**Coping with situations at the hotel. Dealing with problems and complaints.**

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| **APOLOGIES** | **ACTIONS** |
| I am sorry  I am terribly sorry  I am really sorry  I am awfully sorry  I apologise  I do apologise  … for the inconvenience/problem/misunderstanding/mistake  I understand  Let me check  Let me see what I can do  What is the problem?  Unfortunately…  There must have been a mistake/misunderstanding…  I don’t blame you for being upset | I’ll send someone….  … from the Housekeeping department  … from the Maintenance department  … from Housekeeping  … from Maintenance  I’ll send the maid/chambermaid immediately/ at once  I’ll send the maintenance man immediately/ at once  I’ll send someone up immediately to take care of it  I’ll take care of it personally  Let me see what I can do  I hope I can…  Let me speak with the manager  In the meantime/meanwhile, we can offer you a drink at our bar / we can give a free pass for the gym, if you’d like  Why don’t you wait in the lounge bar while I sort this out? |

You can add your own examples