

Name :
Student ID :

Listen to the dialogue carefully. Then, answer each question below with **Yes** or **No** based on what you understand from the conversation.

Right / Wrong

1. The guest is calling from Room 108.
2. The air conditioning in the guest's room is blowing warm air.
3. The receptionist ignores the guest's complaint.
4. The receptionist offers to send a technician or move the guest.
5. The guest prefers to stay in the same room with a fan.
6. The receptionist will send someone to help with the guest's luggage.
7. The guest says she is very angry and wants a refund.
8. The receptionist apologizes and asks the guest to reach out anytime.