

Follow-up activity

Watch the following video, do the tasks below.

1- Say whether these statements are true (T) or false (F).

- a- Mr Sanders has a reservation for a double room at Transnational Hotel. _____
- b- Mr Sanders booked the room using the hotel reservation service. _____
- c- Mr Sanders has paid a deposit on the first night. _____
- d- The receptionist asks for Mr Sanders's passport. _____
- e- What's a glitch? It's a small problem that prevents something from being successful. _____
- f- There was a problem with the booking system. _____

2- Complete the ideas below.

- a- She can upgrade him to _____.
- b- Business suites are at no _____.
- c- The _____ gives the _____ access code and instructions to use wireless internet.
- d- The _____ and the indoor pool are in the list of _____.
- e- The receptionist gives him the _____ and tells him where the _____ is.