

Teacher's Guide

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

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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.