

There are some problems.

- Stating problems
- Addressing problems

1 | Vocabulary

A Match the items in a hotel room to the complaints.

a. TV	b. bed	c. sink	d. shower	e. closet	f. desk	g. toilet	h. lamp
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|----------------------------------|-------------------------------------|
| ___ 1. There is no hot water. | ___ 5. It's too soft. |
| ___ 2. There aren't any hangers. | ___ 6. The lightbulb is burned out. |
| ___ 3. It won't flush. | ___ 7. The drawer won't open. |
| ___ 4. The faucet is leaking. | ___ 8. The remote doesn't work. |

B PAIR WORK Tell your partner some other complaints a guest might have for the items above.

Example:

A: The volume isn't working. There's no sound.

2 | Conversation

CD1 **19 A** Listen. What three things are wrong in the hotel room? How does the hotel clerk solve the last problem?



Hotel clerk: Front desk. How can I help you?

Guest: Hi, I just checked in. There are some problems with my room.

Hotel clerk: Oh, sorry to hear that. What are the problems?

Guest: Well, first the bedside lamp isn't working at all.

Hotel clerk: It may need a new lightbulb.

Guest: That's what I thought. And the faucet in the bathroom is leaking.

Hotel clerk: OK. I'll get someone to come and look at it right away.

Guest: Thank you. And one more thing. There are no towels in the bathroom.

Hotel clerk: I'll ask housekeeping to send you some now.

Guest: Great. I really appreciate it.

Hotel clerk: Thank you for your patience.



B PAIR WORK Practice the conversation.

CD1 **20 C** Listen. Write the three extra sentences you hear in the conversation. Practice the new conversation.

3 Language Booster

A Notice how we talk about and address problems.

Stating problems	Addressing problems
The bedside lamp isn't working.	It may need a new lightbulb.
The shower and sink are very dirty.	Let me get someone to come and clean it.
The faucet in the bathroom is leaking.	I'll get someone to look at it.
I need another towel in the bathroom.	I'll ask housekeeping to send you some right away.

B PAIR WORK Take turns stating and addressing hotel room problems. Use the ideas from the Vocabulary section or your own ideas.

Example:

A: The remote control isn't working.

B: It may need batteries. I'll get someone to look at it.


4 Pronunciation Reduction of *and*

A Listen and practice. Notice how *and* is often reduced to /ən/.

- The shower and sink are very dirty.
- I'll get someone to come and look at it.

B PAIR WORK Complete and practice these sentences. Pay attention to the reduction of *and*.

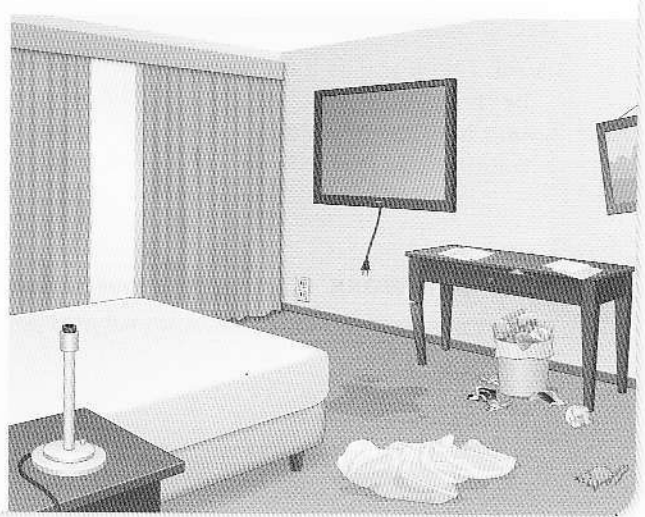
- The sink and _____ are very dirty.
- The TV and _____ aren't working in my room.
- The sandwich and _____ are delicious!

ONLINE PRACTICE 

SPEAK *with* CONFIDENCE

A Your class is on a school trip. Look at the picture. You are in a hotel room with a lot of problems. List five complaints about the room.

- _____
- _____
- _____
- _____
- _____



B PAIR WORK Take turns stating the problems and addressing them. Are you happy with the solutions?