

Dealing with Complaints

Dialogue on responding to complaints



3. Listening on responding to complaints

Dialogue on responding to complaints

Listen to the dialogue and focus on the four steps listed above. Print out the dialogue and underline the phrases of apology, asking for specific details, taking action and getting feedback. Think about other phrases you could use in the same situation.

Guest: Hello there! The air-conditioner in my room isn't working and I've paid extra for it!

Receptionist: Oh, I am sorry to hear that. Please, accept my apology. When did it stop working?

Guest: Right now. And there is water dripping out of it!

Receptionist: Oh, I'll send our serviceman to take care of it right now. And you will certainly not be charged for using air-condition in your room.

Guest: All right then, thanks.

Receptionist: No problem, Is there anything else I can help you with?

(Next day)

Receptionist: Hello, Mr. Black. I just wanted to check if everything worked out to your satisfaction yesterday?

Guest: Oh yes, thank you for asking.