

Staff at front desk and guests; dialogues: guests checking out, part 3/3 (A2, text only)

- how to.....

1. Guest Had a Great Stay, Gives Positive Feedback, Wants to Return Again

Receptionist: Good morning, sir. Are you checking out today?

Guest: Yes, I am. I had a wonderful stay, thank you.

Receptionist: That's great to hear! May I have your room number, please?

Guest: It's room 504.

Receptionist: Thank you very much. How was everything during your stay?

Guest: Everything was perfect. The room was clean, and the staff were so friendly.

Receptionist: We are very happy to know that. Did you enjoy the view from your room?

Guest: Yes, it was amazing — I could see the river and the city lights.

Receptionist: That's lovely. Did you also use our spa or restaurant during your stay?

Guest: Yes, I tried the spa. It was very relaxing.

Receptionist: Wonderful. Would you like me to share your feedback with the spa manager?

Guest: Yes, please. They did a great job.

Receptionist: Thank you, sir. Would you like to keep the same type of room for your next visit?

Guest: Yes, I would like to come back in December and stay in the same room.

Receptionist: Certainly. Would you like me to make a note for our reservations team?

Guest: Yes, please do that.

Receptionist: Of course. Would you prefer to book now or later by email?

Guest: I'll book later by email.

Receptionist: Perfect. Here is your receipt, and thank you again for staying with us.

Guest: Thank you. I really enjoyed my time here. I'll definitely come back.

Receptionist: We look forward to welcoming you again, sir. Have a safe trip home!

2. Guest Liked the Stay, Small Complaint About Air Conditioning (Fixed), Will Write Review

Receptionist: Good morning, ma'am. Are you checking out today?

Guest: Yes, I am. Everything was nice, thank you.

Receptionist: That's good to hear. May I have your room number, please?

Guest: Room 712.

Receptionist: Thank you. Did you enjoy your stay with us?

Guest: Yes, I did, but on the first night the air condition didn't work well.

Receptionist: Oh, I'm very sorry about that. Was it fixed after you reported it?
Guest: Yes, your engineer came very quickly and fixed it. After that it was fine.
Receptionist: I'm happy to hear that our team could solve the problem quickly.
Guest: Yes, they were very polite and helpful.
Receptionist: Thank you for saying that. Would you like me to share your comment with our maintenance team?
Guest: Yes, please. They deserve it.
Receptionist: Of course. Did you have time to enjoy our pool or restaurant?
Guest: Yes, I had breakfast every morning. The buffet was very good.
Receptionist: Wonderful! Would you like to leave a review on our website or TripAdvisor?
Guest: Yes, I plan to write one when I get home.
Receptionist: That's great. We really appreciate your feedback, ma'am.
Guest: Thank you. I had a good stay and would come again next time.
Receptionist: We're happy to hear that. Here's your bill — would you like a printed or email copy?
Guest: An email copy, please.
Receptionist: Certainly. May I confirm your email address?
Guest: It's ax.martin@ggail.com.
Receptionist: Thank you, Ms. Martin. Your bill has been sent. We hope to see you again soon!
Guest: Thank you, goodbye!
Receptionist: Goodbye, and have a pleasant journey!

3. Guest Had Loud Neighbors, Staff Tried to Help, But Problem Continued

Receptionist: Good morning, sir. Are you checking out today?
Guest: Yes, I am. I liked the hotel, but I had some problems during the stay.
Receptionist: I'm very sorry to hear that, sir. May I know what happened?
Guest: My neighbors were very loud every night. I called the front desk twice, and the staff came, but it didn't really help.
Receptionist: I'm truly sorry for that. May I ask which room you were in?
Guest: Room 818.
Receptionist: Thank you. I remember your call, sir. The duty manager did speak to the guests next door, but I understand it continued.
Guest: Yes, it was still noisy after midnight. I couldn't sleep well.
Receptionist: I apologize for the inconvenience. We should have offered you another room.
Guest: Yes, that's what I would have preferred — a quiet room.
Receptionist: I completely understand. Would you allow me to offer you something to make up for this?
Guest: What do you mean?
Receptionist: We would like to offer you a 20% discount on your stay, or a complimentary night on your next visit.
Guest: That's very kind of you. I'll take the discount, please.
Receptionist: Of course. I will adjust your bill right now. Would you like me to send the final bill to your email?
Guest: Yes, please.
Receptionist: Certainly. May I confirm your email address?

Guest: It's james.walker@hotmail.com.

Receptionist: Thank you, Mr. Walker. I've applied the discount and sent the email.

Guest: Thank you. I appreciate your help.

Receptionist: We're very sorry again for the noise, sir. We hope you'll give us another chance next time.

Guest: Yes, I think I will. I liked everything else here.

Receptionist: Thank you, sir. We'll make sure you get a quiet room next time. Have a safe trip home!
