

# 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

- \_\_\_\_ 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

The bedside lamp isn't working.  
 The shower and sink are very dirty.  
 The faucet in the bathroom is leaking.  
 I need another towel in the bathroom.

### Addressing problems

It may need a new lightbulb.  
 Let me get someone to come and clean it.  
 I'll get someone to look at it.  
 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

CD1 21 **A** Listen and practice. Notice how *and* is often reduced to /ən/.

1. The shower and sink are very dirty.      2. 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*.

1. The sink and \_\_\_\_\_ are very dirty.  
 2. The TV and \_\_\_\_\_ aren't working in my room.  
 3. 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.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

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

