**Listening to a telephone call**

**Level: advanced**

**Situation:**

Betsy, who is an employee of the travel agency PUI, calls the manager of a hotel to talk to him about the complaints of a tourist who is staying at the manager’s hotel at the moment. The lady, Mrs Wolf, already tried to talk to the receptionist, but without success. Therefore she called her travel agent to get help from her.

**Task:**

Listen to the conversation on the telephone. Then answer the following questions in German. You can listen to the dialogue twice.

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| **Welche grundsätzliche Beschwerde hat Frau Wolf?** |
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| **Welche Lösung bietet der Manager an?** |
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| **Welche Konsequenzen hat die in der Nähe ansässige Table Dance Bar für die weiblichen Hotelgäste?** |
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| **Auf welche Art und Weise will Betsy den Problemen nachdrücklich auf den Grund gehen?** |
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| **Welche Art der Entschädigung wird Frau Wolf zugestanden?** |
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| **Wie plant Betsy die Probleme zu dokumentieren?** |
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**Transkript:**

**Manager** Good afternoon, this is Paradise Resort, Marcel Johnson speaking. How can I help you?

**Betsy** Hello, Mr Johnson, this is Betsy Gable speaking, from PUI. How are you doing today?

**Manager** Hello, Mrs Gable. I’m fine, thank you. How are you?

**Betsy** Fine, thanks. Unfortunately, the reason why I’m calling is not a nice one. We have a complaint from one of your guests, Mrs Wolf, who is staying at your hotel at the moment.

**Manager** Sorry to hear that. What’s the problem?

**Betsy** Well, there are several problems, I’m afraid. First of all, she has a very loud room because she can hear all the noise from the street which makes it impossible for her to sleep.

**Manager** Well, for this problem we have a quick solution. Today a room that is on the other side has become available. If Mrs Wolf wants to, she can change rooms. She’ll have a very quiet room then with a nice view of the pool.

**Betsy** Sounds good. I’ll offer her that. But there is more.

**Manager** Go ahead.

**Betsy** Well, it seems you have a table dance bar next door and the female guests are being harassed.

**Manager** Err, well, yes .. I have to admit I’ve heard about that as well. That’s why we’ll hire a security guard who will watch the doors.

**Betsy** Good. I hope you’ll put these plans into practice soon, because I’m planning to visit your hotel next week. And when I do so, I would really appreciate having a transfer shuttle that picks me up at the airport – by the way, this is another thing that didn’t work when Mrs Wolf arrived.

**Manager** I am again very sorry to hear that and apologize. Of course you will be picked up.

**Betsy** Fine. One last thing: Mrs Wolf wants some sort of compensation, preferably a discount.

**Manager** I understand. Well, I can offer her a 20% discount.

**Betsy** Okay. I think she’ll be pleased with that. Well, I’m looking forward to seeing you next week. I’ll bring my camera! Goodbye, Mr Johnson.

**Manager** Goodbye, Mrs Gable.

**Lösung:**

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| **Welche grundsätzliche Beschwerde hat Frau Wolf?** |
| Sie ist im Urlaub und ihr Hotelzimmer ist sehr laut. |
| **Welche Lösung bietet der Manager an?** |
| Ein Zimmer, das auf der anderen Seite des Hotels liegt. |
| **Welche Konsequenzen hat die in der Nähe ansässige Table Dance Bar für die weiblichen Hotelgäste?** |
| Sie werden von den Besuchern der Bar sexuell belästigt. |
| **Auf welche Art und Weise will Betsy den Problemen nachdrücklich auf den Grund gehen?** |
| Sie will in der kommenden Woche dem Hotel selbst einen Besuch abstatten. |
| **Welche Art der Entschädigung wird Frau Wolf zugestanden?** |
| Sie bekommt 20% des Reisepreises zurück. |
| **Wie plant Betsy die Probleme zu dokumentieren?** |
| Sie wird Fotos machen. |

**Quelle: RAAbits Englisch für Berufliche Schulen. „How to deal with complaints“**