

Hotel help!

Name Class



(a) You are a guest at a hotel. There are many problems. Look at the pictures and fill in the missing words.

1. Oh no! I want to take a shower but the shower (_____).
2. The time is now 6 o'clock. I want to watch my favorite drama. I can't watch it because (_____).
3. I'll go crazy if I can't sleep. My room is 201. The people next door (_____).
4. I washed my hands in the bathroom. They are very wet. I need a towel but (_____).

(b) You are a clerk at a hotel. Your guests are calling with their problems! Match the complaints with the solutions.



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| The room is too small. • | • I will send someone to fix it! |
| The people next door are too loud! • | • I will send you more towels! |
| The shower doesn't work. • | • I will ask them to quiet down! |
| There aren't any towels. • | • I will move you to a bigger room! |

(c) With your pair, please make a dialogue!

Clerk: Hello, this is (_____) hotel. Can I help you?
name of hotel

Guest: Excuse me. I am in room 201. I have a problem with my room.

Clerk: Oh. What's the problem?

Guest: (_____)?
write the complaint

Clerk: Of course, (_____). I apologize for the trouble.
write the solution

Guest: Thank you.

Clerk: We regret the inconvenience. Please have a nice day.