

There's a problem with my room!

1 Warm Up Match the two halves of the problems.

- | | |
|--------------------|----------------|
| A) the sink is | painfully slow |
| B) the internet is | uncomfortable |
| C) the cold tap is | boiling |
| D) the room is | blocked |
| E) the mattress is | dripping |



2 Conversation Practise with a partner.



Scene: Andrew is a hotel guest. He is talking to the Duty Manager.

Duty Manager: Good afternoon. Can I help you?
Andrew: Yes. I checked in an hour ago, and there's a problem with ¹ the bathroom.
Duty Manager: I see. What exactly is the problem?
Andrew: Well, ² the cold tap is dripping!
Duty Manager: I'm sorry about that. Could I have your room number?
Andrew: Yes. It's 401.
Duty Manager: Right, ³ I'll send someone up to fix it immediately.
Andrew: I'd appreciate that. Thank you.

3 Check! Cover the text. Ask and answer these questions with your partner.

- 1) When did Andrew check in?
- 2) What is the problem with the bathroom?
- 3) What is the Duty Manager going to do?

4 Role-playing #1 Use these role-play cards, and have conversations with a partner.

- Change the underlined parts of the conversation, using vocabulary below.
- Remember to look up when speaking. Don't just read!

1: Room

- A) the bathroom
- B) the room
- C) the balcony
- D) the bathroom
- E) the room

2: Problem

- A) The cold tap is dripping.
- B) The street outside is really noisy.
- C) The door won't open, so I can't go outside.
- D) The sink is blocked.
- E) The room wasn't cleaned this morning.

3: Action

- A) I'll send someone up to fix it immediately.
- B) I'll switch you to another room.
- C) I'll send someone up to take a look.
- D) I'll send someone to unblock it.
- E) I'll send housekeeping right away.

5 Role-playing #2 Practise again, but this time, use your imagination!

- Change partners regularly.
- Try not to look at the worksheet dialogue when speaking.

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Teaching Notes

Target Structure:	Situation role-play practice
Vocabulary:	Travel
Level:	Pre-Intermediate
Time:	40 minutes
Preparation:	None

Suggested Teaching Method

This situation worksheet looks at some common problems your students might experience in a hotel. The handout has some basic idioms / collocations, including *painfully slow*, *take a look* and *I'd appreciate that*.

Lead-in

Introduce the topic of hotels. You could ask your students about the last hotel they stayed in or which hotel they think is best in a local town/city for someone very rich or on a budget.

- 1 This exercise pre-teaches vocabulary for later exercises. Students can work in pairs. Go through the answers with the groups.
- 2 Follow the instructions. Students should practise once, and then change roles. Encourage the students to look up and make eye-contact with each other when speaking.
- 3 Follow the instructions. Students should work in pairs. If you prefer, students can write the answers to the questions on the worksheet.

Write on the board when eliciting the answers. You could then test your students by asking them to make the questions again, but without looking at the worksheet.

- 4 Draw the students' attention to the underlined parts of the conversation.
Demonstrate a conversation with a confident student. Have students practise with a new partner, if possible.
- 5 Again, demonstrate with a confident student. Place students in new pairs, and have them change partners regularly.

Answer Key

- | | | | | |
|---|--------------------|----------------|---|---|
| 1 | A) the sink is | blocked | 3 | 1) He checked in an hour ago. |
| | B) the internet is | painfully slow | | 2) The cold tap is dripping. |
| | C) the cold tap is | dripping | | 3) She's going to send someone to fix it immediately. |
| | D) the room is | boiling | | |
| | E) the mattress is | uncomfortable | | |

How are we doing?



We'd be pleased to hear some feedback on our worksheets.

Send your comments to the editor at editor@handoutsonline.com.