***HOW MAY I HELP YOU?***

**COMPLAINING**

I’m ringing to complain about...

I’m sorry, but I’m not satisfied /happy with...

Unfortunately, there’s a problem with...

**THREATENING**

If you don’t replace/ do something about it, I’ll complain to the manager

**DEALING WITH COMPLAINS**

*What seems to be the problem?*

Oh dear! Sorry to hear that.

Mmm. I see what you mean.

I’m sorry about the problem /delay.

Oh, I’m terribly sorry.

I suggest.....

I think there seems to be a misunderstanding.

Oh, there seems to have been a mix-up.

**GETTING THE FACTS**

Could you give me some details, please?

What happened ?

What is the problem exactly?

**MAKING EXCUSES**

*Please accept my sincere apologies for the inconvenience.*

*I’ll fix the matter straight away.*

I do appologise for the inconvenience.

Thank you for bringing the matter to my attention.

It is not our policy to replace items.

It’s not our fault, really.

I’m afraid threre’s not much we can do.

**PROMISING ACTION**

*I can send you up another pillow.*

*I’ll contact (the laundry room) immediately and have them (send you another pillow).*

*Don’t worry. I’ll send you...*

*You’ll have..... shortly.*

We’ll look into it right away.

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

We’ll (fix it, replace it, change it, etc ) straight away.

**Complaint:**There are not enough towels in my room.  
**Response:**

**Complaint:**The sink is leaking in the bathroom.  
**Response:**.

**Complaint:**This tread mill doesn’t seem to be working properly.  
**Response:**

**Complaint:**I specifically requested an ocean view, but the room I was given has a view of the pool.  
**Response:**

**Complaint:**This soup is not warm enough.  
**Response:**.

**Complaint:**Why is our order taking so long?  
**Response:**

**Guest:** We ran out of toilet paper. Is it possible to get more?  
**Staff:**