

FIFTH LEVEL

UNITS 5 AND 6 SKILLS

Lesson C

Future Plans

D.WRITING

Future Plans and Suggestions

1. Write a short paragraph (about 100-150 words) about your plans for the next weekend or your next vacation. Use both “will” and “going to” to talk about things you have decided in advance and things you’ve decided spontaneously. Also, include at least three suggestions for activities that you should or shouldn’t do during your time off, using modals like should, must, mustn’t, and have to.

Example:

Next weekend, I am going to visit my grandparents in the countryside. I’m really excited because I haven’t seen them in a long time. I am going to take a train on Saturday morning, and I will probably go hiking when I arrive. I think I will also visit a nearby village. If you ever visit the countryside, you should bring comfortable shoes because there is a lot of walking. You must try the local food, it’s delicious! However, you mustn’t forget to bring sunscreen because it can get really sunny.

Lesson C

It will rain

A. READING

Hotel Complaints – The Strangest Requests

1. Read carefully the text

Hotels around the world accommodate millions of guests every year. Along with the standard services they provide, hotel staff often deal with unusual and sometimes bizarre guest requests. From strange demands for room service to complaints about things beyond the hotel's control, staff are often left scratching their heads.

For example, a guest once asked a receptionist if they could fill their bath with champagne instead of water. Another guest insisted that the hotel ensure that every strawberry in their fruit salad be exactly the same size. These requests are not just limited to luxury hotels; even budget hotels report odd guest behavior, like the man who called reception to ask if they could send someone up to brush his teeth because he had forgotten his toothbrush.

Complaints can also be just as peculiar. One guest at a coastal hotel complained they couldn't see the ocean, despite the hotel being located miles inland. At another hotel, a guest asked for compensation because they gained weight due to the variety of delicious food served at the hotel's restaurant. The truth is, hotel staff must be ready for anything, no matter how unusual the request or complaint may be.

These quirky demands add to the challenges of working in the hospitality industry, but they also provide some of the best stories to share.



2 Choose the response for the following questions based on the reading: The Strangest Requests.

1. - What unusual request did a guest make regarding their bath?

- a) The guest asked for a bath with flowers.
- b) The guest asked for a bath filled with champagne.
- c) The guest asked for a bath with strawberries.
- d) The guest asked for a bath in the ocean.

2 - What was the complaint about strawberries?

- a) The strawberries were too sour.
- b) The guest wanted them served with sugar.
- c) The guest wanted all the strawberries to be the same size.
- d) The guest didn't like strawberries.

3. - Why did one guest ask for compensation at a hotel?

- a) Because they lost their luggage.
- b) Because the food was too delicious, and they gained weight.
- c) Because their room was too small.
- d) Because they didn't like the hotel staff.

4. - What did a guest ask the hotel to do because they forgot their toothbrush?

- a) Provide a new toothbrush.
- b) Send someone to brush their teeth.
- c) Give them toothpaste.
- d) Bring mouthwash to their room.

5 – Why did a guest complain about the ocean view?

- a) The ocean was too far away.
- b) There were no windows in their room.

- c) The hotel was located far from the coast.
- d) They didn't want an ocean view.

D.WRITING: A Public Message



1. Think of a common issue you might have with your neighbors in your building or community. Write a polite public message explaining the problem and making a request for improvement. (Write from 70 to 90 words)

Example:

To the person who keeps leaving trash bags by the elevator:
Could you please take your garbage directly to the dumpster?
The hallway smells bad, and it's attracting bugs. Let's all work together to keep our building clean. Thank you!