

**Student A**

You are a guest at a hotel, checking out after an unpleasant stay. You're not happy at all, and want a discount on the cost of the room. Your specific complaints are:

- 1 You've never seen a room as dirty as that one before.
- 2 If you'd known the food was so bad, you wouldn't have ordered from room service.
- 3 You didn't realise the toilet was broken until you'd used it.

Try to find a solution with the receptionist.

Student B

You work on reception at a hotel. One of the guests has come to check out, but is refusing to pay the full price for their room and food they ordered through room service. Listen to their complaints, but state the following:

- 1 Your hotel never gives discounts in *any* situation – it's company policy.
- 2 People don't often complain, guests are usually very happy.
- 3 If they'd mentioned these problems before, you could have moved them to another room.

Try to find a solution with the guest.

Student A

You work at the check-in desk of an airline. A passenger approaches with some very large suitcases which will need to be checked in. The flight they are on is currently delayed for 4 hours. Don't tell them, but the reason is the pilot is sick, and since you have no other pilots available, you're waiting for him to feel better before the flight can leave. While listening to their complaints, state the following:

- 1 If they had no baggage to check in, you could put them on another flight with a smaller plane.
- 2 It's not just your airline, but other airlines are experiencing delays, too (you're not sure if this is true, but don't tell the passenger).
- 3 You can't pay for them to travel with another airline, in any situation.

Try to find a solution with the passenger.

Student B

You are travelling to the other side of the country for an important business meeting which could potentially be very lucrative. However, your flight is delayed by 4 hours, and as far as you can see, all other airlines have no delays. At the check-in desk, make the following complaints:

- 1 You've never had a flight that was delayed for that long before.
- 2 If they paid for you to travel with another airline, you could arrive on time.
- 3 There's no way you can arrive late for your meeting.

Try to find a solution with the airline staff.

SOLUTIONS OF GRAMMAR 10A

First situation: Student A:

- 1 Never before have I seen such a dirty room.
- 2 Had I known the food was so bad, I wouldn't have ordered from room service.
- 3 Not until I'd used the toilet did I realize it was broken.

Student B:

- 1 Under no circumstances / On no account can we give discounts – it's not company policy.
- 2 Rarely do guests complain –they're usually very happy.
- 3 Had you mentioned these problems before, I could have moved you to another room.

Second situation: Student A:

- 1 Were you to have no baggage to check in, I could put you on a flight with a smaller plane.
- 2 Not only is our flight delayed, but other airliner are also experiencing delays.
- 3 On o account / Under no circumstances can we pay for you to travel with another airline.

Student B:

- 1 Never before have I been delayed for this long.
- 2 Were you to pay for me to travel with another airline, I could arrive on time.
- 3 Under no circumstance / On no account can I arrive late for my meeting.