

## ■ Listening Sorry, it's our mistake

1 16.1 Listen to the receptionist dealing with the problem and tick (✓) the correct information.

### The problem

- 1  wrong hotel
- wrong rooms
- 2  rooms not adjoining
- rooms on different floors
- 3  no lifts
- no disabled facilities
- 4  no balcony
- no sea view

### The mistake

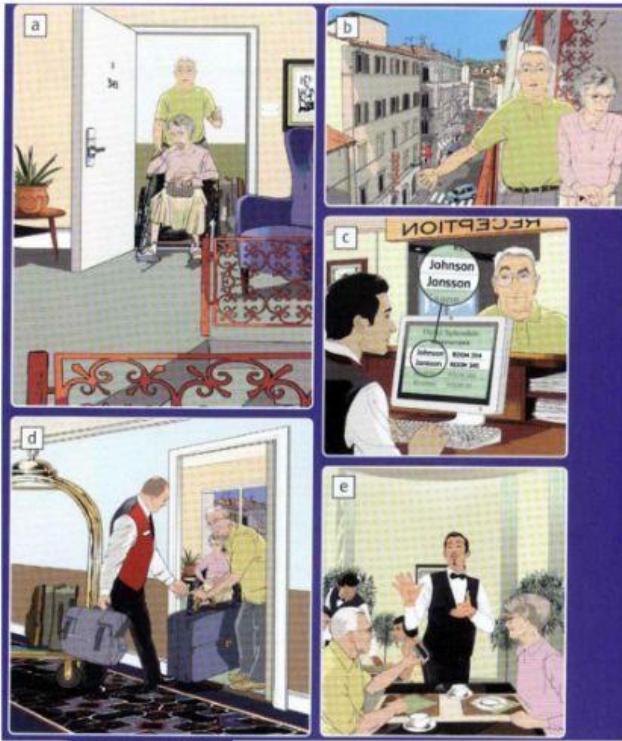
- 5  wrong name given
- wrong name keyed in by reception

### The solution

- 6  move guests out of wrong rooms
- move guests to another hotel
- 7  move Jonssons out of sea view rooms
- transfer Johnsons' luggage into right rooms

### The compensation

- 8  champagne and flowers in the rooms
- voucher for another stay
- free meal in the restaurant



2 16.1 Listen again and complete the sentences.

- 1 There's been a ..... our room allocation.
- 2 Could you ..... exactly what the problem is?
- 3 We booked ..... rooms with .....
- 4 That's fine. Could you ..... for a moment?
- 5 I'm ..... again about this.
- 6 It's our mistake. I've ..... everything .....
- 7 A mistake was made ..... checked in.
- 8 Please ..... a complimentary dinner ...