

# Complaints and Requests at a Hotel

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## Role Play: Hotel Manager and Guest

*Scene: A guest approaches the hotel reception desk to voice complaints and make requests. The hotel manager listens patiently and tries to solve the issues.*

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**Guest:** Good morning. I need to talk to you about a few problems with my room.

**Manager:** Good morning, sir. I'm sorry to hear that. What seems to be the problem?

**Guest:** First of all, there's a lot of noise coming from the street. I can't sleep at all. It's too loud.

**Manager:** I'm very sorry about that. I'll check if we have a quieter room available for you, or perhaps we can offer you a pair of earplugs.

**Guest:** Also, there's cigarette smoke in my room. I think someone smoked in here before I checked in.

**Manager:** I apologize for the inconvenience. I'll send housekeeping to clean the room again and use an air freshener. If you'd like, we can also move you to a non-smoking room.

**Guest:** That would be great. Also, the towels in the bathroom are very old and dirty. Can I get fresh ones?

**Manager:** I'll have new towels delivered to your room immediately. Anything else I can help with?

**Guest:** Yes, I've only got one small bar of soap, but I need more for both the shower and sink.

**Manager:** I'll send some extra soap up to your room right away.

**Guest:** And I don't think the air conditioning is working properly. It's really hot in the room.

**Manager:** I'm terribly sorry for that. I'll have maintenance check the air conditioning and fix it if needed.

**Guest:** Also, the bed is uncomfortable. The mattress feels old and hard. Can you do something about that?

**Manager:** I'm really sorry to hear that. Let me see if we can bring in a mattress topper for you, or perhaps we have a room with a more comfortable bed available.

# Hotel Complaint Sample Dialogue

**Sebastian Brünink**





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