

## Unit 5 — Dealing With Difficult Customers



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### **allegations**

claims where blame is placed on someone, without proof, such as bad service, theft of personal property, or rude behavior

"The allegations the customer made about the waiter were untrue, he had not been rude to them."

### **argument**

a verbal disagreement, often angry, by two or more people who cannot find common ground on a given topic

"I had to be careful how to deal with this customer because I had heard her arguing with the manager earlier and I did not want to cause another argument."

### **behavior**

what people commonly do or act like

"My manager is watching my behavior towards the customers and if he is pleased with what he sees, he will give me a pay rise."

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