COMPLAINING ABOUT BAD SERVICE AT A HOTEL
Lesson: Complaining About Bad Service At A Hotel

By learning this lesson today, you will:

- Be able to learn 6 words and use them to complain about bad service at a hotel
- Be aware of common pronunciation mistakes and pronounce vowel sounds /i/ vs. /iː/ correctly
Warm up

Watch the video and answer the questions:

1. Are there 3 waiters in the video?
2. How many situations are there?
3. Is the waiter professional?

Source: https://vid.me/ey5T
Free talk

Choose one role and act it out with your partner in 2 minutes.

Student A: You want to complain about bad service at a hotel. Make a complaint.
Student B: You are the receptionist. Respond to the complaint.
Dialogue

Learn how to complain about bad service at a hotel

Receptionist

Good morning sir. How may I help you?

What’s the problem, sir?

I’m truly sorry sir. I’ll check it again straight away.

I apologize for this, sir. I will pass on your complaints to the manager.

Customer

Hi. I would like to make a complaint about your service.

I didn’t get any laundry service during my stay, but I found a charge for laundry on my bill.

Also, my room was not cleaned well. I was really disappointed.

Recommended lesson: http://lms.topicanative.edu.vn/
Learn how to complain about bad service at a hotel

Stay

Laundry

Disappointed

Complaints

Complaint

Charge

Service
Speak Out Loud

Learn how to pronounce vowel sounds /i/ vs. /iː/ correctly

Read all the words below

Bill
Clean
It
Need
Did
Keep
Cream
Service
Pronunciation

Learn how to pronounce vowel sounds /i/ vs. /iː/ correctly

Common mistakes:

/ɪ/ : clean, need, keep, bill, cream, did, it, service

Correct pronunciation:

/i/ : bill, did, it, service

/iː/ : clean, keep, cream, need

Recommended lesson: http://lms.topicanative.edu.vn/
Pair work: Act out a role-play with your teacher in 2 minutes.

**Student:** You are the customer. You want to complain about bad service at a hotel. Choose 1 out of 3 contexts below to make a complaint.

**Teacher:** You are the receptionist.

1/ - The room wasn’t cleaned well - The morning call was late

2/ - The hair dryer was broken - Water had a strange smell

3/ - The air conditioner didn’t work - The bath towels were dirty
## Assessments

Here are some comments on your performance

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<thead>
<tr>
<th>Students</th>
<th>Pronunciation</th>
<th>Grammar</th>
<th>Others</th>
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Homework

Complete your mission and find more in Related Lessons.

Find the homework and do the test on:
http://lms.topicanative.edu.vn/

✓ Pronunciation: /i/ vs. /iː/
✓ Vocabulary: Complaining about bad service at a hotel