

Student A

Role-play 1

You're a travel agency representative at a popular tourist resort on the coast. The resort has several hotels, all of which are full because it's peak season. All hotels have swimming pools and cater to families. It's your first week in this job. You want to make sure you don't get anything wrong, and that you are very clear about any problems clients may have, so that there aren't any misunderstandings later on. You've been trained to use the customer's first name wherever possible in a conversation to personalize things more. You don't have much authority as yet—especially not when it comes to promising refunds.

B is a client who arrived at one of the resort's hotels last night and has asked to speak to you.

- You begin. Introduce yourself by your first name (Mark / Sandra) and ask what **B's** first name is.
- Remember to use it throughout the conversation! Ask how you can help **B**.
- Listen to **B's** complaints and ask for more specific details. Then rephrase and repeat the information back to **B** (to show you fully understand).
- Try to think of solutions, but under no circumstances promise any kind of discount or refund.

Role-play 2

You're a tourist on a one-week city break. Your trip was expensive and included transportation, a four-star hotel, and various excursions. You were not satisfied with the hotel and asked to be moved on the first day, which eventually you were. However, you are still unsatisfied for the following reasons:

- The restaurant at the new hotel is not very good (why?).
- There is no Wi-fi in your room, only in the lobby.
- The excursion to the museum was very unsatisfactory (why?).

B is the local travel agency representative. You don't feel that he / she was particularly sympathetic with your original problem with the first hotel, and today you're determined to make him / her take you seriously. You're not going to be satisfied with vague promises. You arranged to speak to him / her a few minutes ago and you want to have a long conversation.

- You begin. Inform **B** of your three new complaints, giving as many details as possible.
- Insist on **B** providing concrete solutions.
- Try to prolong the conversation as much as possible, and only accept the solutions you think are convincing.

Student B

Role-play 1

You're a tourist (Barry / Sophie Appleton). You arrived last night with your family at a popular tourist resort, and there are already three complaints you need to make:

- Your room is unsatisfactory (why?).
- The swimming pool is much smaller than the brochure showed, and is always crowded.
- Your children aren't happy with the Kids Club (why?).

A is the travel agency representative at the resort. He / She looks very young and inexperienced, so you're sure you are going to have the upper hand. You just hope he / she's not one of those over-friendly people who use your first name all the time (you hate that), and pretend they're listening to your complaints and then do absolutely nothing!

- **A** will start.
- Explain your three complaints. Be more specific if asked to be.
- Be firm, but without losing your temper. Demand some kind of financial compensation.
- Be prepared to accept other solutions as a last resort, however.

Role-play 2

You're a travel agency representative in a popular tourist city. You've just had the worst day of your life at work and you're about to finish an 18-hour shift. You are used to dealing with complaints, and know that the best way is to use a lot of vague expressions like "I'll get back to you on that one" or "I'll see what I can do."

A is a client of the travel agency and is in the city. He / She is a difficult client and complained on the first day about the hotel. You managed, with great difficulty, to get him / her moved to another hotel. A few minutes ago, **A** called you and said he / she needed to talk to you. Your heart sinks because you really want to go home.

- **A** will start.
- Listen to **A**, but keep looking at your watch, and try to cut short long and involved explanations.
- Make vague promises and try to get rid of him / her as quickly as possible.