

# Talk a Lot

## Hotel

### What Would You Do?

Read the problems below and decide which group each one belongs in: **facilities**, **guests**, **staff**, or **food and drink**. There are four problems in each group. Then offer some advice to each person. Try to use some of the **discussion words**, **idioms**, **phrasal verbs**, and **slang words and phrases** from this unit in each answer:

1. One of the guests won't pay for their drinks, because they reckon that I promised them a few free pints last night, but I didn't. Or if I did, I can't remember...	2. I really like my job, but I need to pass my exams if I want to find a better one in the future. But George won't give me time off to study...	3. I signed up for three days of sauna and spa treatments, but it looks like I'm going to be out all day tomorrow, so I'd like to get some of my money back...	4. I've accidentally damaged a piece of expensive equipment in the hotel. I don't think anybody knows, although two kids were walking past when I did it...
5. I booked for two weeks, but unfortunately I can only stay for one. I would like to rearrange the second week for later in the year, but the duty manager says no...	6. Two out of three running machines in the fitness suite are out of order, and guests are starting to complain. But the person who can fix them is on holiday...	7. Last week I found out that Tina is getting more money than me! We do the same job for the same hours - and I've been here two years longer than her!	8. When I arrived my room looked like a bomb had hit it [very untidy]! Of course, I asked for a different one, but since then I've been sitting here in reception for the past half an hour...
9. Somebody is stealing petty cash from the till in reception. I've got my suspicions that it's Jenny, but she's the owner's niece, so what can I say?	10. I ate too much last night, and I'm really paying for it this morning. I've got the worst hangover in the world ever! I was praying to the porcelain god [being sick] for hours!	11. This hotel is appalling! I can't think of anything that's right about it! I'm going to complain to the owner if I don't get a full refund immediately!	12. Donald has got really bad breath and BO [body odour], and some of the guests have started to notice. I don't want to say anything because he's so quiet, and I owe him £25...
13. We sat down ten minutes ago, and we're still waiting to order. The waiter seems to be ignoring us on purpose...	14. I'm thinking about having my daughter's wedding at this hotel, but I don't like the manager's price for the reception...	15. It's not very clear how much I'll have to pay if I order food and drink from my room. Please could you explain what I have to do?	16. Some guests have complained about the food in our restaurant. The chef is off sick with food poisoning at the moment, so I've had to oversee all of the cooking myself...