**What is there to complain about?**

1.

- We asked you to reserve a parking space. But a car park attendant says the car park’s full.

- I’m sorry, we overbooked the car park yesterday and today. I’ll reserve you a space for tomorrow.

2.

- Excuse me, we ordered our drinks twenty minutes ago.

- I’m sorry, madam. I’ll be with you in a moment. The restaurant is short-staffed tonight. I’ll check with the wine waiter.

3.

- We reserved adjoining rooms. But these are on different floors.

- I’m sorry. I’ll change your rooms straightaway.

4.

- This stake is really overcooked. I asked for it medium rare.

- I’ sorry, sir. I’ll speak to the chef and bring you another one.

5.

- A colleague left a message for me at reception last night. But nobody gave it to me.

- I’m so sorry. I’ll look into it.