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.

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