

LISTEN WITH SPEAKAYOU

EPISODE #9: TRAVEL NIGHTMARES – COMPLAINING AT A HOTEL

1 THE BROKEN ROOM

Match the problem description with the correct vocabulary.

1. "I am sweating and I can't breathe."
2. "I push the button, but the TV doesn't turn on."
3. "I paid for a luxury room, but the sheets are dirty and the carpet is old."
4. "I wanted to see the mountains, but I only see a parking lot."
5. "I tried to get a room, but there are zero available."

2 SOFTENING THE COMPLAINT

Rewrite the rude sentences to be more polite using the vocabulary in parentheses.

1. Rude: "Hey! Look at this dirt!"

Polite: "Excuse me, I would like to bring this dirt to _____."

2. Rude: "Fix this now!"

Polite: "Could you please sort _____?"

3. Rude: "I want my money back!"

Polite: "I am afraid I have to demand _____."

4. Rude: "Give me a better room."

Polite: "Is it possible to upgrade _____?"

3 FILL IN THE BLANKS

Complete the conversation.

Word Bank: make up for, stifling, fully, reservation, out of order

Guest: Hi, I have a (1) _____ under the name of Miller.

Receptionist: I see it here. Welcome.

Guest: I'm sorry to say, but the room is (2) _____ hot. The AC seems to be (3) _____.

Receptionist: Oh dear. I am sorry. The hotel is (4) _____ booked, so I can't move you.

Guest: Well, you need to do something to (5) _____ the inconvenience.

4 UNDERSTANDING CONTEXT

Circle the correct option.

- 1.If a drink is (in the house / on the house), you do not have to pay for it.
- 2.If you (oversee / overlook) the park, you have a nice view.
- 3.If you (check out / check into) the hotel, you are arriving.
- 4."We apologize for the (inconvenience caused / problem happened)" is a formal business phrase.
- 5.To (make a complaint / do a complaint) is the correct collocation.