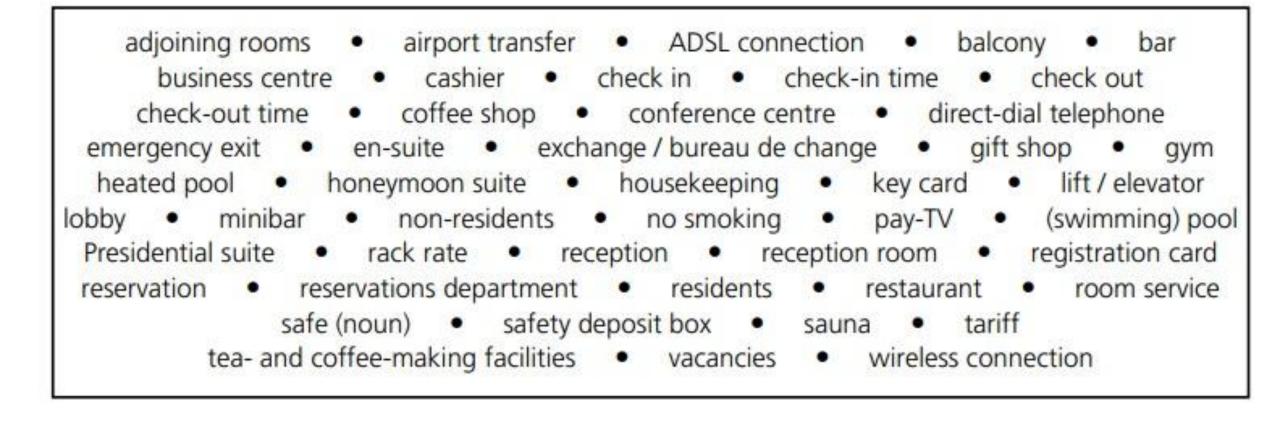


# At the hotel

Complete the sentences with words or expressions from the box. You do not need to use all the words in the box. In some cases, more than one answer may be possible.



1.	Our well-equipped has everything for the busy executive, including a photocopier, full Internet facilities with, and to keep you refreshed while you work.			
2.	If you would like some food brought to your hotel room, call, and if you need new towels or if you want your room cleaned, call			
3.	The hotel provides a complimentary for all guests, so you don't have to get a bus or taxi into town when you arrive.			
4.	If you arrive at a hotel and ask for a room, you usually have to pay the full, but you will probably get a discount if you make a in advance, especially if there are a lot of on the days you want to stay.			
5.	Would guests please note that the latest is midday (12 o'clock) on the day they wish to leave.			
6.	Guests who have just got married might like to use the hotel's, although if they've really got lots of money, they could reserve the magnificent			

When you arrive at the hotel, go straight to the in a with your name, address and o		도 [H. C. Marker H. C. L. L. L. C. C. L. C. L. C. L. C. L. C.	
, which you need to get into your ro	om. Take the if	your room is on a high	
My room's small, but there's a full of drinks, chocolate and snacks (although I have dared to look at the!), a where I can keep my passport and other value a so I can call my friends, and a where I can stand outside and get a graview of the city. Oh, and there's so I can watch a movie if I get bored.			
The hotel's facilities, including the cocktail outdoor (which is heated in the wir staying in the hotel) and (people wh	nter), can be used by both _	(guests	



# At the hotel (complaining)

## Useful vocabulary and phrases

#### Problems

The ... doesn't work

We don't seem to have any...

The ... is broken

I asked for a ..., but you've given me...

I can't seem to ... (do something)

### Being angry

It's not good enough

You're kidding, right?

I expect better

What sort of scam are you running here?

I've paid good money for this

#### Getting the manager

I want to speak to your manager

Who is in charge here?

I want to speak to your supervisor

## Staff Responses

Someone will be right up.

I'm sorry you feel that way but there is nothing I can do.

Someone will be with you shortly.

I'm afraid the hotel's policy is...

I'll have someone check that right away.

#### Dialogue 1

"Excuse me, but I can't seem to get my key to work."

"Ok. Let me have someone go up with you and help you with that."

#### Dialogue 2

"Excuse me, but we ordered a double room. You seem to have given us a single."

"I'm sorry. Let me change that for you."

#### Dialogue 3

"Sorry, but we don't have any towels in our room, and don't seem to have any hot water."

"Really? What room are you in?"

"204."

"We'll send someone right up with the towels and have someone take a look at the water."

"Thank you."

#### Dialogue 4

- "Excuse me, I have a problem with my room."
- "What seems to be the problem, ma'am?"
- "The noise. The walls are wafer-thin. I can hear the street, next door, and the pipes."
- "I'm afraid it is the only room we have."
- "Well, I can't stay there. I have a meeting tomorrow and need some sleep."
- "I'm very sorry."
- "I'd like to check out and get my money back."
- "I'm sorry ma'am, but hotel policy is no refunds once guests have checked in."
- "What?! I'm afraid that isn't good enough. Let me speak to your manager please."
- "I'm afraid the manager isn't here. She is on holiday."
- "Good grief. Well, let me talk to your supervisor."
- "OK, please wait a moment."

#### Dialogue 5

- "Excuse me. We asked for a room with a view of the beach, but our window faces the car park."
- "Ah, yes, I'm sorry about that, but all the beach-front rooms are taken."
- "But you charged us for a beach-front room."
- "I'm sorry. Let me get the manager and he can sort that for you."

# What problems can we face at the hotel?





