

Anna – Housekeeping staff

Mr. Lee – Hotel guest

Mr. Lee : Excuse me, Miss.

Anna : Good morning, Sir. Can I help you?

Mr. Lee: Yes. I think this is my room, but someone is still cleaning it.

Anna: Yes, Sir. I'm cleaning your room now. It will be ready in 10 minutes.

Mr. Lee: Alright. Can I have some clean towels?

Anna: Sure, Sir. One moment, please. Here are your towels.

Mr. Lee: Thanks. I saw a paper on the door that says "VD." What does it mean?

Anna: That is the room status code , Sir.

VD means "Vacant Dirty", the room is empty, but not clean yet. When I finish, it will be VC or "Vacant Clean."

Mr. Lee: I see. What tool are you using?

Anna: I'm using a mop and cleaning spray now. I also use a vacuum for the carpet.

Mr. Lee: okay. Thank you very much.

Anna: You're welcome, Sir. I will finish soon.

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Mr. Lee: okay.

Anna: You're welcome, Sir. I will finish soon.

1. Who is Anna?

- A. A housekeeping staff
- B. A Security guard
- C. A guest

2. What does Mr. Lee want to do?

- A. Check out
- B. Enter his room
- C. Call A service room

3. Why is Mr. Lee's room not ready?

- A. It is broken
- B. The key is missing
- C. It is still being cleaned

4. What does Mr. Lee ask for?

- A. Food
- B. Extra pillows
- C. Towels

5. What will the room code be after cleaning is finished?

- A. VD
- B. OD
- C. VC

6. What does “VD” mean?

- A. Vacant Clean
- B. Vacant Dirty
- C. Very Dirty

7. What tool is Anna using?

- A. Washing machine
- B. Vacuum and iron
- C. Mop and cleaning spray

8. What does Anna say to Mr. Lee at the end?

- A. Please leave
- B. I will finish soon
- C. Wait outside

9. What does “VC” stand for?

- A. Very Clean
- B. Vacuum Cleaned
- C. Vacant Clean

10. Where does the conversation happen?

- A. At the kitchen
- B. Inside the hotel room
- C. Outside the hotel room