MINI DIALOGUES OF COMPLAINS

1. **RECEPTIONIST**: Good morning.  
   *GUEST*: Hello, it's Mary James speaking. I'm calling from room 412. It's so hot in here. I don't think the air conditioning is working. Can you send someone to check?  
   **RECEPTIONIST:** Certainly, madam. I'll get the  electrician to have a look at it straightaway.
2. **RECEPTIONIST**: Good afternoon.  
   *GUEST:* Good afternoon. I'm calling from room 431. My husband and I would like to go to the swimming pool before dinner. May we take the towels from our room?  
   **RECEPTIONIST:** I'm sorry, but you have to ask for the swimming towels at the front desk. There is a small extra charge to pay.
3. **RECEPTIONIST**: Good morning. How can I help you?  
   *GUEST*: Hello. It's Jeremy Menez from room 345. There's a problem with my shower. It's leaking (perde). Can you send someone to look at in?  
   **RECEPTIONIST**: Yes, of course. I'll ask the plumber to come and fix it as soon as possible.

ROOM SERVICE 'S DIALOGUE  
  
**RECEPTIONIST**: Good afternoon. Can I help you?  
GUEST: Good afternoon. It's Melanie Brookes from room 237. Can I have my dinner in my room this evening?  
**RECEPTIONIST**: Certainly, Ms Brookes. You can call the restaurant and place your order. Dial number 308. It is the number of the restaurant.  
GUEST: Ok, thanks. Uhm... And can I have another pillow, please?  
**RECEPTIONIST**: Of course, but there is an extra pillow in the wardrobe in your room.  
GUEST: Oh, i see. I didn't realize that. Do you have any English newspapers?  
**RECEPTIONIST**: I'm sorry, we have only a few Italian newspaper left, but I can order you one for tomorrow morning. Which one do you prefer?  
*GUEST*: Can I have the Times together with my breakfast tomorrow morning?  
**RECEPTIONIST**: Certainly, madam.  
*GUEST:* Thanks a lot. One more thing. Do you think I can have a cup of tea and a sandwich in my room now?  
**RECEPTIONIST**: No problem. Please call Room Service. It is number 309.  
*GUEST:* Thank you very much.  
**RECEPTIONIST**: You are welcome.

ENQUIRY COMPLAINS  
  
Dear Sir,  
I am writing to express my dissatisfaction with my recent stay at the Hotel Italia.  
I stayed at the hotel from 14th to 18th August this year. I find it absolutely unacceptable.  
When I arrived at the hotel I found out that there was no free parking, but only a garage available on request, for which I feel I was overcharged (pagare troppo).  
Although the room was elegant, with excellent interior design and attention to detail, it was so small that there was little space available around the furniture and fittings.  
Finally, I was not informed at time of the booking that a hot cooked breakfast was not served. To make matters worse, the continental breakfast provided included a very limited choice of items, prepared and presented carelessly.  
As you can imagine, I am deeply disappointed and believe that I am entitled to at least a partial refund for the poor service I received.  
I hope you will deal with this matter promptly.  
  
Thank you in advance.  
Yours faithfully,  
Jerry Terry