

Laundry worker: Good morning. You've reached the Laundry Department.
How may I help you?

Guest: Hello. It's Ms. Lucas in Room 915. I have a suit jacket and some slacks that need dry-cleaning as soon as possible. I'd prefer not to leave them in a laundry bag outside my room door.

Laundry worker: I understand, Ms. Lucas. I'll send someone straight over to pick them up.

Guest: That would be great. Do you think they'll be ready by tonight?
I'll be attending an important business meeting first thing tomorrow.

Laundry worker: Yes, I think so. It's still early. If we get things before 10.00 a.m., the guests can have their laundry returned by 8.00 p.m. the same day.

Guest: Wonderful. Thank again.

Laundry worker: It's my pleasure, Ms. Lucas.

(Source: Adapted from LiveABC, 2013(A): 54)

1. What department does Ms. Lucas call?

2. What does Ms. Lucas ask for?

3. What does Ms. Lucas doesn't want to do with her clothes?

4. What is she going to do tomorrow?

5. When will the guests get their laundry back?

Conversation 1

- Housekeeper: Housekeeping. May I help you?
- Guest: This is Mrs. Smith in room 528.
- Housekeeper: Yes, Mrs. Smith. How can I help you?
- Guest: I was watching TV in my room and all of the sudden the picture disappeared. I don't know what happened to it.
- Housekeeper: I'm terribly sorry, madam. I'll have it fixed immediately.

Conversation 2

- Housekeeper: Housekeeping. May I help you?
- Guest: While I was taking a shower, the hot water stopped running. I'm not used to taking cold water showers, you see.
- Housekeeper: I'm sorry, sir. I'll send someone up to look at it immediately. What's your room number, sir?
- Guest: 325. And the plants in my room are dying too.
- Housekeeper: I'll ask the maid to take care of it right away.
Thank you for letting us know.

(Source: Chanawangsa, 2001: 785)

1. What happened while Mrs. Smith was watching the TV?

2. What happened while the guest in Room 325 was taking a shower?

3. What does the housekeeper do in both cases?

2. Request for Extra Items

Task 2.1

Directions: Complete the conversation between a guest calling Housekeeping to make a request, using words in the boxes. Then listen again to check your answers.

running out	extra	towels
inconvenience	bring up	tube

Housekeeper: Good morning. Housekeeping. Alice speaking.
How may I help you?

Guest: Well, I'd like an (1) _____ pillow. Could you also bring me a (2) _____ of toothpaste and more clean (3) _____?

Housekeeper: Of course, sir.

Guest: And the toilet paper is (4) _____.

Housekeeper: I'll have someone (5) _____ those things right away.
What's your room number?

Guest: It's Room 503.

Housekeeper: Is there anything else we can do for you?

Guest: No, that's everything. Sorry if it's an (6) _____.

Housekeeper: It's no inconvenience at all.

Guest: OK, thank you.

Housekeeper: You're welcome. Goodbye.