Practice

3 Use the verbs in the box to complete the sentences.

| adjust | happen | hear | put | pass | remove |

1 I'll _____ the incorrect call charges.
2 I'll _____ on your comments to the hotel manager.
3 I'm sure it won't _____ again, sir.
4 I'll _____ a note in your guest file.
5 I'm sorry to _____ that, madam.
6 I'll _____ your bill, sir.

4 Sarah passes on the guest's complaint and the General Manager later sends the guest an email. Complete the words in the email.

Dear Mrs Brown

I am s_____(1) to hear that your stay in our hotel last weekend wasn't completely satisfactory. I a_____(2) that you were disturbed late at night.

Next time you stay with us p_____(3) contact me directly and I will arrange for you to be upgraded to a s_____(4). Our suites are on a quiet f_____(5) and I am sure you w_____(6) be very comfortable.

I look forward to welcoming you back to the hotel soon.

Yours sincerely
Jim Heathcote
General Manager
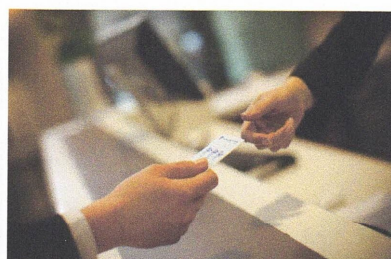
Speaking

> ### Language tip
>
> When you use the verb *look forward to*, use the *ing* form, for example, *I look forward to **seeing** you again.*

5 Use the phrase *I look forward to* + *ing* to make statements to a regular guest.

1 see you again soon
   Your version: _____.
2 welcome you back to the Metro Hotel
   Your version: _____.
3 show you our new gym and swimming pool
   Your version: _____.
4 hear your thoughts on the new hotel design
   Your version: _____.
5 read your comments in our visitors book
   Your version: _____.

6 You are checking out a guest who has a problem with her bill. Read the cues given and check out the guest. Play Track 48 and speak after the beep. The guest starts. Then listen to Track 49 to compare your conversation.

48–49
CD2

Guest Excuse me. There's a mistake on my bill.
You (*Respond and ask for more information.*)
Guest There's a charge for room service last night but I didn't order any room service.
You (*Say sorry politely and tell guest you will change bill.*)
Guest Thank you.
You (*Show guest new changed bill. Ask if everything else is OK.*)
Guest Thank you. Yes, everything else is correct.
You (*Say sorry for mistake again and end conversation politely – so that guest will return.*)

Now you can

Deal with mistakes on the bill

Apologize for any mistakes on the bill

Be polite and helpful so that guests will return