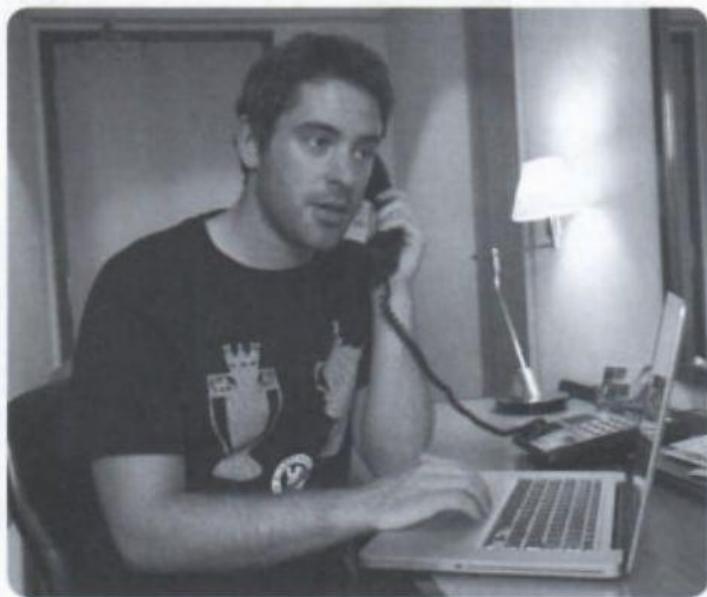


Practical English Hotel problems

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 put you through to IT.
- 3 I'll send somebody up right now.
- 4 I'm sorry to bother you.
- 5 Hello. This is room 315.
- 6 There 's a problem with the shower.

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

- 1 A Hello, reception.
B Hello. ¹This is room 315.
A How can I help you?
B ²
There isn't any hot water.
A I'm sorry, madam. ³
B Thank you.
- 2 A Hello, reception.
B Hello, this is room 315 again. ⁴
but there's one more thing.
A How can I help you?
B ⁵
I can't get a signal.
A I'm sorry, madam. ⁶
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. b
- 3 I want to talk to the manager. a
- 4 There's no water in my mini-bar. d

- 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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