

Laundry worker: Good morning. You've reached the Laundry Department.  
How may I help you?

Guest: Hello. It's Ms. Lucas in Room 915. I have a suit jacket and some  
slacks that need dry-cleaning as soon as possible. I'd prefer not  
to leave them in a laundry bag outside my room door.

Laundry worker: I understand, Ms. Lucas. I'll send someone straight over to pick  
them up.

Guest: That would be great. Do you think they'll be ready by tonight?  
I'll be attending an important business meeting first thing  
tomorrow.

Laundry worker: Yes, I think so. It's still early. If we get things before 10.00 a.m.,  
the guests can have their laundry returned by 8.00 p.m. the same  
day.

Guest: Wonderful. Thank again.

Laundry worker: It's my pleasure, Ms. Lucas.

(Source: Adapted from LiveABC, 2013(A): 54)

1. What department does Ms. Lucas call?

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2. What does Ms. Lucas ask for?

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3. What does Ms. Lucas doesn't want to do with her clothes?

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4. What is she going to do tomorrow?

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5. When will the guests get their laundry back?

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### Conversation 1

Housekeeper: Housekeeping. May I help you?  
Guest: This is Mrs. Smith in room 528.  
Housekeeper: Yes, Mrs. Smith. How can I help you?  
Guest: I was watching TV in my room and all of the sudden the picture disappeared. I don't know what happened to it.  
Housekeeper: I'm terribly sorry, madam. I'll have it fixed immediately.

### Conversation 2

Housekeeper: Housekeeping. May I help you?  
Guest: While I was taking a shower, the hot water stopped running. I'm not used to taking cold water showers, you see.  
Housekeeper: I'm sorry, sir. I'll send someone up to look at it immediately. What's your room number, sir?  
Guest: 325. And the plants in my room are dying too.  
Housekeeper: I'll ask the maid to take care of it right away.  
Thank you for letting us know.

(Source: Chanawangsa, 2001: 785)

1. What happened while Mrs. Smith was watching the TV?  
\_\_\_\_\_
2. What happened while the guest in Room 325 was taking a shower?  
\_\_\_\_\_
3. What does the housekeeper do in both cases?  
\_\_\_\_\_

## 2. Request for Extra Items

### Task 2.1

**Directions:** Complete the conversation between a guest calling Housekeeping to make a request, using words in the boxes. Then listen again to check your answers.

|               |          |        |
|---------------|----------|--------|
| running out   | extra    | towels |
| inconvenience | bring up | tube   |

Housekeeper: Good morning. Housekeeping. Alice speaking.  
How may I help you?

Guest: Well, I'd like an (1) \_\_\_\_\_ pillow. Could you also bring me a (2) \_\_\_\_\_ of toothpaste and more clean (3) \_\_\_\_\_?

Housekeeper: Of course, sir.

Guest: And the toilet paper is (4) \_\_\_\_\_.

Housekeeper: I'll have someone (5) \_\_\_\_\_ those things right away.  
What's your room number?

Guest: It's Room 503.

Housekeeper: Is there anything else we can do for you?

Guest: No, that's everything. Sorry if it's an (6) \_\_\_\_\_.

Housekeeper: It's no inconvenience at all.

Guest: OK, thank you.

Housekeeper: You're welcome. Goodbye.