

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.

