

A background image showing a group of people's hands stacked together on a wooden table, symbolizing teamwork. The hands are of various skin tones. Some people are wearing watches. The image is partially covered by a yellow and blue geometric overlay.

# **NEW BUSINESS ENGLISH 5**

## **Lesson 38**

### **Addressing a Problem**



# LEARNING GOALS

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- ◆ Raising a Problem
- ◆ Expressing Disappointment





# What would you say?

**Scenario:** The hotel internet connection is unstable and the air conditioner is not working well. Call the front desk and tell them the problem.



**Hello, this is front desk.  
May I help you?**

## Situational Dialogue


- ▶ Kenzo calls the front desk to complain.



Receptionist



Kenzo Hara



Hello, front desk.  
How can I help you today?

Hi. This is Kenzo from Room 205.  
I think there's a problem with the  
air conditioner. It doesn't cool well.  
I feel really uncomfortable.







We're terribly sorry, sir. Our repairman is heading there right away.

Oh, I would like to complain about the internet connection. It is quite unstable.





I just had an important meeting with my client, but it was ruined due to the terrible internet connection. I'm sorry, but I have to say this is unacceptable.







We apologize for the inconvenience.  
We'll contact professional  
technicians to fix it.





# Key Vocabulary

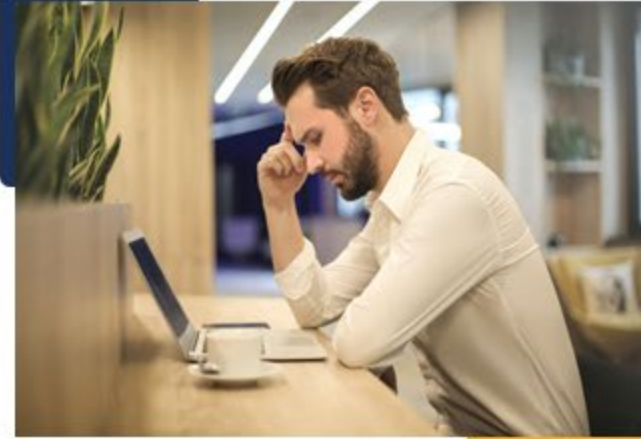
Learn the new words and answer the questions.



## unstable

*(adj.) not steady; likely to change suddenly*

e.g. The meeting was disrupted due to an **unstable** connection.



## terrible

*(adj.) very bad; not acceptable*

e.g. The CEO is dealing with a **terrible** sales problem in the company.



## unacceptable

*(adj.) not satisfactory; not meeting certain standards or expectations*

e.g. His behavior in dealing with clients is **unacceptable**.

## Dialogue Review

Have a role play and answer the questions.



*Kenzo calls the front desk to complain.*

**Receptionist:** Hello, front desk. How can I help you today?

**Kenzo:** Hi. This is Kenzo from Room 205.

I think there's a problem with the air conditioner.

It doesn't cool well. I feel really uncomfortable.

**Receptionist:** We're terribly sorry, sir. Our repairman is heading there right away.

**Kenzo:** Oh, I would like to complain about the internet connection.

It is quite **unstable**. I just had an important meeting with my client, but it was ruined due to the **terrible** internet connection. I'm sorry, but I have to say this is **unacceptable**.

**Receptionist:** We apologize for the inconvenience.

We'll contact professional technicians to fix it.





*Kenzo calls the front desk to complain.*

**Receptionist:** Hello, front desk. How can I help you today?

**Kenzo:** Hi. This is Kenzo from Room 205.



**1. Raising a Problem**

**I think there's a problem with the air conditioner.**

*It doesn't cool well. I feel really uncomfortable.*

**Receptionist:** We're terribly sorry, sir. Our repairman is heading there right away.

**Kenzo:** Oh, I would like to complain about the internet connection.

*It is quite unstable. I just had an important meeting with my client, but it was ruined due to the terrible internet connection. I'm sorry, but I have to say this is unacceptable.*

**Receptionist:** We apologize for the inconvenience.



**2. Making a Complaint**

*We'll contact professional technicians to fix it.*

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Raising a Problem

- Something is wrong with + **(noun)**.
- There seems to be an issue with + **(noun)**.
- Excuse me, but I think there's a problem with + **(noun)**.

### Note:

Always **give details** when raising a problem.

Examples:

- Something is wrong with your internet connection. It is terribly unstable.
- There seems to be an issue with the keycard. My door isn't opening.
- Excuse me, but I think there's a problem with the air conditioner. It doesn't cool well.



*What kind of hotel-related problems can one raise?*



# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Expressing Disappointment

- I'm sorry, but I have to say this is **(adjective)**.
- This sort of thing shouldn't happen.
- I'm disappointed that...

Examples:

- I'm sorry, but I have to say this is unacceptable.
- The hot shower doesn't work. This sort of thing shouldn't happen.
- I'm sorry, but I'm disappointed that some of your employees are impolite and rude.

### Use Indirect Language Instead of Direct Language

Indirect language can be used to express disappointment in a more gentle way.

- ✗ Your service is the worst!
- ✓ Perhaps the staff was very tired, but I think you should improve your services.



*How do you usually express disappointment?*

# Semi-open Dialogue

Have a role play.

**Scenario:** You are staying in the hotel room, but the lights don't work. The internet connection is unstable as well. Raise the problem and express your disappointment politely.



∴ You can refer to the following key expressions:

- Something is wrong with + (noun).
- There seems to be an issue with + (noun).
- I'm sorry, but I have to say this is (adjective).
- I'm disappointed that...



## ∴ Types of Hotel Guest Complaints

### Service Related

- Slow service
- Ignored request

1

### Mechanical

- Air conditioner
- TV/ Wi-Fi

2

### Unusual Complaints

- Weather
- Traffic

3

### Employee Attitude

- Impolite
- Unprofessional

4

### Room Related

- Room view
- Poor linen

5

### Food and Beverage

- Stale food
- Not cooked well

6



*What other hotel guest complaints do you know?*

# Overview

## Keywords and expressions:

unstable/ terrible/ unacceptable

Something is wrong with + (noun).

There seems to be an issue with + (noun).

Excuse me, but I think there's a problem with + (noun).

I'm sorry, but I have to say this is (adjective).

This sort of thing shouldn't happen.

I'm disappointed that...

