

# Practical English Hotel problems

calling reception

## 1 CALLING RECEPTION



### a Complete the sentences with a word from the list.

bother have 's put send this

- 1 I have a problem with the wi-fi.
- 2 I'll \_\_\_\_\_ you through to IT.
- 3 I'll \_\_\_\_\_ somebody up right now.
- 4 I'm sorry to \_\_\_\_\_ you.
- 5 Hello. \_\_\_\_\_ is room 315.
- 6 There \_\_\_\_\_ a problem with the shower.

### b Complete the conversations with sentences 1–6 from a.

- 1 A Hello, reception.  
B Hello. <sup>1</sup> This is room 315.  
A How can I help you?  
B <sup>2</sup> \_\_\_\_\_.  
There isn't any hot water.  
A I'm sorry, madam. <sup>3</sup> \_\_\_\_\_.  
B Thank you.
- 2 A Hello, reception.  
B Hello, this is room 315 again. <sup>4</sup> \_\_\_\_\_.  
but there's one more thing.  
A How can I help you?  
B <sup>5</sup> \_\_\_\_\_.  
I can't get a signal.  
A I'm sorry, madam. <sup>6</sup> \_\_\_\_\_.  
B Thanks.

## 2 I'LL

Match problems 1–4 to offers a–d.

- 1 I have a problem with the wi-fi. c
- 2 This room is very noisy. \_\_\_\_\_
- 3 I want to talk to the manager. \_\_\_\_\_
- 4 There's no water in my mini-bar. \_\_\_\_\_
- a I'll see if we have a quieter one.
- b I'll send two bottles to your room right now.
- c I'll put you through to IT.
- d I'll ask her to call you.

## 3 SOCIAL ENGLISH

### a Circle the correct words.

- 1 What's your room like? Do you have a good view / look?
- 2 It's great to be / be here.
- 3 You can / must be really tired.
- 4 I want / guess you're right.
- 5 It's great to see you, too / two.
- 6 By the way / On the way, Martha wants to see you while you're here.

### b Complete the conversation with the missing words.

- 1 A Welcome to New York.  
B Thanks. It's great to be here.
- 2 A Do you have a g \_\_\_\_\_  
v \_\_\_\_\_?  
B Yes. I can see the Empire State Building from my window.
- 3 A It's time to go. You m \_\_\_\_\_  
b \_\_\_\_\_ really tired.  
B I g \_\_\_\_\_ you're right.
- 4 A B \_\_\_\_\_ t \_\_\_\_\_  
w \_\_\_\_\_, it's great to see you again.  
B Yes. It's great to see you, t \_\_\_\_\_.

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