

41 Hotel problems



2.38 Conversation A

Wilbur Meeks has just arrived at the Studios Inn Hotel, in Hollywood. It's noon.

Front Desk: Your room will be ready in approximately one hour, sir. We're getting it ready right now.

Wilbur: This just isn't good enough! I want my room now. I've had a long flight from Boston.

Front Desk: Our official check-in time is 3 p.m., Mr. Meeks. The departing guests don't have to check out until noon. I'm afraid we don't have a room available at the moment. If you'd like to take a seat in the bar, you can have a coffee while you're waiting.

Wilbur: I want to speak to the person in charge!

Front Desk: I'm in charge of reception, sir.

Wilbur: Then I want to speak to the hotel manager. Now! *(Five minutes later)*

Manager: ... We're full because of the convention. I'm sorry, but there's nothing I can do.

Wilbur: Look, if I don't get a room now, I'll take my business elsewhere!



Manager: There's no need to get angry, Mr. Meeks. The room will be ready soon.

Wilbur: Don't you understand? I want it immediately!

Manager: I hear you, Mr. Meeks. But if you don't like our service, you might be happier elsewhere. I can call you a cab ...

2.39 Conversation B

Paul Washington is leaving the same hotel.

Paul: Oh, hello. Sorry to trouble you, but I wanted to ask about the check-out time.

Clerk: It's noon, Mr. Washington.

Paul: Yes, I thought so. In that case, I wonder if you can do me a favor.

Clerk: Sure. If I can.

Paul: My flight doesn't leave until late this afternoon. Is there any possibility of an extended check-out time? I don't want to cause any problems. I'll understand if you can't do it.

Clerk: Well, we're real busy today ... but I could give you an extra hour. Will that help?

Paul: That's a big help. Thanks. 1 p.m., right?



1 In Conversation A there's a confrontation! The result is, Wilbur doesn't have a room, and the hotel has lost a customer. Listen and highlight the sentences in this conversation which helped to cause a confrontation.

2 Can you replace the words you highlighted with something more polite?

3 2.39 Listen to and read Conversation B. Highlight the things that Paul says which avoid a confrontation.

4 Practice these situations again. But this time Wilbur is polite and Paul is angry.

Culture File 41 Confrontations