

## Teacher's Guide



### Making Complaints Politely at a Hotel – Intermediate (B1-B2)

Canva Presentation Link: [🌐 Making Complaints Politely at a Hotel](#)

Editable Presentation Link: [🌐 Making Complaints Politely at a Hotel](#)

Editable Worksheet Link: [🌐 Student Worksheet: Making Complaints Politely at a Hotel](#)

**Part 1.** Students read the statements and discuss which one sounds most like them when something goes wrong.

**Part 2.** Students discuss the questions.

**Part 3.** Students imagine that they have arrived at their hotel late at night. They open the door to their room and immediately notice a problem. Students discuss their **first thought** in this situation.

**Part 4.** Students look at the problems someone might have at a hotel and discuss the questions.

**Part 5.** Students read the sentences and discuss the questions.

**Part 6.** Students match each phrase with its purpose.

#### Answer key:

1. **I'm afraid there's a small problem with...** → *Explaining the problem*
2. **I was hoping you could help me with this.** → *Asking for action or a solution*
3. **Would it be possible to...?** → *Asking for action or a solution*
4. **It doesn't seem to be working.** → *Explaining the problem*
5. **Sorry to bother you, but...** → *Softening the complaint*
6. **There appears to be an issue with...** → *Explaining the problem*
7. **I booked this room because...** → *Giving context or a reason*
8. **This isn't quite what I expected.** → *Giving context or a reason*

**Part 7.** Students complete the sentences using one phrase from the previous exercise.

#### Answer key:

1. **Sorry to bother you, but** the Wi-Fi doesn't seem to be working properly.
2. **I'm afraid there's a small problem with** the room – the internet connection keeps dropping.
3. **There appears to be** an issue with the air-conditioning in my room.
4. **I was hoping you could help me with this,** as I need the room to be quiet for work.
5. **I booked this room because** I needed a quiet space to work during my stay.
6. **This isn't quite what I expected,** especially compared to the photos on the website.

**Part 8.** Students read the situations from part 4 again. For each one, students discuss what they would say to the receptionist. Encourage students to use polite phrases from part 6 and 7.

## Reflection

Students complete the sentences with their own ideas.