send up) *I’ll have some sent up.*

*I’ll get the maid to bring it to your room.*

* 1. The glasses are dirty. (change)
	2. The TV doesn’t work in room 713. (flx)
	3. There aren’t any towels in my room. (send up)
	4. My shower still isn’t right. (repair)
	5. You said you’d get me the newspaper. (deliver to your room)
	6. Are you sure this bill is correct? (check)
	7. I’ve left my luggage in the room. (bring down)
	8. The windows in my room are very dirty. (clean)

5. Complete the sentences using the correct word from the list.

send up / right away / contact / provide / have / send one up / some more / I’ll get / no / I’ll bring it / ask

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | Could I |  |  |  |  |  |  |  | some toothpaste and a toothbrush, please? |
| 2. |  |  |  |  |  |  |  |  | housekeeping to bring up some more towels |
|  |  |  |  |  |  |  |  |  | . |  |  |  |  |  |  |  |  |
| 3. | Can you |  |  |  |  |  |  |  |  | a hairdryer, please? |  |
| 4. | That’s no problem, madam, I’ll |  |  | right away. |
| 5. | There’s |  |  |  |  |  |  | shampoo in the bathroom. |
| 6. | I’ll |  |  |  |  |  | maintenance to see to it at once. |
| 7. | We need |  |  |  |  |  |  |  | coat hangers. |  |
| 8. | I’ll |  |  |  |  | them at once. |  |
| 9. | Don’t worry, sir, |  |  |  |  |  |  |  |  | to your room myself. |
| 10. | We can |  |  |  |  | those thing for you, madam. |

1. Write replies to the following complaints. Use *have something done* *or get someone to do something.*
	1. This mirror is dusty. It needs cleaning.
	2. The mini bar is so frosted up I can’t get the door closed. It needs cleaning.
	3. The bath hasn’t been cleaned. There’s a dirty rim round the bath.
	4. The air conditioner isn’t working properly. It needs repairing.
	5. The tap on the washbasin won’t turn. It needs mending.
	6. The shower curtain is badly torn. It needs replacing.
	7. There’s something wrong with the toilet. It won’t °ush.
	8. I think the waste pipes are blocked. Anyway, the water isn’t running away.

9. How do you expect me to take a bath when there’s no bath plug?

1. Make up similar dialogues. Use the complaints given after the dialogue.

Dialogue 1

Guest: Can you do something about the *air conditioner?*

Housekeeper: Can you tell me what’s wrong, madam?

Guest: Yes. I can’t regulate it.

Housekeeper: I see. I’ll report the fault to the *electrician.*

tap (dripping);

draw (stuck, I can’t open it)

television set (I’m not getting any picture)

Dialogue 2

Chambermaid: Is there anything wrong, madam / sir?

Guest: I’d like you to get me another *pillow case*. This one is *torn.*

Chambermaid: I’m sorry, I didn’t notice that. I’ll bring you *a new one* at once.

blanket (stained) bedspread (dirty) towel (wet)

shower curtain (torn)

1. Respond to the following complaints.
	1. I’m sorry to trouble you, but I don’t seem to have any towels.
	2. It is really noisy. Can’t you do something about it?
	3. The central heating is not working. It’s very cold in the room.
	4. Our sheets haven’t been changed.
	5. I can’t get the shower to work.

6. I’m sure this bill is not correct.

* 1. The light bulb in the bathroom isn’t working.
1. Divide into pairs. Choose one of the following complaints (or invent your own).
	1. There’s something wrong with the toilet. It won’t flush.
	2. The air-conditioner isn’t working properly. It’s the third time I’m com-plaining about it.
	3. The tap on the wash-basin won’t turn.
	4. I didn’t get my early morning call.
	5. I can’t sleep because of loud music and voices from room 743.
	6. My wallet is missing from my room.
	7. The floor waiter was very rude.
2. You are the receptionist. You want to calm the guest down. Your tactics are a) to get the guest to say exactly what the problem is;
	1. to "buy" time and c) to offer something that is acceptable and possible.
3. You are the guest. You are extremely angry. Think about a) what exactly is wrong; b) what you expected; and c) what you want to happen.

Now act out the conversation.