

Handling a Complaint About Your Service in a Restaurant

CEFR C1 Roleplay



1. Warm-up Discussion Questions:

1. What are some common reasons customers might complain in a restaurant?
2. How should a server or manager respond to a complaint to show empathy and professionalism?
3. What can a restaurant do to make up for a customer's negative experience?
4. How would you handle a complaint if the customer is being unreasonable?
5. Why is it important to resolve complaints promptly and professionally?
6. How does good complaint handling impact a restaurant's reputation?

2. Example Conversation: Handling a Complaint About Your Service in a Restaurant

Student A (Server): "Good evening, I noticed you seem a bit unhappy with your meal. Is there something I can help with?"

Student B (Customer): "Yes, actually. The steak I ordered was supposed to be medium, but it's definitely overcooked. It's more like well-done."

Student A: "I'm very sorry about that. I understand how disappointing it is when an order doesn't meet expectations. Would you like us to prepare another steak for you?"

Student B: "I'd appreciate that, but I don't have much time. Could you also ensure it's seasoned properly this time? It seems a bit bland."

Student A: "Of course, we'll make sure the seasoning is just right. I'll ask the kitchen to prioritize it so it arrives as soon as possible."

Student B: "Thank you. I also noticed the service has been a bit slow tonight. It took quite a while to get our drinks."

Student: "I apologize for the delay. We're a bit short-staffed this evening, but I'll do my best to speed things up for you."

Student B: "I understand. I just hope the rest of the evening goes smoothly, especially since it's a special occasion."

Student A: "I completely understand. I'll make sure everything goes smoothly from here on out, and we'd like to offer a complimentary dessert to make up for the inconvenience."

Student B: "That's very considerate of you. I appreciate it."

Student A: "It's the least we can do. Again, I apologize for the oversight, and I'll keep you updated on the steak."

Student B: "Thank you. I look forward to enjoying it. Your understanding really makes a difference."

Student: "Thank you for your patience. Please let me know if there's anything else we can do to make your evening better."

3. Background:

You are working in a restaurant when a customer brings up a complaint about their meal and the slow service. You need to address their concerns professionally, offering solutions to resolve the issue and ensure the customer feels valued. Handling this complaint successfully is essential to maintaining the restaurant's reputation and encouraging the customer to return in the future.

4. Instructions:

Student A (Server):

You are a server in a restaurant, and a customer has just complained that their food is not cooked as requested and that the service has been slow. Listen to their concerns carefully, apologize sincerely, and offer possible solutions, such as remaking the dish or providing a complimentary item. Try to make the customer feel heard and appreciated.

Student B (Customer):

You are a customer in a restaurant who is dissatisfied with your meal. The food isn't cooked as you ordered, and you feel that the service has been too slow. Politely express your concerns to the server and explain how the experience could be improved. Be open to their solutions and communicate your expectations clearly.

5. Vocabulary List:

complaint, overcooked, seasoning, priority, short-staffed, complimentary, inconvenience, apologize, expectation, patience