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

|  |  |
| --- | --- |
| **APOLOGIES** | **ACTIONS** |
| I am sorryI am terribly sorryI am really sorryI am awfully sorryI apologiseI do apologise… for the inconvenience/problem/misunderstanding/mistakeI understandLet me checkLet me see what I can doWhat 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 onceI’ll send the maintenance man immediately/ at onceI’ll send someone up immediately to take care of itI’ll take care of it personallyLet me see what I can doI hope I can…Let me speak with the managerIn the meantime/meanwhile, we can offer you a drink at our bar / we can give a free pass for the gym, if you’d likeWhy don’t you wait in the lounge bar while I sort this out? |

You can add your own examples