

# EHL1202

## English for Hotel and Lodging 2

### Unit 8

Dealing with problems and complaints

- Listen customer are making complaints
- Customer friendly statement for each situation



# Learning Objectives

By the end of this unit, students should be able to

- Understand and create sentences to give explanation when a customer is angry
- Give solutions for various situations



# Outlines

- Expression to learn when giving an explanation/ mistake/ problem
- New words to use with angry customers
- Activity “Reading the extract from a letter of complaint to a hotel”



# คำศัพท์

ลูกค้า =	customer, consumer, passenger. Client
องค์กร =	company, firm, organization.
ขอโทษ =	apologize, sorry, afraid of
ทันที =	now, right away, straight away
สักครู่ =	a minute, a moment, a second, a while
แน่นอน =	sure, certainly, of course, no problem



# คำศัพท์เกี่ยวกับพนักงาน

**Staff, call center, operator,**  
**Employee, clerk, back office staff**  
**Receptionist, Agent, Officer**  
**Manager, Director, Security guard**  
**Supervisor, Assistant manager**



# Words for mistakes and problems situation use

- Unavailable
- Upset
- Correction
- Mistake
- Make clear
- Solution
- Problem
- Inconvenience
- Delay
- confuse

- Available
- happy
- complimentary
- Full price
- On time

## Activity 1: Use each word once to complete the sentences

Accept / solution / apologize / apologies / mistake / complimentary / problems / make up for / Room allocation / again / happened / delay

1. Dear Mrs. Costa, please .....**1**.my sincere.....**2**  
once.....**3** accept apologies again.
2. I am very sorry that this .....**4** happened. and that we  
were unable to find a .....**5** solution
3. I would like to offer you a .....**6** complimentary Weekend  
as our guest at the hotel to .....**7** the poor service  
you received last week. Make up for

# Activity 1: Use each word once to complete the sentences

Accept / solution / apologize / apologies / mistake / complimentary / problems / make up for / Room allocation / again / happened / delay

4. Thank you for your recent mail. Firstly the long.....**8** in checking you in and then the .....**9** over your .....**10**

5. Delay, mistake, room allocation

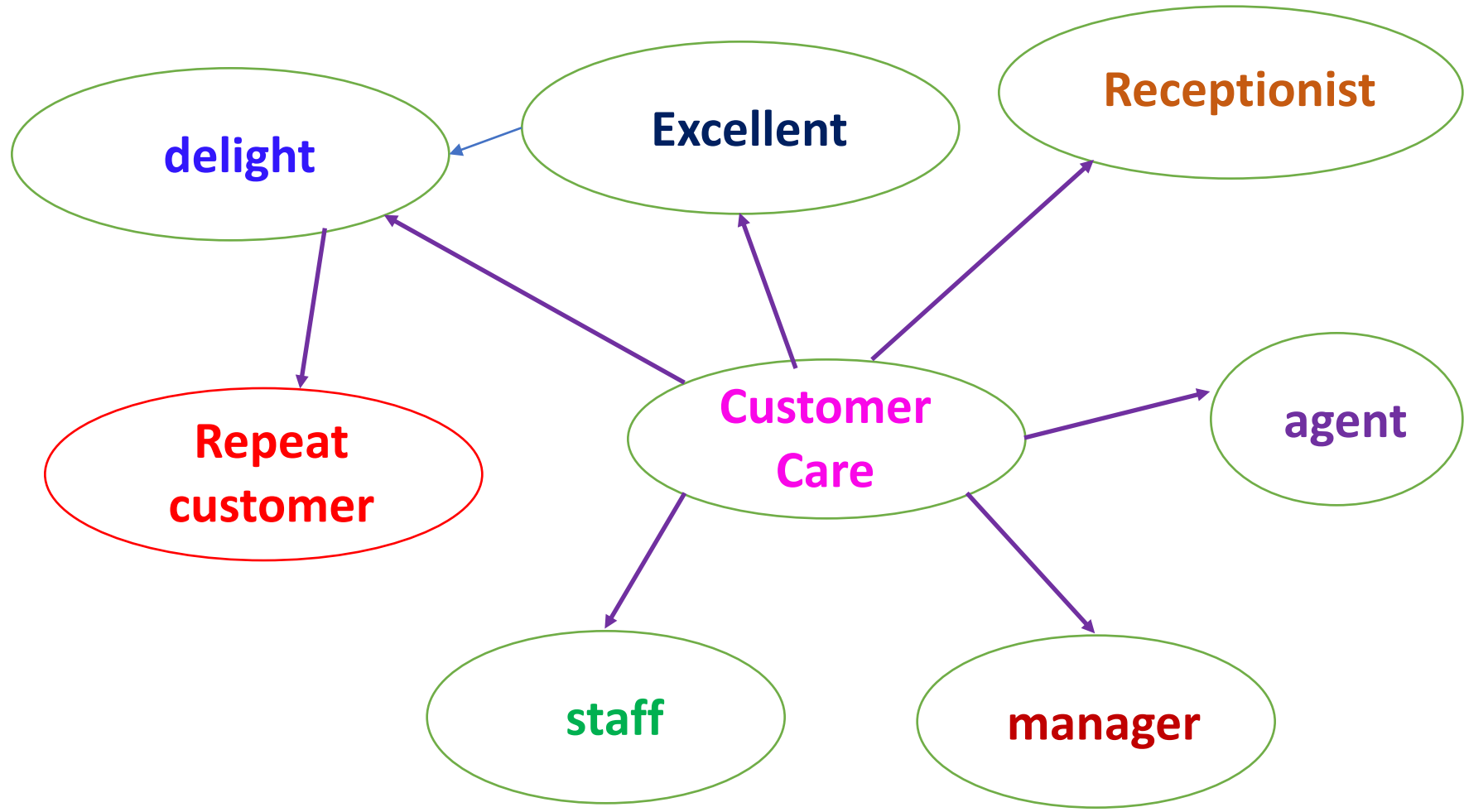
5. We assure you of our best service in the future. I do.....  
.....**11** for all the .....**12** you experienced during your recent stay at our hotel. apologize, problems

Best regards

The Manager



# Spidergram on Customer Service work with a partner to find new word



# Greeting

Hello

How are you?  
how are things?

How are you today



Bye, enjoy your  
trip

Good morning,  
afternoon,  
evening

Nice to meet you

Have a nice stay  
in Thailand

# Dealing with problems



**Could/ May I help you?**

**How can I help you ?**

**Give an explanation**

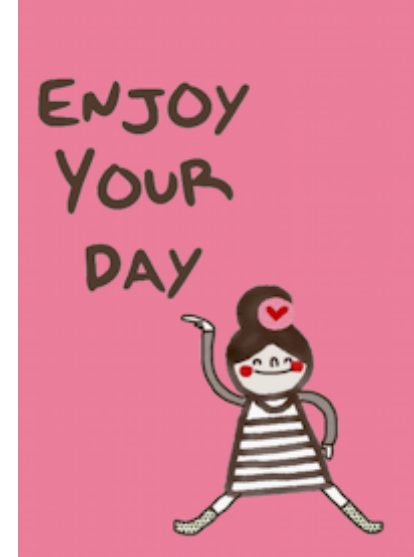
**This should have been done this morning**

## Structures to Practice

- Should + Present Perfect Passive

Example:

- The room **should have been** cleaned.
- The shirts **should have been** delivered



# Impact in face-to-face encounter

clear speaking voice, **good vocabulary**, **good eye contact**, **pleasant body language**, cheerful, smile, positive, enthusiastic



# If you don't understand customer, ask him politely to say it again

- I am sorry but I didn't catch that.
- I am sorry but I didn't understand you exactly.
- Could we go over that once more?
- Could you repeat that , please.

# If you cannot hear customer well

I am sorry.

- Could you speak more slowly, please?
- Could you speak up a bit, please?



# Clarifying and explaining

- What do you mean exactly?
- Sorry, what does that mean?
- We just need to clarify a few things.
- That mean you need to.....
- In other word, you have to.....





# Clarifying and explaining

- So, What exactly is the problem?
- Could you explain the problem?
- Is everything clear up to now.
- That is what I'm going to do.



# Problem solving phrases

## การขอโทษ

- ◆ I'm so terrible/ sorry about that.
- ◆ I apologize for.....
- ◆ Let me apologize for.....



# Problem solving phrases

## แสดงอาการเห็นใจ

- ◆ I understand.
- ◆ I see what you mean
- ◆ I would feel the same way
- ◆ What a difficult situation this puts you in.



# Problem solving phrases

## บอกว่าจะแก้ปัญหาให้

- ◆ I'll take care of this at once for you.
- ◆ I'm sure we can find a solution.
- ◆ I'd glad to offer you ...to make up for this inconvenience.



# กรณี should + Present Perfect Passive

Look at these complaints.

What should have been done?

- The light bulb is broken. (replace)
- Our bath is dirty. (clean)
- The rubbish bin is full. (empty)
- These glasses are dirty. (wash)
- The TV isn't working. (Mend)
- Our taxi hasn't arrived. (order)



# Problem solving phrases

## เมื่อแก้ปัญหาได้แล้ว

- ◆ I hope you are satisfied with this (the outcome).
- ◆ Thanks for bringing this to our attention.
- ◆ Is there anything else I can help you today?





# Apology (again)

Say sorry and express sincere regret.

- We apologize for the inconvenience.
- Sorry for the trouble
- I'm deeply sorry this has happened to you.



## How agents can handle complainers

- Empathize. Let them know you understand their frustrations and legitimize their issues.

“I understand you’ve had several issues we haven’t fully resolved, and I know that’s frustrating. I’m incredibly sorry this has been your experience with us.”

- Appreciate their patience.

“I see you’ve been dealing with quite a few issues these past few months. We really appreciate your patience and loyalty. I’m going to get this resolved as soon as I can.”

- Reassure them you’ll follow through and take ownership – then actually follow up.

“I’ve taken some notes on our conversation, the issues you were having, and the solutions we came up with. I’ll send those notes in a follow-up email along with my contact information. Let me know if I missed anything, and please don’t hesitate to contact me directly with any other issues.”



## 5 phrases to use with angry customers

1. “You’re right”
2. “I’m sorry”
3. “Thank you...”
4. “I would feel frustrated by that too”
5. “Have I done something to offend you?”



# What should you say to guests in these situations?

Ex. The bed isn't made/  
I'm sorry, it **should have been made**. I'll send someone  
up immediately

1. "Our minibar is empty"
2. "We asked for a quieter room"
3. "There's something wrong with the air condition"
4. "We ordered room service 20 minutes ago"
5. "Our bathroom hasn't been cleaned"



## **Activity 2:** discuss with your partner/ offer advice and solutions

...When we ordered aperitifs they never arrived. The food in the restaurant was awful. The steak was overcooked and the glasses were dirty. We complained to the restaurant manager but he didn't do anything.

Our hotel room was very small, the shower didn't work and our towels were dirty. We phoned reception and asked for more towels but we didn't get them until the next day. We asked the receptionist to send an engineer to mend the shower but nobody came. My husband ordered a wake up call for 6.30 but we didn't get one. So we were late for our train

Clue: That **shouldn't have** happened. The drinks **should have** arrived straightaway. The restaurant manager **should have** apologized to them

# Solution Activity 1

1. Accept

2. Apologies

3. Again

4. Happened

5. Solution

6. Complimentary

7. Make up for

8. Delay

9. Mistake

10. Room Allocation

11. Apologize

12. Problem



# REFERENCES

- Richey, Rosemary. P. (2013). English for Customer Care. Oxford, New York: Oxford University Press.
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- 3 Types of Angry Customers and How to Handle Them. Retrieved October 19, 2021 from <https://sharpenCX.com/blog/handle-angry-customers/>