

COMMUNICATION ACTIVITY L

Unit 42 Student 1

1 Role-play a conversation. You are a guest at a hotel, and your partner is the Front Desk Clerk. This is your problem:

It's 3 a.m. You're in room 1305. There's a noisy party in the room next door, 1306, and you can't sleep. You have to get up at 6 a.m. to go to the airport. You don't want to change rooms. You don't want a refund for the night's stay. You've been at the hotel for seven days and you've spent a lot of money.

2 Role-play another conversation. You are the Front Desk Clerk at a hotel, and your partner is a guest. This is the problem and some suggestions:

It is 9:30 p.m.
The guest's laundry hasn't been returned.
Ask if the guest gave the laundry to housekeeping before 9 a.m.
The hotel sends laundry out to a laundry service company.
They're closed for the night. You can't contact them until tomorrow at 8 a.m.
Offer to mail the laundry to the guest.
Offer the guest a free T-shirt with the hotel name on it.

COMMUNICATION ACTIVITY M

Unit 47 Student 1

1 Look at your room bill (Room 2367). Role-play a conversation with the hotel Accounts Clerk. You only had one beer from the minibar, and it was \$2.95. You switched on the movie by mistake, and only watched two minutes, so you should be charged nothing. Therefore, the 'total', 'state tax', and total

'amount due' are wrong. You should point out all the mistakes and correct them with the Accounts Clerk. (The state tax is supposed to be 10%.)

2 Look at your partner's room bill (Room 946). Role-play a conversation. You're the Accounts Clerk.

Room 2367 Room charges August 30th

Room charge 8/29	\$205.00
Laundry charge 8/29	\$49.72
Minibar	\$295.00
Movie charge	\$15.00
Room-service breakfast	\$23.95
Total	\$588.67
State tax	\$105.96
Amount due	\$964.63

Room 946 Room charges August 30th

Room charge 8/29	\$145.00
Laundry charge 8/29	\$115.27
Minibar	\$4.30
Room-service breakfast	\$43.95
International telephone	\$58.45
Total	\$366.97
State tax	\$66.05
Amount due	\$433.02