

LISTENING: HOTEL PROBLEMS

- Listen to a guest complaining and choose the correct option.

1 The guest is in room ...

- a 306
- b 316
- c 360

2 What is he unhappy about?

- a the disappointing view
- b the noise from inside the hotel
- c the noise from outside the hotel

3 Why was the room noisy?

- a The window wasn't closed.
- b The air-conditioning was old.
- c It was at the back of the hotel.

4 The receptionist ...

- a is very helpful and friendly.
- b doesn't apologize for the problem.
- c offers an unsatisfactory solution.

5 In the end, the guest ...

- a decides to use the air-conditioning.
- b accepts the offer of an electric fan.
- c wants to move to another room.

