

YOU BELIEVE THAT THE HOTEL ROOM YOU ARE STAYING IN HAS NOT BEEN CLEANED, AND YOU WOULD LIKE EITHER A DISCOUNT OR A ROOM UPGRADE.



STUDENT A2



STUDENT B2

AS A HOTEL RECEPTIONIST, YOU HAVE BEEN INFORMED THAT THERE IS A GUEST WHO IS COMPLAINING WITHOUT REASON. WHILE THE HOTEL'S POLICY DOES NOT ALLOW DISCOUNTS, YOU CAN COME UP WITH ALTERNATIVE SOLUTIONS TO ADDRESS THE SITUATION (E.G.: A FREE MEAL VOUCHER).