

**T.C.
MİLLİ EĞİTİM BAKANLIĞI**

KONAKLAMA VE SEYAHAT HİZMETLERİ

**YABANCI DİLDE MÜŞTERİ-KONUK
İLİŞKİLERİ (İNGİLİZCE)
222YDK108**

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- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
 - Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
 - PARA İLE SATILMAZ.

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AÇIKLAMALAR

KOD	222YDK108
ALAN	Konaklama ve Seyahat Hizmetleri
DAL/MESLEK	Önbüro Elemanı-Kat Hizmetleri Elemanı- Acenta Elemanı
MODÜLÜN ADI	Yabancı Dilde Konuk İlişkileri
MODÜLÜN TANIMI	Yabancı dilde konuk davranışları, konuk memnuniyeti ve konuk şikayetlerinin eksiksiz olarak anlama ve konuşmanın öğretildiği bir öğrenme materyalidir.
SÜRE	40/24
ÖN KOŞUL	Ön koşul yoktur.
YETERLİK	Mesleği ile ilgili yabancı dilde konuklarla iletişim kurmak
MODÜLÜN AMACI	Genel Amaç: Uygun ortam sağlandığında yabancı dilde iletişim tekniklerine göre konuk tiplerine uygun davranabilecek bu konularda okuma, dinleme, anlama, yazma, konuşma yapabilecektir Amaçlar: <ol style="list-style-type: none">1. Yabancı dilde iletişim tekniklerine göre farklı konuk tiplerine uygun davranabilecektir.2. Yabancı dilde Beden dili ve iletişim tekniklerine uygun olarak konuk memnuniyetini sağlayabilecektir.3. Yabancı dilde İletişim tekniklerine uygun olarak konuğun sorunlarını çözümleyebilecektir.
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf Donanım: Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık, sözlükler
ÖLÇME VE DEĞERLENDİRME	Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz. Modül sonunda ise kazandığınız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.

INTRODUCTION

Dear student,

Foreign language is known to be important in every field of sector in the present day. In the field of tourism it is still more important.

Our country has started full membership process for European Union. It would surely be possible to use the employment opportunities those will come up in this process only with qualified labor.

At this point the success of our country that will be one of the tourism center in Europe and even in the world depends on your qualified vocational training.

LEARNING ACTIVITY-1

AIM

If suitable conditions are provided you are going to be able to deal with different customer types.

RESEARCH

- You can listen to the dialogues between the people around you in your daily life and you can visit accommodation facilities to observe the real life situations and you can act out the dialogues with your classmates in the classroom.
- You can listen and watch foreign radio and TV channels to improve your pronunciation and you can act out similar dialogues with your classmates in the classroom.

1. GUEST/CUSTOMER TYPES

Throughout the hospitality industry, two major variables are used to segment hotel guests: size of travel party and purpose of trip. In other words, are guests traveling independently or as part of an organized group? And are they traveling primary for business or leisure? Those two variables form the four major customer segments used in the hotel industry:

- **Individual business travelers**
- **Individual leisure travelers**
- **Group business (meetings & conventions)**
- **Group leisure (tours & social groups)**

Corporate travellers tend to stay midweek and outside of the school holidays, whereas leisure guests tend to stay more at weekends and in holiday periods. Leisure guests are often more price sensitive and book further in advance.

- In general the customers are classified as the following;
 - **Transactional Customers**
Don't need information or relationship - want the best price.
 - **Relationship Customers**
Want you to know who they are and what they need.

- Information Customers
Don't need a relationship but expect some education.
- Partnership Customers
Have a high relationship and high information need. They want you to be proactive, to know them well and to educate them.

1.1. Words to Learn

- Strength(n) :
- Talkative(adj) :
- Weakness(n) :
- Pay attention(v) :
- Allow(v) :
- Preference(n) :
- Flexibility(n) :
- Reward(v/n) :
- Respect(v/n) :
- Support(v/n) :
- Friendly(adj) :
- Inquire(v) :
- Argument(n) :
- Fault(n) :
- Concentration(n) :
- Freedom (n) :
- Bargain(v/n) :
- Potentially (adv) :
- Intimidate(v) :
- Shout(v) :
- Suspicious(adj) :
- Annoy(v) :
- Conversation(n) :
- Confidence(n) :
- Manner(n) :
- Temper(n) :
- Immediately(adv) :
- Pleasant(adj) :
- Interrupt(v) :
- Regarding(adj) :
- Particular(adj) :
- Intention(n) :
- Seasonal(adj) :
- Adopt(v) :
- Defensive(adj) :
- Caring(adj) :

1.2. Different Types of Personality and Behaviours

People are usually classified as the following according to their personalities;

➤ “S” Personalities

- Type : creative, enthusiastic, sociable, impatient, gregarious involved
- Strengths : original, conceptual, warm, approachable, flexible
- Weaknesses : unrealistic, devious, impractical, undisciplined, uncontrolled
- Preferences : adventure, fun, excitement, getting to the point

Allow sociable people the flexibility to be creative. They seek recognition. Reward their work with enthusiasm. Make sure they get lots of credit and respect their need to be social.

➤ “E” Personalities

- Type : task-oriented, results-focused, action-oriented, workaholic, hard charging
- Strengths : pragmatic, assertive, directive, competitive, confident, open to options
- Weaknesses : domineering, arrogant, status-seeking
- Preference : The bottom line

Take advantage of this personality types need to be in control and clean up messes. When business gets bad, they are the ones to call on.

➤ “L” Personalities

- Type : emotional, caring introspection, melancholy, sympathetic, diplomatic
- Strengths : persuasive, probing, loyal, warm, sensitive, supportive
- Weakness : Impulsive, procrastinating, subjective, overcautious
- Preference : no threat or conflict, avoids making decisions or risking offending others

Treat this personality type fairly, supportively and openly. Compromise and strive for consensus. They are team players and want what is best for everyone.

➤ **“F” Personalities**

- Type : analytical, logical, self controlled, detail oriented, aloof, skeptical, conservative
- Strengths : perfectionist, well-organized, objective, relational, conceptual, persistent
- Weakness : withdrawn, sullen, dull, shy, passive
- Preference : facts, figures, proof, thoroughness

1.3. Customer’s Behaviors

1.3.1. Calm Behaviour

You cannot determine the thoughts of calm customers. Start a friendly conversation with them and inquire what they want. Explain to them all they should know.

1.3.2. Talkative or Argumentative Behaviour

These are the customers who pay less attention when it comes to listening. They only want to talk over. They argue and always find faults. To deal with such customers, shift their concentration towards the product/service.

1.3.3. Disbelieving Behaviour

They are always suspicious about products and services. They scrutinize your products in an annoying way. Clear their doubts by answering all questions they ask.

1.3.4. Nervous Behaviour

These customers are the ones that lack confidence, information regarding the products or services and are generally shy. Start a calm and polite conversation with them. Ask them in a friendly manner what they want

1.3.5. Patient Behaviour

They don’t want any delays and they are always in a hurry. They make quick decisions and any conversation with them may raise their tempers. Give them what they want immediately while smiling

1.3.6. Friendly Behavior

These customers are easy to take care of. They are cheerful having no pride or any egoism. They always talk to you in a friendly and pleasant manner. These customers are the ones that actually spread a positive word about your business. You should not cheat them and you should always handle them in a friendly and caring manner.

1.3.7. Hesitant Behavior

These customers have not cleared their mind fully in regard with what exactly they want. They are unsettled about the varieties of a particular product/service. To deal with them, you should explain to them the details regarding each variety of a particular product/service.



Picture:1.8

1.3.8. Rude Behavior

These perceive themselves to be heroes. They are the problem creators. They are uncontrollable regarding their freedom. You should not raise their tempers. Listen to them and explain to them what they ask.

1.3.9. Shoppers Behavior

They are the type of customers that seek information about products/services, their pricing, purpose etc without the intention of buying them at that moment. You should welcome them and give them the necessary information they want.

1.3.10. Without Aim Behavior

They are the ones that like bargaining. They like seasonal sales. You should deal with them by describing the products/services that are under action sales and seasonal sale

1.4. Handling Different Types of Customers

We all have them – difficult customers or customers that we perceive to be difficult. How do we turn these difficult customers into potentially good customers instead of turning them away?

➤ **Remain calm and professional**

It is critical that you remain in control. Don't let them intimidate you, but don't return the aggression. Through your actions and words, let them know that you have every intention to provide them a high level of service, regardless of their behaviour.



➤ **Let them vent their emotions**

If the customers are at their peak of emotions – crying or shouting – give them time to get it all out. You must however remain calm during this time. If they start delivering punches (or other physically assaults), then you must of course take defensive action and call for help.



➤ **Find the right moment to get your voice in**

When you find the customer is losing momentum, jump in and say that you understand their concern (repeat or rephrase their complaint to let them know you were listening), and that you are here to help. If their emotional outbursts last too long, you can interrupt them. If you must do so, call them by name and repeat their complaints first before offering your help or solution.



➤ **Sit them down**

Most people are less aggressive if they are sitting down, so invite them to sit. However, if they choose not to sit, you should also remain standing to remain in control.



➤ **Be friendly**

Although this will probably be the toughest thing to do, you must remain calm and friendly. When they realise they cannot intimidate you, they will calm down and adopt your posture as well



➤ **Keep eye contact**

Keeping eye contact with them is about remaining in control, being confident and calm, and thus professional. Do that without appearing defensive or aggressive



➤ **Do not argue**

Do not engage in counter arguments. You can state your opinions assertively. Do not try to cut the customer down. The idea here is not to make the customer feel bad, but quite the opposite

APPLICATION ACTIVITY

- Use vocational phrases when necessary.

Steps of Process	Suggestions
<ul style="list-style-type: none"> ➤ Collect all the necessary information for different types of personality and behaviours. 	<ul style="list-style-type: none"> ➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
<ul style="list-style-type: none"> ➤ Identify the recommendations to deal with different types of customers 	<ul style="list-style-type: none"> ➤ Arrange a flow chart to handle different types of customers by following the guidelines, be careful with the words and spelling.
<ul style="list-style-type: none"> ➤ Write a sample dialogue 	<ul style="list-style-type: none"> ➤ Write a dialogue using all required words and expressions

At the end of this activity you will be able to express the main definitions and terms about the main hardware of pulling vehicles those are used in the field of railway systems and translate the basic texts related to this area.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the dialogue?		
4. Do you know all of the words that you speak about?		
5. Do you pronounce them correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the guests that you speak?		
8. Can you give the right answers to the questions?		
9. Can you explain different types of customers?		
10. Can you show the proper behaviours according to the customer types?		

EVALUATION

Please review your "No" answers in the form at the end of evaluation. If you do not see enough yourself, be repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation".

MEASURING AND EVALUATION

1. Match the complaints 1-8 with the apologies a- h.

- 1).....Our room hasn't been serviced yet today.
- 2).....The people in the room next door played loud music all night.
- 3).....The internet connection isn't very good. It keeps disconnecting.
- 4).....The traffic noise kept us awake all night.
- 5).....We've been waiting 25 minutes for our drinks.
- 6).....This fish is really undercooked. It's still frozen in the middle.
- 7).....This glass is dirty. There's a lipstick mark on it.
- 8).....Our bathroom tap is constantly dripping.

- a) I do apologize. I'll get you fresh glass.
- b) I'm sorry about that. I'll ask maintenance to come and check your connection.
- c) I'm sorry. Would you like me to try and change you to a room away from the road?
- d) You're right. I'm really sorry. I'll return it to the kitchen and tell Chef.
- e) I'm sorry. That's very annoying. I'll arrange for maintenance to fix it.
- f) Oh, I'm sorry. I'll ask housekeeping to do it now.
- g) I'm very sorry. I'll speak to them about it. Let reception know if it continues tonight.
- h) I do apologize. I'll bring them straightaway.

2. Read the following dialogue carefully and give short answers to the questions.

- Reception : You seem upset, madam. Can I help?
Woman : Our flight's been cancelled. They can't get us on another flight until Thursday. We've nowhere to stay. And I have to be back at work on Tuesday.
- Reception : Try not to worry. I'm sure we can sort something out. Could you just tell me again what's happened?
Woman : Our flight back to Los Angeles tomorrow morning has been cancelled. There are no seats available on any flight until Thursday.
- Reception : Shall I see if we have a room available for the next two nights?
Woman : Oh, yes, if you can.
- Reception : OK. I'll see to it straightaway.
Woman : Thanks.
- Reception : You know our Internet service is free. You could email your office and explain what's happened. The terminals are just over there.
Woman : That's good idea. I'll do that now. Thank you...

- a) What's the woman's problem?
- b) What does the woman want?
- c) Do the guests have to pay for internet service?
- d) When will the woman be able to fly?

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next learning activity

LEARNING ACTIVITY-2

AIM

If suitable conditions are provided you are going to be able to maintain customer satisfaction and you can also maintain a proper communication with the customers.

SEARCH

- You can listen to the dialogues between the people around you in your daily life and you can visit accommodation facilities to observe the real life situations and you can act out the dialogues with your classmates in the classroom.
- You can listen and watch foreign radio and TV channels to improve your pronunciation and you can act out similar dialogues with your classmates in the classroom.

2. CUSTOMER SATISFACTION

- **What is Customer Satisfaction?**
 - Customer satisfaction can be experienced in a variety of situations and connected to both goods and services. It is a highly personal assessment that is greatly affected by customer expectations. Satisfaction also is based on the customer's experience of both contact with the organization (the "moment of truth" as it is called in business literature) and personal outcomes

Researches identify an array of service quality factors that are important for customers, including:

- Timeliness and convenience, personal attention, reliability and dependability,
- Employee competence and professionalism, empathy, responsiveness,
- Assurance, availability, and tangibles such as physical facilities and equipment and the appearance of the personnel.

2.1. Words to Learn

- Satisfy (v) :
- Accurate (n) :
- Humble (adj) :
- Respond (v) :
- Ensure (v) :
- Reputation (n) :
- Responsibility (n) :
- Require (v) :
- Approach (n) :
- Polite (adj) :
- Prominently (adv) :
- Initiate (v) :
- Nurture (v) :

2.2. Successful Behaviors with the Guests

- When you are in front of a guest be friendly. Smile at the guest.
- Ask a guest if he/she needs something. You should be accurate with your work. Listen and note carefully what the guest needs. Repeat items to them to ensure everything is alright.
- Guest's satisfaction is all you need. Satisfy a guest with your humble behavior.
- Respond quickly. Try to keep an eye on guests. So that if they try to have your attention by eye contact or by any signal, you can respond quickly.
- When the guests are eating, don't ask them if they are finished or they want to pay now. Don't bother them with your question. Let them ask you for the bill.
- If a guest asks you something, try to give him all the information in details. Help him to reach where he was asking for.
- Try to make a guest comfortable. When a guest checks in, and you are the one who is showing the room or the apartment, give him/show him every single thing a guest want to know. Like the switch board or where is the bathroom. Give him/her feelings like they are home now.
- A guest should know what is the number he/she should call for emergency or the counter number or the reception number. Give him that information and make sure that system works. Show him how the system works, to ensure security and to ensure your hotels responsibility.

- It is the most important thing that you should behave politely with the guest. Give a guest your full concentration and the best you can do with your quality. That's the thing you should make sure, your quality is not only your quality, it's your hotels quality and it's also your responsibility.
- You should try your best to give the best of you. It's about your hotels reputation and it's your responsibility too. Do not forget "Behavioral change requires standards, not suggestions."
- Organizations take different approaches to identifying customer service standards and they vary in detail. You can use "CARING" as an acronym for its six customer service standards, which may be printed on the back of ID badges, flashed across computers as screen savers, printed on T-shirts, and posted prominently throughout the hotel:
 - Customers first
 - Accept responsibility
 - Reach out and help
 - Initiate contact
 - Nurture others
 - Give attention to detail.

2.3. Extra Dialogues

➤ Sample 1

- Receptionist : Good evening, Mr. Williams. How can I help you?
 Guest : Good evening. I'd just like to know the latest time I can have breakfast in the morning. I'm really tired and I don't want to get up too early.
- Receptionist : I see, well tomorrow's Saturday and at weekends breakfast is from 7.30 till 10.30. If you get there by 10.15 that should be fine.
 Guest : Good, OK. What about it in the week?
 Receptionist : On weekdays breakfast is from 6.30 till 9.30
 Guest : I see, fine thanks. Good night.
 Receptionist : You're welcome. Good night, Mr. Williams. Sleep well.
 Guest : Thanks.

➤ Sample 2

- Guest : Look at the bed!
 Staff : Oh, I'm sorry about that. The chambermaid must have missed your room.
- Guest : Yes.
 Staff : Well, did you have a "Do not disturb" sign on your door?
 Guest : Yes, but only during the morning.

Staff : Well, that explains it. The rooms are cleaned before lunch. Make sure you change the sign to "Please make up my room" when you leave tomorrow.

APPLICATION ACTIVITY

- Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information for customer satisfaction.	➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Identify the rule to maintain customer satisfaction.	➤ Arrange a flow chart to maintain customer satisfaction by following the guidelines; be careful with the words and spelling.
➤ Write a sample dialogue	➤ Write a dialogue using all required words and expressions

At the end of this activity you will be able to express the main definitions and terms about customer satisfaction.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Do you know all of the words that you speak about?		
4. Do you pronounce them correctly?		
5. Do you use the suitable tenses in your sentences?		
6. Can you understand the guests that you speak?		
7. Can you give the right answers to the questions?		
8. Do you know how to welcome a guest at the hotel?		
9. Can you give information to the guest?		
10. Can you ask the guests about his/her special requests?		
11. Can you handle the customers easily?		
12. Can you process proper communication with the customers?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1. Read the dialogue below and answer the questions;

Receptionist : Good evening, sir
Guest : Good evening, my name is Johnson.I have a room booked for tonight
Receptionist : Oh, right, I'll just check...what was your name again?
Guest : Johnson, Mike Johnson.
Receptionist : Johnson? Er...well, there's no record of a reservation here. Did you make your reservation by phone?
Guest : No, by fax.I've got a copy of your reply here, look.
Receptionist : I see. Well, there's nothing on the computer
Guest : Well, do you have room?
Receptionist : I'll just check..Oh! Yes, we seem to be half empty tonight.
Guest : Well, can I have room then?
Receptionist : Yes, of course.

- What has the guest booked?
- How did the customer make the booking?
- Does the hotel have rooms available?

2. Use each word once to complete the text

Options	Allergic	Organic	Diets
Smoke-free	Allergy	Allergy-tested	Food allergies

The hospitality industry has to respond to its customers' demands ¹..... to cigarette smoke is very common, so very hotels are now completely ²..... If people are ³..... to dust mites, they will ask for rooms without carpets and for ⁴..... pillows. Many people suffer from ⁵....., so kitchens have to prepare special menus. Special ⁶..... can usually be catered for if kitchens are informed in advance. Vegetarian ⁷..... are almost offered on menus nowadays, and natural ⁸..... choices-free from artificial chemicals-are often available, too.

3. Speaking Activity: In groups, discuss how you would handle the following people complaining in your hotel;

- A dinner guest, who is part of a large and important wedding party, complaining about the quality of the food.
- An elderly gentlemen complaining about how many stairs he has to walk up to get to his room
- A foreign visitor to your country complaining about the weather
- A guest complaining about the size of her room

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

LEARNING ACTIVITY-3

AIM

If suitable conditions are provided you are going to be able to solve the problems of the customers and deal with the complaints.

SEARCH

- You can listen to the dialogues between the people around you in your daily life and you can visit accommodation facilities to observe the real life situations and you can act out the dialogues with your classmates in the classroom.
- You can listen and watch foreign radio and TV channels to improve your pronunciation and you can act out similar dialogues with your classmates in the classroom

3. DEALING WITH ANGRY CUSTOMERS

3.1. Words to Learn

- Rule (n) :
- Complain (v) :
- Complaint (n) :
- Deal with (v) :
- Contact (n) :
- Afraid of (adj) :
- Challenge (v) :
- Validate (v) :
- Neutral (adj) :
- Attitude (n) :
- Maintain (v) :
- Allegation (n) :
- Focus on (v) :

3.2. Points to Remember

Remember the rule of TEN. “One un-happy customer will tell TEN FRIENDS < who will tell 10 Friends < who will tell 10 Friends”; and soon you are out of business.

➤ **The main things are:**

- Listen to the customer and make sure you understand fully the complaint.
- Accept responsibility/blame and tell the customer that you accept it and deal with the complaint personally where possible
- Deal with the complaint as quickly as possible.
- Make plenty of eye contact and never ever get angry or frustrated
- If something goes wrong, if you are inexperienced or you find yourself getting angry or you simply are not the right person to deal with the complaint, don't be afraid of pulling a 'dump and run'.

➤ **Complainers**

These are probably the most common type of ‘challenging’ customers.

➤ **Listen**

Listen to the customers’ complaints and avoid interrupting. Try not to look or sound impatient.

➤ **Do not pass judgment**

Validate their complaints, but do not pass judgment. Keep your voice and facial expressions neutral all the time.

➤ **Maintain service attitude**

Regardless of whether the complaint is founded or not, maintain an attitude of service.

➤ **Do not rush to agree or apologise**

Do not rush to agree or apologise for the allegations. Try and find a resolution first to the problem. If need be, then do further investigations into the allegations and make amends where appropriate. Sometimes, complaining customers only want to be heard.

➤ **Solve the problem**

Instead of taking a defensive stance, move into a problem-solving mode. Ask specific questions, request for a handwritten complaint to ensure all the facts are in black and white, and get the customer to agree to focus on solving the problem.

3.3. Extra Dialogues

➤ Expressions- Complaints

• *Possible problems or complaints*

- There are not enough towels in my room.
- The sink is leaking in the bathroom.
- This tread mill doesn't seem to be working properly.
- How did my child get so dirty?
- I seem to have misplaced my tennis racket. Has one been turned in?
- I specifically requested an ocean view, but the room I was given has a view of the pool.
- This soup is not warm enough.
- This fish tastes like sour milk.
- Why is our order taking so long?
- We have no ketchup at this table.

Responses to problems or complaints

- I'll see to that right away ma'am.
- I'll correct the situation immediately, sir.
- I'm so sorry sir; that should never have happened.
- I'll take care of that right away sir.
- I'll see to it immediately.
- I'll see what I can do about it and get back to you

➤ Sample 1

- Guest : This tea is sweetened, and I specifically wanted unsweetened tea.
Staff : I'm sorry ma'am. I'll bring an unsweetened tea immediately. Please excuse the mistake.
- Guest : No problem, things happen.
Staff : Here's your tea ma'am. Let me know if I can be of further assistance. Enjoy the rest of your meal.
- Guest : Thank you.

➤ Sample 2

- Guest : I had reserved a tennis court, but it has been taken over by someone else.
Staff : Yes sir, I understand. But we have a policy that if a party is more than 15 minutes late for a starting time, we schedule the courts for other waiting guests. I'm so sorry for the inconvenience. Would you like to reschedule?

➤ **Sample 3**

Guest : I requested the eggs over hard, these are over easy.
Guest : Sorry about that sir, let me make you some more right away.
Guest : We ran out of toilet paper. Is it possible to get more?
Staff : Of course, ma'am. I'll send more up immediately. Is there any thing else you require?
Guest : Now that you mention it, could you also bring up a six pack of Heineken?
Staff : Yes ma'am, I'll notify room service and have them send some to your room.
Guest : That would be great, thanks.

APPLICATION ACTIVITY

- Use vocational phrases when necessary.

Steps of Process	Suggestions
<ul style="list-style-type: none"> ➤ Collect all the necessary information to deal with customer complaints. 	<ul style="list-style-type: none"> ➤ First read the instructions and explanations carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
<ul style="list-style-type: none"> ➤ Identify the recommendations to deal with customer complaints 	<ul style="list-style-type: none"> ➤ Arrange a flow chart to handle customer complaints by following the guidelines, be careful with the words and spelling.
<ul style="list-style-type: none"> ➤ Write a sample dialogue 	<ul style="list-style-type: none"> ➤ Write a dialogue using all required words and expressions

At the end of this activity you will be able to express the main definitions and terms about the complaints of the customers and deal with them confidently.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the dialogue?		
4. Do you know all of the words that you speak about?		
5. Do you pronounce them correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the guests that you speak?		
8. Can you identify the problems of the customers?		
9. Do you know how to solve problems of a guest at the hotel?		
10. Can you give information to the guest?		
11. Can you ask the guests about his/her special requests?		
12. Can you make any recommendations to the guest?		
13. Can you process a proper communication with the customers?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1. Read the following dialogue between a customer and a hotel staff. And then answer the questions:

Man : There's been mistake with our room allocation.
 Reception : Er... Could you explain exactly what the problem is?
 Man : Well. We seem to have the wrong rooms.
 Reception : Oh! Can you tell me what type of rooms you booked?
 Man : We booked adjoining rooms with disabled facilities.
 Reception : Hm...And haven't we given you those?
 Man : No. They aren't adjoining and neither of the rooms is fitted for disability.
 Reception : I do apologize.

- a) What is the guest's problem?
- b) Who is the guest talking to?
- c) What kind of room did the guest book?
- d) What does the staff do?

2. Complete the following dialogue with the word in the box

Balcony	again	mistake
Back	check	sorted
Solution	mistake	manage

Man : Also we asked for a ¹..... with a sea view. The rooms you've given us overlook the street at the ²..... of the hotel. We really can't ³.....with these rooms.
 Reception : I understand how you feel. I'll look into this at once. I'm sure we can find a solution. Can I have your name?
 Man : Er...345 and 347.
 Reception : Do you remember who checked you in?
 Man : Er... Sorry...
 Reception : That's fine. Could you take a seat for a moment? I'll ⁴..... what's happened and come back to you straightway...
 Reception : ... I'm so sorry again about this. It's our ⁵..... I've ⁶.....everything out.
 Woman : Thank you.
 Reception : A mistake was made when you checked in. We confused your name with the Jonsson family from Norwayn –J-O-N-S-S-O-N.
 Woman : Oh! Do you know if the other family has arrived?

3. Read the sentences below and put the following dialogue between the reception and the guest in order.

a) Thank you.

b) Fortunately, they haven't checked in yet. The porter will come up with you now transfer your luggage to the correct rooms.

c) And please accept a complimentary dinner in the restaurant to make up for the inconvenience.

d) Good. Thank you.

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

MODULE EVALUATION

1. Complete the dialogue between an angry guest and the restaurant manager with sentences a-g

- a) Hmm, that's not good.
- b) Then I can offer you coffee and liqueurs in the lounge?
- c) I understand. I'm sorry, but we've been very busy this evening
- d) What seems to be the problem?
- e) You're quite right. Please accept my apologies. Have you had coffee?
- f) If you'd like to take a seat in the lounge, I'll get the waiter to come and take your order.
- g) I see. And what is the problem exactly?

Manager :

Guest : I want to complain about the standard of service in this restaurant

Manager :

Guest : We had to wait over twenty minutes before the waiter took our order

Manager :

Guest : We've had a long day and we just wanted to eat.

Manager :

Guest : But twenty minutes is unacceptable.

Manager :

Guest : No, we haven't. We didn't want to wait another twenty minutes!

Manager :

Guest : Thank you. That's more like the service we expect here.

Manager :

Guest : Thank you.

2) Use each word once to complete the sentences

Accept	apologize	complimentary	apologies
Mistake	solution	happened	make up for
Room allocation	problems	again	delay

Dear Mrs Smith

- a) Please ¹..... my sincere ²..... once ³.....
- b) I am very sorry that this ⁴..... and that we were unable to find a ⁵.....
- c) I would like to offer you a ⁶..... weekend as our guest at the hotel to ⁷..... the poor service you received last week.
- d) Thank you for your recent e-mail
- e) Firstly, the long ⁸..... in checking you in and then the ⁹..... over your ¹⁰.....

f) We assure you of your best service in the future.

g) I do ¹¹..... for all the ¹²..... you experienced during your recent stay at our hotel.

Best Regards

3. Look at the sentences above and put them in the best order to make an e-mail apology

1)... 2)... 3)... 4)... 5)... 6)... 7)...

4. Write a letter of apology for the above customer on behalf of the hotel

5. Read the dialogue below and answer the following questions;

Customer : Excuse me.

Waiter : Yes, madam?

Customer : I'm ready to order now.

Waiter : Oh, I'm sorry, I thought you were waiting for someone to join you.

Customer : Well, I was but she hasn't come and now I want to order

Waiter : Certainly, what would you like?

Customer : I'll have a Caesar salad and a grilled fillet steak

Waiter : How would you like your steak cooked?

Customer : Medium, please

Waiter : Would you like French fries with your steak?

Customer : Yes, please

Waiter : And would you like the salad as a starter or with your main course?

Customer : As a starter please... Oh, just a minute. Hello, Ann!

Waiter : Sorry, I'm late.

Customer : That's all right. I've just ordered.

Ann : Oh, let me just look at the menu

Waiter : Please take your time. Would you like me to come back in a couple of minutes?

Ann : No, no, I know what I want. To start with I'll have....

a) Where is the customer?

b) What will the customer have?

c) How would he like to have his salad?

d) Did his girlfriend finally arrive?

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, please contact your teacher and pass to the next module.

ANSWER KEY

LEARNING ACTIVITY-1 MEASURING AND EVALUATION

1.	1-a 2-g 3-b 4-c 5-h 6-d 7-a 8-e
2.	a)Her flight has been cancelled b)She wants a room for two nights c)No,she doesn't d)On Thursday

LEARNING ACTIVITY-2 MEASURING AND EVALUATION

1.	a)A room b)By fax c) Yes,it does.
2.	1)Allergy 2)Smoke-free 3)Allergic 4)Allergy tested 5)Food ellergies 6)Diets 7)Options 8)Organic
3.	Students' own answers

LEARNING ACTIVITY-3 MEASURING AND EVALUATION

1	a- The hotel booked the wrong rooms b- The guest is talking to the receptionist c- The guest wanted adjoining rooms d- The receptionist apologizes to the guest.
2	1- balcony 2- back 3- manage 4- check 5- mistake. 6- sorted
3	b) Reception: Fortunately, they haven't checked in yet. The porter will come up with you now transfer your luggage to the correct rooms. d)Man :Good. Thank you. c) Reception : And please accept a complimentary dinner in the restaurant to make up for the inconvenience. a)Man : Thank you.

MODULE EVALUATION

1.	<p>1)d 2)g 3)a 4)c 5)e 6)b 7)f</p>
2.	<p>1) accept 2) apologies 3) again 4) happened 5) solution 6) complimentary 7) make up for 8) delay 9) mistake 10) room allocation 11) apologize 12) problems</p>
3.	<p>1) d 2) g 3) e 4) b 5) c 6) f 7) a</p>
4.	<p>Thank you for your recent e-mail. I do apologize for all the problems you experienced during your recent stay at our hotel Firstly, that your room was not cleaned properly when you checked in, then the poor service in the breakfast buffet and the long delay at reception when checking out. I would like to offer you a complimentary night in one of our suites to make up for the poor service you received last week. Please accept my sincere apologies once again We assure you of our best service in the future</p>
5.	<p>a)At a restraint b)A Caesar salad and a grillet fillet salad c) As a starter d)Yes, she did.</p>

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