



## Unit 22 Getting around

### Task 07

Announcer: Everyone on Anna's team has at least one problem with their room. Dialogue 1.

Melanie: Hello? My name is Melanie and I'm calling from room 432. I have a few problems with my room. The toilet is clogged and the shower drain is also blocked.

Front desk: Ok Melanie, we'll send an attendant up with a plunger within 10 minutes. If they can't fix the plumbing, we'll change your room.

Announcer: Dialogue 2.

Tim: Hello? Uh, I'm Tim in room 433, and my room is really cold. I tried adjusting the thermostat, but it doesn't work.

Front desk: Hi Tim, did you try pushing the blue button on the thermostat for a few seconds? It should turn on the heat. You should hear a pop when it turns back on. If that doesn't work, call us back in a few minutes.

Tim: Oh yes, that seems to have fixed the problem. I can hear the heater turning on, now.

Announcer: Dialogue 3

Linda: Hi, my name is Linda. I'm calling from room 430. I think there was a flood in the bathroom above my room, because water is leaking from the ceiling. The light in my bathroom also won't turn on, so it's a bit dark.

Front desk: Would you like to change rooms for tonight? I can send someone up to assist you with your luggage in a few minutes. We can give you a similar room on the 6<sup>th</sup> floor.

Announcer: Dialogue 4

Anna: Hi, I'm Anna, calling from room 431. There's 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 10<sup>th</sup> Avenue and there was an accident, so all I can hear are sirens and screams.

Front desk: Hi, yes, we've been getting a few complaints about that side of the hotel because of the noise. We could move you to a room upstairs and across the hall, but it will cost a little more because it's a better room.

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

Front desk: That's true. There have been a number of problems with that suite. Perhaps we can move your whole team ... ?