

Unit 3 Narración de guiados y medidas de seguridad.

CONTENTS OF THE LESSON:

- Dealing with complaints.
- Talking about security and how to be safe on tour

SKILLS TO PRACTICE:

- Reading
- Listening
- Speaking
- Grammar in use.
- Vocabulary in use.



Language of calming and dealing with a crisis

Match these expressions from *Listening* with the guidelines in 2.

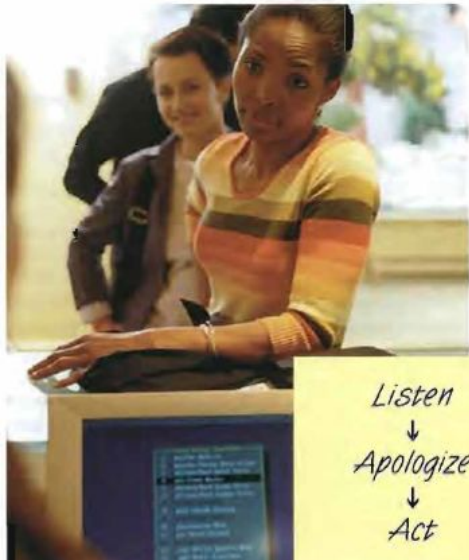
- a I'm very sorry about this, but as you can see we have a bit of a problem.
- b Now, please keep calm.
- c Please don't worry, Mrs Parsons.
- d This is what we're going to do. We're going to ...
- e Oh dear, what's the matter?
- f Don't worry.
- g I know, I understand.
- h Let me explain the situation.
- i I hope that's clear?
- j I'll tell you what we'll do.

Here are some more expressions. Match them with the guidelines.

- a Oh dear, that sounds terrible. Have a seat.
- b Try to relax. I'm sure it'll be all right.
- c Please calm down.
- d Do you all understand what we're going to do?
- e Let's go and ask at the desk to see if they know anything.
- f I'm afraid I'm going to have to talk to my head office.
- g I don't think there's any point continuing with this discussion.
- h This is the plan of action: we're going to ...

Can you give more examples of these phrases?





Listen
↓
Apologize
↓
Act

Listening

Common problems

- 1 🎧 Look at the list of common problems. Listen to two people complaining to reception. In each case
- 1 identify the problem from the list
 - 2 decide who should normally deal with it.
 - a the receptionist
 - b another department
 - c the duty manager
- 1 air-conditioning does not work
 - 2 room too cold
 - 3 shower does not work
 - 4 not enough light in the bathroom
 - 5 noise from the street / other room
 - 6 TV image poor
 - 7 cannot connect to Internet
 - 8 cannot get the pay-TV channels
 - 9 room service slow
 - 10 non-smoking room smells of smoke



What would you have said in each situation?

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Common problems

R = Receptionist, G = Guest

Situation 1

R Reception. Can I help you?

G Hi, this is Room 418. I've just got into the room and, well, I asked for a non-smoking room.

R Just one minute, please. You are in 418?

G That's right.

R 418 is a non-smoking room, madam.

G Well, I'm afraid that somebody's been smoking in here. It smells really strongly of tobacco.

R Oh, I'm very sorry about that. Would you like to change rooms?

G Yes, I think I'd prefer that.

R OK. I'll issue a new key right away and get the porter to help you to change.

G Thanks very much.

R Not at all, madam. And I apologize for the inconvenience.

Situation 2

G Hi. It's cold in my room and I can't get the heating to come on.

R I'm afraid there's nothing I can do about it. The heating's off in the whole building until October.

G Until October! You're not serious? The weather forecast on TV said it would drop to 6 degrees tonight.

R I'll get the housekeeper to give you an extra blanket.

G Well, I'm grateful, but I don't want to get into bed yet. I need to work. You know, sitting at the table.

R Well, I'm sorry, but the only thing I can do is get you a blanket.

phrases to help you handle complaints

- I see your point / I understand.
- I can appreciate that.
- Thank you for pointing that out.
- I'm sorry for any inconvenience this may have caused.
- I'm / we're terribly sorry about that.
- Please accept my/ our apologies.
- I'll let my manager know how you feel, and let's see how we can find a solution.
- I'm going to see how we can make this better for you.
- Here are some vouchers for lunch for any trouble we may have caused you.



source: <https://www.targettraining.eu>

Top 6 Safety Tips for Bus Travel



Look out for traffic
because traffic is not
always looking out
for you



**Remove your
headphones**
when getting on
or off the bus



**Put your
phone away**
when getting on or
off the bus



**Wear your seatbelt
at all times!**



**Wait until the
bus leaves**
before you
cross the road



Follow Instructions
from your bus driver

