

March 2 - 12:30 – 13:30

**Topic: HANDLING COMPLAINTS and TELEPHONE ETIQUETTE**



**Target Vocabulary/Phrases:**

- Modify
- Upgrade
- Food and Beverage
- Inclusive

**Target Expression:**

- ✓ I'd be glad to assist you with...
- ✓ This is \_\_\_\_\_ speaking.  
I'll transfer your call to the \_\_\_\_\_ with pleasure
- ✓ Please stay on the line while I connect you to \_\_\_\_\_  
I apologize for...
- ✓ I am sorry for the inconvenience...
- ✓ Would that be okay if...  
I'll double check and I'll get back to you...

**Practice 1:**

**TELEPHONE ETIQUETTE CONVERSATION**

<b>Receptionist:</b>	Good afternoon. The Grand Hotel. This is Sakura speaking. How may I help you?
<b>Guest:</b>	I would like to book a seat in your restaurant.
<b>Receptionist:</b>	I'll transfer your call to the food and beverage department with pleasure. Please stay on the line. ***
<b>Receptionist:</b>	Good afternoon. Food and beverage department. This is Sara speaking. How may I help you?
<b>Guest:</b>	I would like to book a seat in your restaurant.
<b>Receptionist:</b>	Which restaurant in particular ma'am (or sir)? We have a French restaurant, buffet, Japanese restaurant and we also have a bar.
<b>Guest:</b>	In your Japanese restaurant please.
<b>Receptionist:</b>	Oh, good choice! Sushi Mitsukawa is open for lunch and dinner daily. What date and time do you want to reserve? For how many people?
<b>Guest:</b>	Tomorrow, lunch time and for three people please
<b>Receptionist:</b>	Okay, I would like to confirm your booking for tomorrow at Sushi Mitsukawa for 3 people at the bar area. Can I help you with anything else?

**Practice 2:**

**HANDLING COMPLAINTS CONVERSATION**

<b>Receptionist:</b>	Good afternoon. How may I help you?
<b>Guest:</b>	I would like to check-in please. Here's a copy of my reservation.
<b>Receptionist:</b>	Ms. Perry, you booked a non-smoking standard double room for two people.
<b>Guest:</b>	No. I booked two non-smoking standard double room. We are two but we are not going to stay in one room. He's my colleague.
<b>Receptionist:</b>	I'm truly sorry that there seemed to be a confusion. The reservation confirmation only indicated one room. However, I'd be glad to assist you to modify your current reservation.
<b>Guest:</b>	I called yesterday and I clearly stated that I wanted two standard double rooms. Can you check with your reservations about it?
<b>Receptionist:</b>	Okay, kindly have a seat at the lounge area. I'll double check and I'll get back to you. *****
<b>Receptionist:</b>	Ms. Perry, regarding your reservation, we can upgrade one of the rooms for the same rate. We have arranged one non-smoking standard double and one non-smoking deluxe room for you.
<b>Guest:</b>	That's good to hear! Okay. What about the payment?
<b>Receptionist:</b>	We already have your credit card information on file. We will be charging JPY 12,100. That's JPY 6,050 for each room inclusive of service charge. I just need your signature at the bottom. Thank you.