



Unit 10 Planning a trip abroad

Task 08. Fill in the missing words from the box.

move – water is dripping – complaints – air-conditioning – temperature – toilet is clogged – remote-control – change – similar room – attendant – busy street – problem – light bulb – upstairs

Announcer: While Anna and Johannes are sitting in the hotel lobby, they are listening to some people complaining about their rooms:

Melanie: Hello? My name is Melanie Hoffer and I'm in room 432. I have a few problems with my room. The _____ and the shower drain is also blocked.

Receptionist: Ok Ms Hoffer, we'll send an _____ up within 10 minutes. If they can't fix the problem, we'll _____ your room.

Tim: Hello? Uh, I'm Tim Benson in room 433, and my room is really hot. I've tried adjusting the _____, but it's been 20 minutes and there's no improvement.

Receptionist: Mr Benson, did you try the _____? Push the blue button for a few seconds? It should turn on the air-conditioning. You should hear a pop when it turns on. Then adjust the _____. If that doesn't work, call us back in a few minutes.

Tim: Oh yes, that seems to have fixed the _____. I heard the air-conditioning turning on.

Linda: Hi, my name is Linda Heath. I'm staying in room 430. I think there was a flood in the bathroom above my room, because _____ from the ceiling. My bathroom also has a burned-out _____.

Receptionist: Would you like to change rooms for tonight? I can send someone up to assist you in a few minutes. We can give you a _____ on the 7th floor.



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George: Hi, I'm George Miller from room 431. There is a baby crying in the room below me and it hasn't stopped for about an hour. My room is also on the corner over this _____ and there was an accident, so all I can hear are sirens and screams. Can I _____ to another room?

Receptionist: Yes, Mr Miller, we've been having a few _____ about that side of the hotel because of the noise. We could move you _____ and across the hall, but it will cost a little more because it's a better room.

George: Oh, I don't think I can change rooms. My whole company team is staying in this suite.

Receptionist: That's true. Perhaps we can move your whole team upstairs ...?