

## Functional language Responding to customer concerns

### 1 Complete the conversation using the phrases in the box.

correct about that has filled me in on the has told me about that  
 I'll go through I'm sure let me please, understand that I see  
 we'll come up with a your side of things

**A:** Good evening, Madam. I hear that you're not happy with your room. My colleague, Claudia, <sup>1</sup>\_\_\_\_\_. details. Could you tell me again? I just want to hear <sup>2</sup>\_\_\_\_\_.

**B:** Basically, I stay here quite often and I always get a room with a bath, not a shower. I also like the 4th floor.

**A:** Yes. Claudia <sup>3</sup>\_\_\_\_\_.

**B:** I explained to your colleague but she said you were full and I couldn't change. She said I should speak to you.

**A:** Claudia is <sup>4</sup>\_\_\_\_\_. We are full and because you were the last to check in, she couldn't make a change.

**B:** So, will you be able to do anything about it?

**A:** <sup>5</sup>\_\_\_\_\_ the bookings and see if we can make a late change. Why don't you have dinner and come back and see me in an hour or so?

**B:** Sorry, but I'm not at all hungry. I just want a bath. I'm a regular customer here, and that's the only thing I ask for.

**A:** <sup>6</sup>\_\_\_\_\_ your point, but I'm afraid you'll have to wait. Why don't you wait in the bar?

**B:** OK. But do you think you will find a solution?

**A:** Yes, I'm confident <sup>7</sup>\_\_\_\_\_ solution. I just need an hour or so. <sup>8</sup>\_\_\_\_\_ speak to my colleagues. <sup>9</sup>\_\_\_\_\_ we'll find you a room with a bath. Hopefully on the 4th floor!

**B:** Thank you so much. I'll come back in an hour.

### Discussing and presenting ideas

#### 2 Read the suggestions between colleagues discussing improving their English. Put the words in the correct order to complete the sentences.

The training is over for another year. How are we going to keep improving our English?

<sup>1</sup> \_\_\_\_\_  
 (do / need / the / thing / we / first / to)  
 is to have an English homepage on our computers.

<sup>3</sup> \_\_\_\_\_  
 (of / idea / like / team / would / to / push / the / our) having lunch in English at least twice a week.

<sup>2</sup> \_\_\_\_\_  
 (the / of / idea / came / our / up / team / with) listening to the news every day in English. Just ten minutes of listening is useful.

<sup>4</sup> \_\_\_\_\_  
 (suggest / everyone / to / needs / we) read a short story every week and discuss it.

They are all good ideas. <sup>5</sup> \_\_\_\_\_  
 (is / be / thing / to / it's / got / the) easy.