

# ENL1201

## Unit 6 Hotel Guest Complaints





## Common hotel guests complaints

- In-room cleanliness concerns
- Unpleasant odours (e.g., smoke, pets)
- Problems with the temperature (too hot or too cold)
- Trouble with the Wi-Fi
- A lack of free services or amenities
- The hotel is too noisy
- Too much traffic near guest rooms
- Lack of customer service
- In-room amenities not working
- Broken elevators or other maintenance issues
- Other guests not respecting hotel rules
- Displeased with the food/food and beverage service



## การแสดงความไม่พึงพอใจของแขก เช่น

No soap in the bathroom.

An exercise machine does not work well.

The room is not clean.

The room air conditioner is not working.

The guest next to my room is very noisy.

The room smells like smoke.

There's a bug in the salad

The tub is dirty.

There's something wrong with the toilet.



## ตัวอย่างประโยคที่แขกใช้พูดในการแสดงความไม่พึงพอใจ

I'm calling to complain about...

I'm not very happy with.....

I'm sorry, but I'm not satisfied with....

Unfortunately, there's a problem with....

I am very dissatisfied with the service I received

There are not enough towels in my room.

The sink is leaking in the bathroom.

This exercise machine doesn't work.

I requested an ocean view, but the room I was given has a view of the pool.



**เมื่อแขกต้องการให้แก้ไข**

It really isn't good enough

I'd like to know why.....

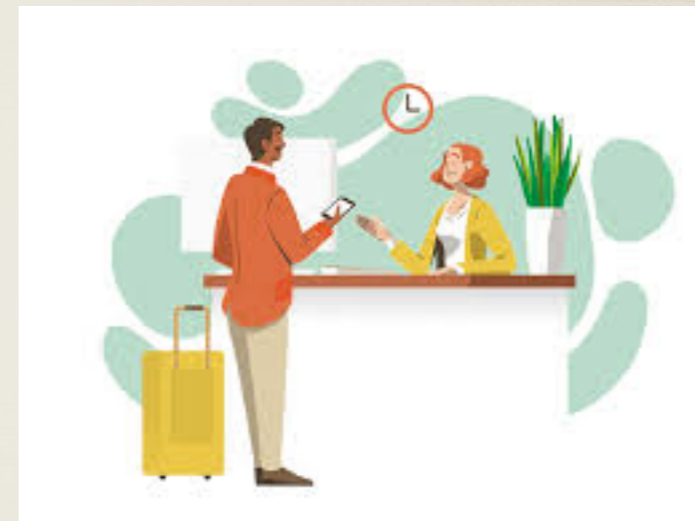
I'd like an explanation for...

I'm sorry to hear that.

Yes, I see what you mean.

I apologise for...

I understand your upset about..





## Here are expressions you can use when complaining:

- I have a complaint to make. ...
- Sorry to bother you but...
- I'm sorry to say this but...
- I'm afraid I've got a complaint about...
- I'm afraid there is a slight problem with...
- Excuse me but there is a problem about...
- I want to complain about...
- I'm angry about...

I have a complaint to make.

Your pizza is just too salty.

I'm sorry to say this but

your food is inedible.

1. I'm afraid I've got a complaint about your child.He's too noisy .
2. I'm afraid there is a slight problem with the service in this hotel.
- 3.Excuse me but you are standing on my foot.
4. I want to complain about the noise you are making.
5. I'm angry about the way you treat me.



1. Your room / bathroom is dirty.

You can ask, "Please could you send someone to clean it as soon as possible?"

2. The sheets are dirty / the bed isn't made.

You can ask, "Can you send someone to change the bed / change the linen, please?"

3. Your room is noisy.

You can ask, "Is it possible to move to a quieter room, please?"

4. There's a bad / unpleasant smell in the room.

You can ask, "Could you move me to a non-smoking room, please?"

5. The key card doesn't work.

You can ask, "Can you replace it for me, please?"



6. A light bulb or light fitting is broken.

You can ask, "Please can you send someone up to replace it?"

7. The air-conditioning is too cold.

You can ask, "Can you tell me how to adjust the temperature, please?"

8. The batteries in the TV remote control are dead.

You can ask, "Can you replace them, please?"

("I'm sorry to bother you" is another polite way to start a complaint.)"]

9. The wi-fi is slow.

You can ask, "Is there a better one I can use?"

10. There's a mistake with your bill.

You can say, "Can you check this again for me, please?"



# Responding To Complaints

## Positive Response To Complaints:

- I'm so sorry, but this will never occur / happen again.
- I'm sorry, we promise never to make the same mistake again.
- I'm really sorry; we'll do our utmost/best not to do the same mistake again.

## Negative Response To Complaints:

- Sorry there is nothing we can do about it.
- I'm afraid, there isn't much we can do about it.
- We are sorry but the food is just alright.



**พนักงานแสดงความเข้าใจในความรู้สึกของแขก**

I'm sorry to hear that.

Yes, I see what you mean.

I apologise for...

I understand your upset about..

**พนักงานขอทราบสาเหตุความไม่พึงพอใจของแขก**

Could you give me some details, please?

What happened exactly?

What seems to be the problem?



## **อธิบายสาเหตุขัดข้องที่ทำให้แขกไม่พึงพอใจ**

It's not our policy to replace items.

I'm afraid that's not quite right.

I'm sorry, there's nothing I can do.

Ok, I'll look into it right away.

I'll check the details and get back to you.



## \* DIALOGUE

- \* Customer: Hello, I would like to register a complaint. I requested a non-smoking room, but you put me in a smoking room. I can't stay there. I'm allergic to smoke.
- \* Staff: I apologise for the inconvenience. Could you please let me know your room number, and I will switch you to a non smoking room.



Customer: Hello, I would like to register a complaint. I reserved an ocean view, but I am staring at the street.

Staff: I apologize for the inconvenience, unfortunately all of our ocean view rooms are taken.

Customer: I'm sorry, that is not good enough. I reserved that room for a reason. Can you upgrade me to a better room with a window view?

Staff: I'm sorry sir, unfortunately there is not much we can do in this situation, our corporate office has outlined specific actions to take in this situation, and I am afraid they are not very flexible on this point. Here is the corporate customer service number, please feel free to give them a call and share your complaint.



When listening to an upset guest:

1. Remain centre: Focus on your breathing, maintain eye contact and continue to listen to what is being said.
2. Take ownership and offer your assistance: “I can understand why you are frustrated that your room is not ready. Please let me see what I can do to resolve the problem.”



3. Ask probing questions: to understand what the guest is trying to say and to reassure the guest that he/she is being heard. Clarify the guest's needs, and get more information to solve the problem: "Do you mean ...?" or "Did I understand you to say ...?"

4. Remain calm: Don't feel incompetent, angry or nervous if the guest is overreacting. Don't join the participant in an argument. Don't tell guests to calm down, as this often makes them angrier. Continue to listen and maintain eye contact.



5. Summarize and apologize: "You wanted the food cooked without butter." "You'd like extra towels in your room." Apologize to them assure them that you understand that this has been a mistake on the part of the hotel.

6. What will resolve situation? Explain how you will take care of this.

7. Do not take it personally: Do not carry any negative experiences home with you.



**"My room is too hot/cold."**

your staff may need to ask their preferred temperature and set the thermostat themselves.

**"I can't access the Wifi."**

**"I can hear too much noise in my room."**

**"I found a \_\_\_\_, my room isn't clean!"**

**"I have a problem with your hotel service..."**



When you get to the hotel, you get a room that does not have a balcony even though you had reserved a room with a balcony. Explain this problem with the room to the front desk.

After you check in to the hotel, you order a hamburger and fries for your two children from room service. You order one hamburger well done and the other burger with cheese. When room service brings the food, both hamburgers are rare and both have cheese.



## คำศัพท์ที่มีประโยชน์ Useful Vocabulary

breakfast

เบรคฟาสต์

อาหารเช้า

lunch

ลันช์

อาหารกลางวัน

dinner

ดินเนอร์

อาหารเย็น

complain

คอมเพลน

ร้องเรียน ร้องทุกข์ บ่นว่า

exercise machine

เอ็กเซอร์ไซส์ มาชีน

เครื่องออกกำลังกาย

next door

เน็ก ดอร์

ติดกัน ถัดไป

noisy

นอยซี

หวกหู เสียงดัง

satisfied

แซทติสไฟด์

พอใจ

dissatisfied

ดิสแซทติสไฟด์

ไม่พอใจ