

### Task 1.3

**Directions:** Identify these bedroom and bathroom amenities, using the given words.

|                |        |          |             |      |
|----------------|--------|----------|-------------|------|
| slippers       | towels | bed      | toilet roll | cups |
| drinks packets | safe   | bathrobe | toiletries  |      |

1. \_\_\_\_\_



Figure 5.2

2. \_\_\_\_\_



Figure 5.3

3. \_\_\_\_\_



Figure 5.4

4. \_\_\_\_\_



Figure 5.5

5. \_\_\_\_\_



Figure 5.6

6. \_\_\_\_\_



Figure 5.7

7. \_\_\_\_\_



Figure 5.8

8. \_\_\_\_\_



Figure 5.9

9. \_\_\_\_\_



Figure 5.10

### 3. Request for Extra Services

#### Task 3.1

**Directions:** Listen to the conversations and answer the questions.

##### Conversation 1

Guest: I've knocked over a glass of wine. Can you send someone to clean up the mess?

Housekeeper: Certainly, sir. May I have your room number, please?

Guest: I'll send someone up immediately.

Housekeeper: Thank you.  
*(A few minutes later.)*

Housekeeper: *(Knocks on the door.)* Housekeeping.

Guest: Yes.

Housekeeper: May I clean the room?

Guest: Yes, go ahead.

Housekeeper: Thank you.

##### Conversation 2

Housekeeper: Housekeeping. Sorry for disturbing you.  
I've come to clean your room.

Guest: Could you come back later, please? We're not ready.

Housekeeper: Of course, ma'am. Sorry about that.  
Please hang the 'Please Tidy My Room' sign on the door when you're ready.

Guest: OK. Thank you.

1. In which conversation does the guest request for cleaning service?  
\_\_\_\_\_
2. Why does the guest request for cleaning service?  
\_\_\_\_\_
3. Why won't the guest in conversation 2 let the housekeeper enter the room?  
\_\_\_\_\_
4. What does the housekeeper ask the guest in conversation 2 to do?  
\_\_\_\_\_

Housekeeping: Housekeeping. How can I help you?  
Guest: We're having some problems in room 720.  
Can you send someone up right away?  
Housekeeping: Certainly. What seems to be the problem?  
Guest: Well, my sister spilled some \_\_\_\_\_ on the bed sheets.  
Housekeeping: Oh dear! We'll send a maid up with fresh \_\_\_\_\_ as soon as possible.  
Guest: Well, my sister tried to clean the sheets, but the water doesn't stop. Now there's water everywhere.  
Housekeeping: Oh no! We'll send the janitor and the \_\_\_\_\_ too.  
Guest: And then my sister \_\_\_\_\_ on the wet tile and hurt her toe.  
Housekeeping: Oh, we'll also send a \_\_\_\_\_  
(the guest screams.)  
What's the matter?  
Guest: And send an \_\_\_\_\_ as well. The lights just went out.  
(Source: Adapted from LiveABC, 2013(B): 41)

electrician

doctor

plumber

slipped

linen

juice