Situation 4. feladat:

write down your polite first sentence

write your problem with the room

with the transport

with the food

write down a polite request for compensation (what your idea is)

Good morning!

I went to a trip and I found some problems on the journey, so I want to make a complaint.

I had a problem with the airconditioner, the temperature was so high that I couldn’t sleep. I become really tired and the staff couldn’t fix it on location. I also found a big patch on my bed, it was a bit disgusting, but I reported it and they replaced it with a clean sheet.

I also had some problems with the bus, it war really unconvinient. The agency said that there is an English tour guide, but they only spoke the local language and i didnt undarstood a single word.

The food was delecious, but unfortunately it hurt my stomach and I nearly couldn’t go out of my room. Maybe the dishes wasnt cleand well by the staff, or the kitchen wasnt as hygienic as in our country.

I recommend you to make these things better and the trip will be fantastic with the beautiful landscape.

In my opinion a free weekend for another location maybe compensate me for my troubles. Thanks for your time, good bye!