

Task 1.3

Directions: Identify these bedroom and bathroom amenities, using the given words.

slippers	towels	bed	toilet roll	cups
drinks packets	safe	bathrobe	toiletries	

1. _____



Figure 5.2

2. _____



Figure 5.3

3. _____



Figure 5.4

4. _____



Figure 5.5

5. _____



Figure 5.6

6. _____



Figure 5.7

7. _____



Figure 5.8

8. _____



Figure 5.9

9. _____



Figure 5.10

3. Request for Extra Services

Task 3.1

Directions: Listen to the conversations and answer the questions.

Conversation 1

Guest: I've knocked over a glass of wine. Can you send someone to clean up the mess?

Housekeeper: Certainly, sir. May I have your room number, please?

Guest: I'll send someone up immediately.

Housekeeper: Thank you.
(A few minutes later.)

Housekeeper: *(Knocks on the door.)* Housekeeping.

Guest: Yes.

Housekeeper: May I clean the room?

Guest: Yes, go ahead.

Housekeeper: Thank you.

Conversation 2

Housekeeper: Housekeeping. Sorry for disturbing you.
I've come to clean your room.

Guest: Could you come back later, please? We're not ready.

Housekeeper: Of course, ma'am. Sorry about that.
Please hang the 'Please Tidy My Room' sign on the door when you're ready.

Guest: OK. Thank you.

1. In which conversation does the guest request for cleaning service?

2. Why does the guest request for cleaning service?

3. Why won't the guest in conversation 2 let the housekeeper enter the room?

4. What does the housekeeper ask the guest in conversation 2 to do?

Housekeeping: Housekeeping. How can I help you?
Guest: We're having some problems in room 720.
Can you send someone up right away?
Housekeeping: Certainly. What seems to be the problem?
Guest: Well, my sister spilled some _____ on the bed sheets.
Housekeeping: Oh dear! We'll send a maid up with fresh _____ as soon as possible.
Guest: Well, my sister tried to clean the sheets, but the water doesn't stop. Now there's water everywhere.
Housekeeping: Oh no! We'll send the janitor and the _____ too.
Guest: And then my sister _____ on the wet tile and hurt her toe.
Housekeeping: Oh, we'll also send a _____
(the guest screams.)
What's the matter?
Guest: And send an _____ as well. The lights just went out.
(Source: Adapted from LiveABC, 2013(B): 41)

electrician

doctor

plumber

slipped

linen

juice