

■ Listening *Sorry, it's our mistake*

- 1  16.1 Listen to the receptionist dealing with the problem and tick (✓) the correct information.

The problem

- 1 ☐ wrong hotel
☐ wrong rooms
- 2 ☐ rooms not adjoining
☐ rooms on different floors
- 3 ☐ no lifts
☐ no disabled facilities
- 4 ☐ no balcony
☐ no sea view

The mistake

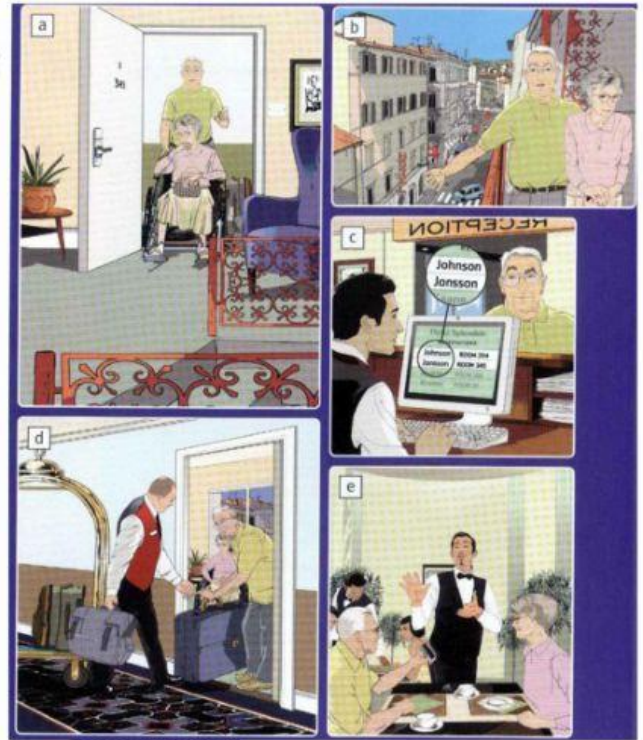
- 5 ☐ wrong name given
☐ wrong name keyed in by reception

The solution

- 6 ☐ move guests out of wrong rooms
☐ move guests to another hotel
- 7 ☐ move Jonssons out of sea view rooms
☐ transfer Johnsons' luggage into right rooms

The compensation

- 8 ☐ champagne and flowers in the rooms
☐ voucher for another stay
☐ free meal in the restaurant



- 2  16.1 Listen again and complete the sentences.

- 1 There's been a our room allocation.
- 2 Could you exactly what the problem is?
- 3 We booked rooms with
- 4 That's fine. Could you for a moment?
- 5 I'm again about this.
- 6 It's our mistake. I've everything
- 7 A mistake was made checked in.
- 8 Please a complimentary dinner ...