Unit 12

Complaints: Dialogues

Reading

Dialogue 1

Front desk agent: Hello. May I help you?

Guest: Yes, I checked in a couple of hours ago and the air-conditioning won’t come on. I don’t like to make a fuss, but it’s the hottest night of the year over here. They should have flxed

the air-conditioner.

FDA: I’m terribly sorry. Let me see what I can do about it. What’s your room number?

1. 209.

FDA: Miss Tailor?

1. That’s right.

FDA: I’m really sorry about the inconvenience, Miss Tailor. I know how frustrated you can get when the air-conditioning isn’t working, especially on the night like tonight. A maintenance person is on a call right now. So, we can do one of the two things. Maintenance can be in your room in the next 20 minutes. Or if you like, you can have another room right now, just down the hall.

1. Oh, I really don’t want to move right now. And if it’s only 20 minutes as you say, that will be all right.

FDA: OK. I’ll call maintenance and they’ll take care of it.

1. That’s fine. Thanks for the help. FDA: You are welcome.

Dialogue 2

1. My name is Davis. I’ve just checked in, room 202.

FDA: I’m sorry, sir. Your room hasn’t been made up yet. It should be ready

in just *: : :*

1. I have been told three times that it would just be a few more minutes. It’s really annoying!

FDA: I’m very sorry for the inconvenience, Mr Davis. What time did you arrive?

1. At half past 3.

FDA: And did they tell you about the delay?

1. Well, yes. But I didn’t think it would be this long. And I’ve got dinner engagement in an hour.

FDA: I’m really sorry for this. Occasionally, we do run into a delay like this at check-in. I know how upsetting it can be to wait.

1. Oh, that’s fine. But when can I get my room?

FDA: Well, we can do a couple of different things. I’ll call housekeeping and we can get you into your room within the next 20 minutes. Oh, if you like, I can put you in a vacant room on the third floor right now. It’s the deluxe room, but we won’t charge any more than we would for room 202.

1. Sounds nice. But the rest members of my group are on the second floor. If you’re sure it’s only 20 minutes, I’d rather be near them.

FDA: I’ll see to it personally, sir. Again, I’m sorry about the delay, but I appreciate your patience. Why don’t you wait in the lounge bar while I sort this out? I’ll arrange for a complimentary drink for you.

1. It’s ok. I’ll be in the lounge.

FDA: Very well, we’ll come to get you as soon as the room’s ready.

G: All right. Thank you.

Explanations

come on to start to happen or work

*The heating* comes on *at six in the morning.*

fuss a show of anger, worry, lack of satisfaction or excitement, usually one which is greater than the situation deserves

*She* made such a fuss *when Richard spilt a drop of wine on her blouse!*

*It’s all* a fuss about nothing.

*I don’t see* what the fuss is about *| he seems like a fairly ordinary looking guy to me.*

*We tried to arrange a ceremony* with as little fuss as possible.

frustrated feeling annoyed or less confident because you cannot achieve what you want

*Are you feeling* frustrated *in your present job?*

upsetting (adjective) making someone feel worried, unhappy or angry *Seeing her again would be an upsetting experience after so many years.*

annoy to make someone angry

*Tim really* annoyed *me in the meeting this morning.*

*I’m sorry |* is *my cough* annoying *you?*

* + *that*] *It* annoys *me that she just expects us to help.*

*It really* annoys *me when people expect me to tip as well as pay a service charge in a restaurant.*

annoying making you feel annoyed

*It’s really annoying when a train is late and there’s no explanation.*

*He’s got a really annoying laugh.*

delay (verb) to make something happen at a later time than originally planned or expected

*My plane was delayed by an hour.*

*Could we delay the meeting a few days?*

* + + *-ing verb*] *I think we should delay deciding about this until next year.* delay (noun) when you have to wait longer than expected for something

to happen, or the time that you have to wait *This situation needs to be tackled without delay.*

*Long delays are predicted on the motorway because of the accident.*

*There has been a delay in the book’s publication.* run into sth (phrasal verb) experience problems

*If you run into problems, you begin to experience them.*

*We ran into bad weather = debt = trouble.*

engagement (formal) an arrangement to meet someone or do something at a particular time

*a dinner engagement*

*I’m afraid I have a previous = prior engagement* (= *another arrangement already made*)*.*