

Complaining at a hotel



STUDENT A:

You are the manager of *The Lagoon Hotel*, a modern holiday resort surrounded by marvelous beaches and astonishing mountains nearby. Everything seems perfect... but you have to deal with some problems.



STUDENT B:

You are a guest at the expensive *The Lagoon Hotel*. The resort is nice, but it is like a grave. There is nothing to do, no day trips, no activities, no sports facilities, no nightlife nearby... You are bored.



STUDENT A:

You are the manager of *The Paradise Hotel*, a modern holiday resort surrounded by lots of sights and sandy beaches. Everything seems perfect... but you have to deal with some problems.



STUDENT B:

You are a guest at the expensive *The Paradise Hotel*. The food is awful. It is often cold and salty, and there are no vegetarian dishes. There is also little choice: It seems to be the same any other day.



STUDENT A:

You are the manager of *The Holiday Hotel*, a large holiday resort on a small island. The sun shines every day, and there are many activities offered. Everything seems perfect... but you have to deal with some problems.



STUDENT B:

You are a guest at the expensive *The Holiday Hotel*. The staff is unfriendly. A maid refuses to change the towels, and you once overheard jokes between the waiters about the guests' personal affairs.



STUDENT A:

You are the manager of *The Lakeside Hotel*, a small holiday resort surrounded by woods and lakes, a very peaceful place. Everything seems perfect... but you have to deal with some problems.



STUDENT B:

You are a guest at the expensive *The Lakeside Hotel*. The internet connection at the hotel is overpriced and not always working reliably. Furthermore, there are only 3 different TV channels, which is unacceptable.



Complaining at a hotel

Making suggestions about a problem:

- I'm sorry, but... / I'm afraid ...
- I can give you a refund.
- I can offer you ... (a reduction / a discount / a refund / a free ... / a repair / ...)
- One solution is to . . . (verb)
- I'll send you ... immediately.
- I'll talk to her about it.
- This won't happen again, I promise.
- We could . . .
- I think we should . . .
- I recommend that . . .

Ways of complaining:

- Do you call this ... food?
- It tastes disgusting.
- You call this a luxury resort?
- Look at this ..., it's rubbish / damaged / ...!
- How can you offer such a bad connection?
- This ... of yours is awful, I hate it.
- I hate the ... !
- The ... is overpriced.
- This is far too expensive.
- I'll claim damages.
- You'll hear from my lawyer.
- I demand fresh towels at once.