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

LIVEWORKSHEETS

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 head.
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?

_____

LIVEWORKSHEETS

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

LIVEWORKSHEETS