

### 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.