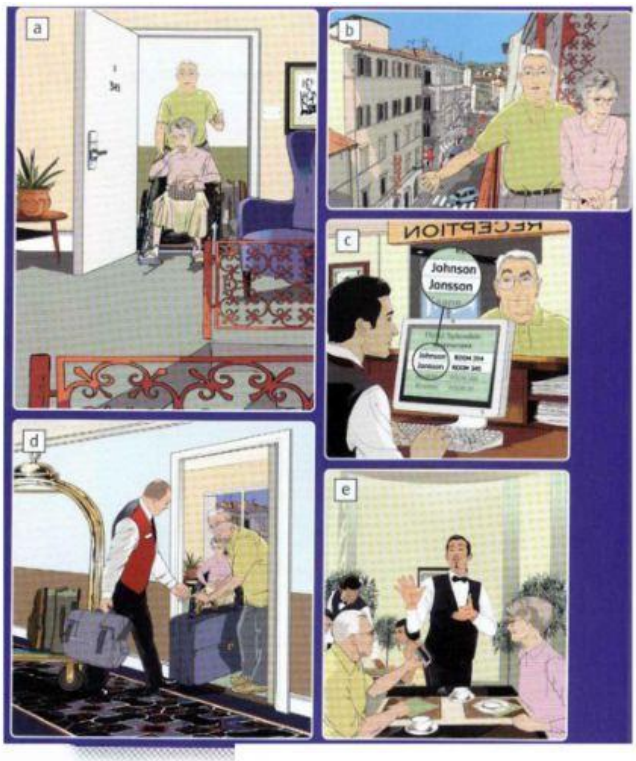
## Listening *Sorry, it's our mistake*




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 ...

LIVEWORKSHEETS