

## The sink is blocked

### LEARNING OUTCOME

learn how to complain in a hostel or hotel

#### Everyday life

- 1** Look at the photo and answer the questions.

Where are the people and what are they doing?

What do you think the problem is?



#### Everyday vocabulary

- 2** Work in pairs. Look at the things that can go wrong in a hotel (1–8). Explain the words and expressions in *italics*.
- |                                        |                                                 |
|----------------------------------------|-------------------------------------------------|
| 1 The hotel is <i>short-staffed</i> .  | 5 The breakfast gave me <i>food poisoning</i> . |
| 2 I've <i>run out of</i> toilet paper. | 6 The <i>cleanliness</i> was sub-standard.      |
| 3 The shower is <i>leaking</i> .       | 7 There are <i>bed bugs</i> .                   |
| 4 The sink is <i>blocked</i> .         | 8 I've been <i>charged extra</i> for breakfast. |
- 3** Work in pairs. Think of other things that can go wrong in a hotel and add them to the list.
- 4** Work in pairs. Have you ever stayed at a hotel when things went wrong? Tell your partner.

#### Dialogue

- 5** **10** James is staying in a hostel with some friends for five nights but they aren't happy with their room. James is discussing his complaints with the receptionist. Listen to the dialogue. What three things does the receptionist offer James?

- 6** Listen again and complete the sentences with the correct words. Then listen again and check.

- 1 Oh, hello. ....
- 2 I'm sorry but ..... I spoke to someone earlier about this, but no one has been to fix it.
- 3 OK. Secondly, ..... We asked for a room with a sea view, but the room is facing the car park.
- 4 We did actually pay extra for a sea view when we booked, so .....
- 5 I should think so. .... But, anyway, we'd like to move to a quieter room.
- 6 And, as compensation, ..... when you depart.

#### EVERYDAY ENGLISH TOOLKIT: COMPLAINING IN A HOTEL

Look at the phrases (a–d) from the dialogue. Write the phrases in the correct place (1–4) below.

- a I hope we won't be charged for it.      c That's completely unsatisfactory.  
b I'm afraid that's not good enough.      d That's the best I can do.

#### Complaining

There are some problems with the room.

There seems to have been a mistake with our booking.

We're really not happy about spending another night in this room.

- (1) .....  
(2) .....

#### Responding to a complaint

I do apologise.

I'm very sorry to hear that.

I'm terribly sorry.

Please accept my apologies.

As compensation, I'd like to offer you the shuttle ride free when you depart.

- (3) .....

#### Asking for compensation

I'll expect a full refund for the difference.

- (4) .....

#### Over to you!

- 7** You are going to write an email to a hostel, complaining about things that went wrong while you were a guest there. Follow the steps below. Use the expressions in the Everyday English Toolkit and the vocabulary in 2.

Step 1: Think of three things that went wrong while you were staying there.

Step 2: Write your email. Explain what went wrong and what the hostel did or didn't do to rectify the problem. Explain the effect this had on you and how it affected your stay.

Step 3: Finish your email by saying what action you would like the hostel to take, such as compensation or a refund.