

**NIVEL AVANZADO**

**MODELO 4**

**A**

**TAREA 2: DIÁLOGO**

You have just returned from your package holiday and feel really disappointed, since the tour didn't match the brochure description. On top of that, your holidays were spoilt by the hotel conditions, so you have decided to make a complaint.

Go to the travel agent and try to get some compensation. **You start the conversation.**

**TAREA 2: DIÁLOGO**

You work at a travel agent and an unsatisfied customer would like to make a complaint about their package holiday, since the tour didn't match the brochure description.

Listen to them, apologize for the service and try to persuade them not to take the complaint further. Be ready to negotiate. **A starts the conversation.**