•ROLE-PLAYS:

INVOICE - TRADE

- Participating in a meeting 2 Trade
- Making and responding to the complaints Tourism and Hospitality
 Articles Tourism and Hospitality
 Writings
 An email Tourism and Hospitality

ROLE – PLAY PARTICIPATING IN A MEETING 2 – TRADE, ZA TR



Making and responding to the complaints –TH

Dodatna Literatura – *Highly recommended*, OXFORD

Language study

! Expressions to	learn
What seems to be th	ne problem?
I want to complain a	bout the delay in checking into our rooms.
This really is unacce	ptable.
I understand. I'll spe	eak to housekeeping straightaway.
Your rooms won't be	ready for another two hours.
You're quite right.	
I do understand. I'm	very sorry that you've had to wait.
I'm sure we can do s	omething to make your wait easier.

3 Put these six steps for dealing with a complaint in the most logical order. Then make a note of the expressions from the listening used for each step.

Making and responding to the complaints (customer/ member of staff) TH Dodatna Literatura – *Highly recommended*, OXFORD



4 Work with a partner. Take turns to be manager and guest.

Example A What seems to be the problem?

B I want to complain about ...

Manager Find out what the problem is and promise

action, using the expressions you noted in 3.

Guest room not ready / been at hotel three hours /

long drive from ferry / hungry / have a headache

THIS IS UNACCEPTABLE TH

Woman: Could you see if our rooms are ready? We've been here for two hours.

Reception: Of course. I'll check if housekeeping has finished servicing your rooms yet. Have we offered you refreshments?

Woman: Yes, thanks. We've already had coffee ... But we're exhausted. We've had a long flight plus a three-hour coach transfer from the airport.

Reception: I understand. I'll speak to housekeeping straightaway. ... They haven't finished yet, I'm afraid. Your rooms won't be ready for another two hours. Housekeeping is short-staffed today.

Woman: This is not acceptable. Could I speak to the hotel manager?

Reception: Of course. I'll page the duty manager for you. ... Mr Rossi to reception, please.

Manager: ... What seems to be the problem? Woman: I want to complain about the delay in checking into our rooms. We've been here for more than two hours.

Manager: Right. Paola, will you check the situation with housekeeping?

Reception: I've just checked with them, Mr Rossi. It's going to be another two hours before the rooms are ready.

Woman: We've had a 12-hour flight plus three hours on the coach with no sleep.

Manager: Mmm ... That's not good.

Woman: The travel company has
transferred us with no tour representative
or information. We don't know where we
are in the resort, we're tired and hungry
and we want to check into our rooms.
What can you do to help us?

Manager: I'm afraid that when the hotel's fully booked in high season we do need several hours for the changeover of guests.

Woman: We shouldn't have to wait for more than four hours before we can check in. This really is unacceptable.

Manager: You're quite right,

Woman: We need a shower, sleep and we haven't eaten since yesterday evening.
 Manager: I do understand. I'm very sorry that you've had to wait. I'm sure we can do something to make your wait easier.

Woman: At last, some service.

Manager: You can leave your luggage here behind the reception desk. The receptionist will give you a key to our courtesy room on the ground floor. You can freshen up there.

Woman: Good.

Manager: Then go into the restaurant or relax in the garden. The waiter will come and take your drinks order. I'll ask the kitchen if they can provide a late lunch menu for you.

Woman: Thank you.

Manager: We'll put together an information pack for you about the town and the surrounding area so that you can start planning your week. And I'll speak to housekeeping now and ask them to make your rooms a priority.

Woman: Thank you ...



I'M REALLY VERY SORRY TH

1

A: Our room hasn't been serviced yet today.

B: Oh, I'm sorry. I'll ask housekeeping to do it now.

2

A: The people in the room next door played loud music all night.

B: I'm very sorry. I'll speak to them about it. Let reception know if it continues tonight.

3

A: The Internet connection isn't very good. It keeps disconnecting.

B: Mmm ... I'm sorry about that. I'll ask maintenance to come and check your connection.

4

A: The traffic noise kept us awake all night.

B: I'm sorry. Would you like me to try and change you to a room away from the road?

Ę

A: We've been waiting 25 minutes for our drinks.

B: I do apologize. I'll bring them straightaway. 6

A: This fish is really undercooked. It's still frozen in the middle.

B: You're right. I'm really sorry. I'll return it to the kitchen and tell Chef.

7

A: This glass is dirty. There's a lipstick mark on it.

B: I do apologize. I'll get you a fresh glass.

8

A: Our bathroom tap is constantly dripping.

B: I'm sorry. That's very annoying. I'll arrange for maintenance to fix it.



Making and responding to the complaints (customer/member of staff), Dodatna literatura TH

From Unit 15, page 33

You are the guest. Use this information.

- It's 11 a.m. and you've just arrived at your 5-star hotel.
- You've had a long flight including a short stopover in Hong Kong.
- You try to check in but your room isn't ready.
- You're very tired, hungry and thirsty, and you want to freshen up.
- Insist on some customer service.

Example I want to complain about the delay in checking into my room.

From Unit 15, page 33

You've spent one bad night as a hotel guest. You have the following complaints.

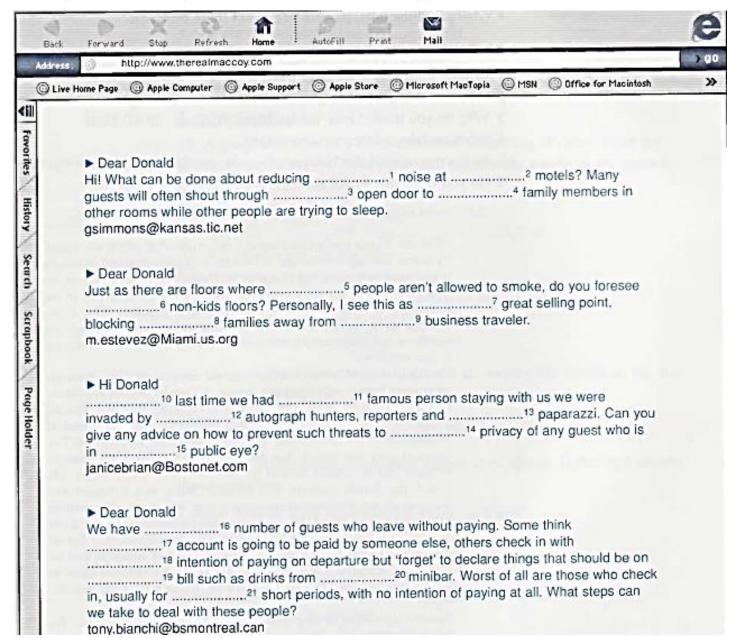
- Room service took 40 minutes to serve breakfast eggs were cold.
- Internet connection in room hasn't worked since you arrived.
- Shower has dripped all night.
- People in next room very noisy late at night.

Example I want to complain about the service in this hotel.

ARTICLES – THE RULES, P. 42, TH

•	We normally use no article before the names of people and their titles. Professor Wilson, Dr. David Young
•	We use a before professions a receptionist
•	We use the before a noun that has been previously mentioned or is clear. I had a passport and an identity card but the passport was invalid.
•	We use the before a noun identified by a phrase or clause that follows. It's not the hotel that I stayed in last year.
•	We use no article when countable, plural nouns are used in a general sense. Guests staying in expensive hotels expect better facilities.
•	We use the in superlative expressions. The Lanesborough is the most expensive hotel in London.

Mejl (članovi (a, the, no article)), odgovor na mejl, p. 43, TH



WRITINGS

writing 10 Reply to one of the emails offering a solution to the problem.

WRITING – AN INVOICE (ZA TR)

SOURCE: How to prepare an invoice.

https://www.contractorcalculator.co.uk/how_to_prepare_an_invoice.aspx

INVOICE (PISANJE FAKTURE)

- Company name
- Company address
- Company telephone number and email address.
- Company number
- VAT registration number (if VAT registered)

Invoice number:

For example: If you provided services for IBM and the BBC, for IBM you could use IBM001 and IBM002, etc. For the BBC you could use BBC001 and BBC002.

- Date: the date the invoice was raised.
- Due date: the date by which payment should be made. Normally 30 days after the invoice date.

SOURCE: How to prepare an invoice.

https://www.contractorcalculator.co.uk/how to prepare an invoice.aspx Web

INVOICE (PISANJE FAKTURE)

Fees:

This section requires the following:

- A description of the services provided
- The gross amount due.
- The VAT amount, if you are VAT registered.
- The total amount due.

For example:

20 Days @ £500 per day	Amount:	£10,000
	VAT:	£2,000
	Total:	£12,000

THANK YOU FOR YOUR ATTENTION! ©