

■ Guest Complaint Handling – A2 English

1. Listen ■	• Look at the guest. • Let them talk. • Don't speak or argue. Say: "Please tell me what happened."
2. Show You Care ■	• Be kind and polite. Say: "I understand." / "I'm sorry this happened."
3. Say Sorry ■	• Even if it's not your fault. Say: "I'm very sorry."
4. Act Fast ■	• Try to help right away. • Call your manager if needed. Say: "I will fix this for you."
5. Give Solutions ■	• Offer something to help. Say: "We can change your room." / "We can send someone to help."
6. Check Again ■	• Ask if it's OK now. Say: "Is everything OK now?"
7. Stay Calm ■	• Speak slowly. • Don't get angry.
8. Write It Down ■	• Write name, room, problem, and what you did.

■ Useful Phrases

- "I understand."
- "I'm sorry."
- "Thank you for telling me."
- "I will fix it now."
- "Is everything OK now?"