

**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 four 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 four 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.