

12 READING

A Scan the text. How many of the requests and complaints are about food?



HOME WORLD CULTURE TRAVEL BUSINESS SPORTS FOOD

HOTEL MADNESS: THE CRAZY THINGS PEOPLE SAY!

There are about 500,000 hotels around the world. Every day, receptionists, servers, chefs, and managers work in these hotels looking after their guests. Guests often make special requests for things like an extra-large bed or a room with a view of the water. And sometimes people complain when something is not satisfactory. In the U.S., around two-thirds of these complaints are about the noise that other guests are making. Sometimes, guests' requests and complaints can make a hotel worker's job almost impossible!

Here are some very weird requests that hotel workers have actually heard:

"Would you mind lending me your suit tomorrow? I have a job interview to go to!"

"Could one of the staff give my daughter a hand with her homework?"

"Can you please fill my bath with chocolate milk?"

"I'd like chicken for dinner, please, but only the right leg."

"Can you make sure all the strawberries in my cereal are the same size?"

Some hotel guests are also very good at finding (or imagining) problems! These are some of their crazy complaints:

At a London hotel, 40 miles from the coast:
"I can't see the ocean from my room."

I think I'd look good in that jacket.

Well, sir, we always try to help, but . . .

At a Portuguese hotel: "My bed is way too comfortable. I keep oversleeping and missing the best part of the day!"

At a hotel in Spain: "There are too many tasty dishes on the restaurant buffet. I've gained more than 5 pounds!"

To a receptionist in the middle of the night: "I haven't been able to sleep at all! My wife won't stop snoring!"

After coming back from a day trip to a water park: "Nobody told us to bring our swimsuits and towels."

So the next time you're at a hotel and the staff look tired, be patient! Maybe they've had a stressful day!

B Read the article. Find the words in *italics* in the article. Then match each word with its meaning.

1. give (<i>somebody</i>) a hand	_____	a. to breathe in a noisy way when asleep
2. <i>satisfactory</i>	_____	b. help a person do something
3. <i>weird</i>	_____	c. good enough
4. <i>snoring</i>	_____	d. not wake up early enough
5. <i>oversleep</i>	_____	e. very strange

C The sentences below are false. Correct each sentence to make it true.

1. It's common for guests to request a bigger room.
2. One hotel guest asked to borrow an employee's dress.
3. Another guest wanted the fruit at breakfast to be the same color.
4. One person wasn't happy because he kept getting up too early.
5. Someone complained about not taking the right things to go sightseeing.

D **PAIR WORK** Imagine you are the managers of a hotel. How would you respond to the requests and complaints above? Try to be as polite as you can!