

## COMMUNICATION ACTIVITY Y

### Unit 42 Student 2

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

It's 3 a.m. The guest is in 1305. There's a noisy party in room 1306.

A famous rock group is staying on the 13th floor. They have booked 25 rooms (four are expensive suites) and they're spending a lot of money on room service.

Offer to change the guest to room 209. It's very quiet there.

Offer to send a bellboy to move everything.

Offer the guest a free night's stay at any hotel in the hotel chain.

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

It's 9:30 p.m.

Your laundry hasn't been returned. The laundry form said 'Same day service. Guaranteed return by 8 p.m.'

You gave the laundry to housekeeping at 7:15 a.m. this morning.

You're leaving at 7 a.m. tomorrow morning.

You don't have a clean shirt / blouse nor any nightclothes.

You have important meetings tomorrow.

## COMMUNICATION ACTIVITY Z

### Unit 47 Student 2

1 Look at your partner's room bill (Room 2367). Role-play a conversation. You're the hotel Accounts Clerk.

2 Look at your room bill (Room 946). Role-play another conversation with the Accounts Clerk. You're leaving in five minutes. Your laundry hasn't come back from the laundry service, so you should be charged nothing. You didn't have room service breakfast and shouldn't be charged. Instead, you ate

in the buffet downstairs and paid there. You tried to make an international call, but you didn't get a connection, so should be charged only \$2 connection fee. Also, you had a \$43 bottle of champagne from the minibar. They have this as \$4.30. 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%.)

#### 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 |