



10b. Friends – Hotel Reservation Problems and Complaints



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1

Pick the Right Summary!



00:00 - 04:49

<https://youtu.be/YTQG5EcuWg0?end=289>

- 1 Chandler and his friend check into a hotel after a long drive, but there is a problem with their reservation. The hotel only has an expensive suite available, so they decide to take small things from the hotel to feel like they are getting their money's worth. By the end of their stay, they have collected many items, from toiletries to batteries, and they leave feeling happy about what they took.
- 2 Chandler and his friend have a big problem when the hotel cannot find their reservation. The hotel offers them only one room, and it costs \$600, which is very expensive. They are angry about the high price and spend their stay trying to decide what is fair to take from the hotel and what is not.
- 3 Chandler and his friend arrive at a hotel after stopping many times for maple candy on the way. The friend eats too much sugar and feels shaky, so Chandler has to take care of him during the trip. At the end of their stay, the friend is still thinking about maple candy and tries to take pine cones from a bowl near the exit.

2

Answer the Questions!



00:00 - 04:49

<https://youtu.be/YTQG5EcuWg0?end=289>

- 1 **Where are Chandler and his friend coming from?**
 - a Chicago
 - b Boston
 - c New York
 - d Los Angeles
- 2 **What is the problem when Chandler arrives at the hotel?**
 - a The hotel is closed for the day
 - b The hotel has no record of his reservation
 - c The hotel room is already taken by someone else
 - d Chandler forgot to bring his ID
- 3 **Why does Chandler's friend eat a lot of maple candy on the way to the hotel?**
 - a He found it in the hotel room when they arrived
 - b He stopped at many maple candy stands and ate it all
 - c He was very hungry and had no other food
 - d He bought it as a gift for the hotel staff
- 4 **What kind of room does the hotel give Chandler?**
 - a A deluxe suite
 - b A standard single room
 - c A small budget room
 - d A basic double room
- 5 **What does Ross call the hotel to ask for?**
 - a A late checkout time
 - b A map of the local area
 - c Extra towels and blankets
 - d Free toiletries sent to his room

6 What does Chandler's friend take from the hotel restaurant?

- a A plate and a glass
- b A menu and a napkin
- c Salt and pepper shakers
- d A tablecloth and some cups

7 According to Chandler's friend, which item is okay to take from the hotel?

- a The remote control
- b The shampoo and conditioner
- c The lamp
- d The salt shaker

8 What does Chandler's friend find near the end of their stay?

- a A bag of maple candy in the lobby
- b An unattended maid's cart
- c A lost wallet on the floor
- d A free newspaper outside the door

9 What does Chandler's friend want to take from the bowl at the end?

- a Some candy
- b Some pine cones
- c Some apples
- d Some chocolates

10 How does Chandler feel about the price of the hotel room?

- a He thinks it is a good deal
- b He is happy to pay for it
- c He does not care about the price
- d He thinks it is too expensive

3

Let's Go Through the Transcript!

▶ 00:00 - 04:49
<https://youtu.be/YTQG5EcuWg0?end=289>

Hi, Chandler Bing. I have a reservation.

Welcome to the Chesterton, Mr. Bing. So, where are you joining us from?



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New York. The Big Apple.

I'm sorry, he's a little bit wound up. We had to stop at every maple candy stand on the way here.

I ate all my gifts for everybody.

I'm sorry, Mr. Bing. There's no record of your reservation in the computer.

Well, that's impossible. Can you check again, please?

Check again, please.

I'm sorry, it's not here.

Not there.

Let me get this straight. I called yesterday to try to cancel my reservation, was told it's not refundable.

Then we drove six hours all the way up here, and now you're telling me that we don't have a reservation?

I don't know what to say.

She doesn't know what to say.

Just give us the cheapest room you have.

Unfortunately, the only thing we have available is our deluxe suite. The rate is \$600.

That's insane.

It is totally insane. Dude, let's drive home. We'll hit all the maple candy stores on the way back.

And if if they're closed, then maybe we'll we'll tap a tree and make some ourselves.

Does that room have a closet I can lock him in?

We'll take it.

Great.

Look, they are totally ripping us off.

Dude, don't worry about it. I know how we can make your money back.

This is a nice hotel, you know, plenty of amenities. We just load up on those.

Like those apples. Instead of taking one, um, I take six.

Great. At \$100 an apple, we're there.

Come on, you you get the idea. You know, we'll make our money back in no time.

Dude, you're shaking.

I think it's the sugar. Could you hold the apple?

Hi, this is Ross Geller in suite 206. Um, I seem to have forgotten a couple of things.

Could could you have some complimentary toiletries sent up to my room?

Thank you.

Okay, um, toothbrush, toothpaste, razor, mouthwash, deodorant, dental floss, band-aids, shaving cream, aftershave.

And I feel like I'm forgetting something.

Um, is there anything else you you have that I haven't asked for already?

Yeah, go ahead, send up some tampons.

What'd you get? USA Today?

Nice. Put it with the others.

And I also got two more apples.

We're four short of a bushel.

God, I feel so alive. I love being in the country.

Also, got these great salt and pepper shakers from the restaurant.

Oh, that's not cool.

Dude, none of this is cool.

Look, Chandler, you you have to find the line between stealing and and taking what the hotel owes you.

Um, for example, a hairdryer, no, no, no. But shampoos and conditioners, oh yes, yes, yes.

Now the the salt shaker is off limits.

But the salt.

I wish I'd thought this through.

I think I get what you mean, though. Like the the lamp is uh is the hotel's, but the bulbs.

Oh, you already got that.

Not my first time in a hotel, my friend.

Okay, uh, how about this?

No, no, no, you can't take the remote control.

Yes, but the batteries.

Thank you. Thank you very much.

Oh, let's let's celebrate with some maple candy.

No.

At least tell me where you hid it.

Here's your copy of the bill. We hope you enjoyed your stay.

Oh, we did. And you still have all your lamps.

All right, didn't factor in the room tax.

Oh, dude, don't worry about it. I found an unattended maid's cart. We're way ahead of the game.

Oh my god.

What?

There's there's something new in the bowl.

Look, we have enough. Just walk away.

Oh, but I I want I want the pine cones.

There's a forest right outside.

It's not the same.

Okay, go quick.

Thank you for a delightful stay.

Oh, my maple candy.



Correct Answers

1 Correct answer:

1

2 Correct Answers:

1 c

2 b

3 b

4 a

5 d

6 c

7 b

8 b

9 b

10 d