

The sink is blocked

LEARNING OUTCOME

learn how to complain in a hostel or hotel

WARMER

Ask students if they have ever stayed in a hotel or hostel, and ask what it was like (e.g. a luxury hotel, a modest guest house or a cheap hostel). Ask students to look at the learning outcome. Explain that in this lesson they are going to learn how to complain in a hostel or hotel.

Everyday life

- 1 Ask students to work in pairs, look at the photograph and answer the questions.

Possible answers

They are in a cafe. The woman is complaining to a waiter. There might be something wrong with the food she has ordered.

Everyday vocabulary

- 2 Draw students' attention to the sentences 1–8 which all describe things that can go wrong in a hostel or hotel. Ask them to work in pairs to explain what the words in *italics* mean. Encourage students to look up any unknown words in a dictionary, or ask other students. Check answers as a class.

Answers

- 1 without enough employees
 - 2 haven't got any left
 - 3 water is coming out of something where it shouldn't
 - 4 full of water because it can't drain away
 - 5 an illness due to bacteria in food
 - 6 how clean something is
 - 7 small insects that live in a mattress and can bite you
 - 8 asked to pay for something in addition
- 3 Ask students to work in pairs and brainstorm other things that can go wrong in a hotel and to add them to the list in 2. Ask pairs to share their ideas with the class.

Answers

Students' own answers.

- 4 Ask students to work in pairs and tell their partner about a time when they stayed in a hotel or hostel and something went wrong. It can be something from the list in 2, or something else. Ask students to share their partners' anecdotes with the class.

Answers

Students' own answers.

Dialogue

- 5 Read the context for the situation aloud. Tell students that James is staying in a hostel with some friends but they aren't happy with their room. James has gone to reception to complain about some things that are wrong. Tell them not to worry about understanding every word. They should listen and find out three things that the receptionist offers James. Ask students to check their answers in pairs, before checking as a class.

Answers

He offers to send someone up about the blocked sink; he offers to move him to a quieter room tomorrow; he offers him a free shuttle ride.

- 6 Ask students to look at the sentences from the dialogue. They listen again and complete the gaps with the missing phrases. They check answers in pairs, then listen to the dialogue again and check.

Answers

- 1 I'm sorry, but there are some problems with our room.
- 2 I'm afraid that's not good enough.
- 3 there seems to have been a mistake with our booking.
- 4 that's completely unsatisfactory.
- 5 I'll expect a full refund for the difference.
- 6 I'd like to offer you the shuttle ride free

EVERYDAY ENGLISH TOOLKIT

Ask students to look at the sentences a–d from the dialogue and write them in the correct category in the Everyday English Toolkit. Students could try and do this from memory first, before listening again to the dialogue to check. Ask them to read through all the sentences and check they understand what they mean. Ask students to practise saying the sentences, using the correct intonation.

Answers

- 1 b 2 c 3 d 4 a

Over to you!

- 7 Tell students they are going to write an email to a hostel, complaining about things that went wrong during their stay as a guest there. Ask them to read the instructions and follow the steps. Remind students to use expressions from the Toolkit. Encourage students to be creative and think of three things that went wrong. They can choose from the dialogue and the list in 2, or use other ideas.

Extension: Students work in pairs and read each other's emails. They then write a reply to their partner's email, apologising and explaining why the problems occurred, and offering compensation.