

Course: Intermediate Level 1

Day 18

Have you ever experienced being dissatisfied with a hotel room?

1. The room's too small!
2. Air conditioner's not working!
3. There's no hot water in the shower!
4. TV's broken!



Day 18: Complaining about your hotel room



Dialogue 1:

When your room is too small

Dialogue 2:

When there's a problem with the air conditioning

Dialogue 3:

When there's a problem with the TV

Dialogue 4:

When the hot water isn't running

Dialogue 1: When your room is too small

A: Front desk, how can I help you?

B: Hi, this is room 201.

A: Hello, how can I help you?

B: My room is too small. I'm wondering if I could switch to a bigger room.

A: Sure, no problem. Would you like a double room?

B: Yes, please. How much is the double room?

A: 90 dollars.

B: Not bad, I'll take that one. Thank you.



Dialogue 2: When there's a problem with the air conditioning

A: Hello, front desk.

B: Hi, this is room 106. There's a problem with the air conditioning.

A: Really? What's the problem?

B: It's only blowing hot air.

A: I'm sorry about that.

B: Can I move to another room?

A: Sure. That won't be a problem. Room 100 is empty.

B: Thanks. I'll go down and swap the keys.



Dialogue 3: When there's a problem with the TV

A: This is the front desk. How may I help you?

B: This is room 105. The TV seems to be broken.

A: What happened?

B: I don't know. It doesn't turn on.

A: I'm sorry. I'll send someone right over. Or I can change your room if you want.

B: I'd like to change my room.

A: OK. You can move to room 112 on the opposite side.



Dialogue 4: When the hot water isn't running

A: Hello, this is the front desk. How can I help you?

B: Hi, this is room 204. The hot water isn't running. So I'd like to change my room.

A: I don't understand. Have you turned the handle all the way to the right?

B: I've been trying to get hot water for the last fifteen minutes! It's freezing cold.

A: I'm sorry. You can move to the room next door.

B: That would be great.



Switch

Swap

Freezing cold

Breakdown

TASK: You have just billeted at a premium hotel in Paris, France. However, as soon as you step into the room, you notice that air conditioner is producing a clank or loud, repetitive noise. Contact the hotel front desk and explain the situation.

(Your teacher will take on the part of the Front Desk Attendant)



***Thank you for
today!***

***I'm looking forward to
seeing you again!***