



Unit 13 Planning a trip abroad

Task 08

- 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 toilet is clogged and the shower drain is also blocked.
- Receptionist:** Ok Ms Hoffer, we'll send an attendant up within 10 minutes. If they can't fix the problem, we'll change your room.
- Tim:** Hello? Uh, I'm Tim Benson in room 433, and my room is really hot. I've tried adjusting the air-conditioning, but it's been 20 minutes and there's no improvement.
- Receptionist:** Mr Benson, did you try the remote-control? 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 temperature. If that doesn't work, call us back in a few minutes.
- Tim:** Oh yes, that seems to have fixed the problem. 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 water is dripping from the ceiling. My bathroom also has a burned-out light bulb.
- 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 similar room on the 7th floor.
- 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 busy street and there was an accident, so all I can hear are sirens and screams. Can I move to another room?
- Receptionist:** Yes, Mr Miller, we've been having a few complaints about that side of the hotel because of the noise. We could move you upstairs 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 ...?