**Hotel Help!**



**Here are a few of the nicest hotels in the world! They are very famous!**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **1** | **2** | **3** | **4** |
|  | **A picture containing outdoor, sky, building, road  Description automatically generated** | ザ・パームスカジノ リゾート | ラスベガス（NV） 2020年 最新料金 ～│部屋写真 & 口コミ | **A pool of water in front of a large building  Description automatically generated with low confidence** | Emirates Palace | Abu Dhabi UAE Luxury Hotels Resorts | Remote Lands |
| **Name of Hotel** | **The Plaza** | **The Palms** | **The Atlantis** | **The Emirates Palace** |
| **Complaint** | **The room is too small.** | **The people next door are too loud!** | **The shower doesn’t work.** | **There aren’t any towels.** |
| **Solution** |  |  |  |  |

**Step 1: Match the correct solution from the Word Bank below to the complaint and write it in.**

**I will send you more towels! I will send someone to fix it! I will ask them to quiet down! I will move you to a bigger room!**

**Step 2: Make a dialogue! Pick your favorite hotel and fill in the dialogue.**

* **Clerk: Hello, this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ hotel. How can I help you?**

**name of hotel**

* **Guest: Yes, hello. Can you help me? I have a problem with my room!**
* **Clerk: Oh, I am so sorry! Of course I can help. What is the problem?**
* **Guest: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. . write the complaint**
* **Clerk:** **I apologize for the trouble! \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**write the solution**

* **Guest: Thank you very much. I really appreciate it.**
* **Clerk: It’s my pleasure. Is there anything else you need help with?**
* **Guest:No, that is all.**
* **Clerk:Okay, have a nice day!**

**Step 3: Find a partner and practice reading your dialogue!**