

















Unit 2: Accommodation

Write the letter of the symbols a-p next to the hotel service.

Hotel Facilities and Services

a. 	b. 	c. 	d. 
e. 	f. 	g. 	h. 

Hotel Facilities and Services

i. 	j. 	k. 	l. 
m. 	n. 	o. 	p. 

___ air conditioning	___ in-room minibar
___ airport shuttle	___ laundry and ironing
___ baby-sitting service	___ pets admitted
___ currency exchange	___ restaurant
___ direct line telephone	___ safe-deposit box
___ fitness centre	___ satellite TV
___ hairdryer	___ sauna
___ high-speed Wi-Fi access	___ wheelchair access

Match the sentence halves to make useful advice about how to deal with complaints.

1. Give your guest your complete attention and _____	a. to make sure they are satisfied.
2. Tell the guest that _____	b. they are making their complaint.
3. Apologise for the inconvenience and deal with _____	c. ask him/her in what way you can solve the problem.
4. Listen carefully and if _____	d. you would feel the same if this had happened to you.
5. Find a solution and let them know _____	e. he/she is angry, go somewhere private.
6. Never argue with a guest when _____	f. the complaint immediately.
7. Check back with the guest after dealing with their complaint _____	g. and nod agreement.
8. Keep a pleasant expression on your face _____	h. of your concern for their satisfaction.