



42 Complaints



2.40

Natalie: Hello. Front Desk?

Receptionist: Yes?

Natalie: This is Natalie Trudeau in room 504.

Receptionist: Why, yes. How can I help you, Ms. Trudeau?

Natalie: I want to take a shower and there's no hot water.

Receptionist: I can't understand that. Have you turned the handle all the way to the right?

Natalie: I've been trying to get hot water for ten minutes! It's freezing cold.

Receptionist: Well, a lot of people take showers before breakfast. Maybe if you wait a while, it'll heat up again.

Natalie: Wait! I have three appointments this morning, and I also have to wash and dry my hair.

Receptionist: You're sure there's absolutely no hot water?

Natalie: No, none.

Receptionist: I'll contact maintenance and have them send someone up.

Natalie: How long will that be?

Receptionist: The engineer will be there within two minutes.

Natalie: OK, but don't send anyone for five minutes! I'm still in my robe.

1 Match the problems with the hotel department which is responsible.

Problem	Department
a No towels in the bathroom	1 Bell desk
b My laundry hasn't been returned.	2 Room service
c My bags haven't been brought to my room.	3 Housekeeping
d The air conditioning isn't working.	4 Valet
e Breakfast hasn't arrived.	5 Accounts
f Noisy party in the next room.	6 Maintenance
g Need some information about excursions.	7 Security
h Room charges are wrong on my check.	8 Concierge

Culture File 42 Complaining

2 COMMUNICATION ACTIVITIES

Student 1 - Go to Communication Activity L
Student 2 - Go to Communication Activity Y

3 Discuss:

- Have you ever had to complain about something in a hotel? What happened? Were you satisfied?
- Have you ever had to complain about any other type of service or product? What was it? What happened?