

Role-play

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Role-play these situations.

Pair work

- 1 A is phoning to make a reservation, B is the receptionist.
- 2 B is a guest who has just arrived, A is the receptionist.

Student A: Please look at page 120.

Student B: Please look at page 122.

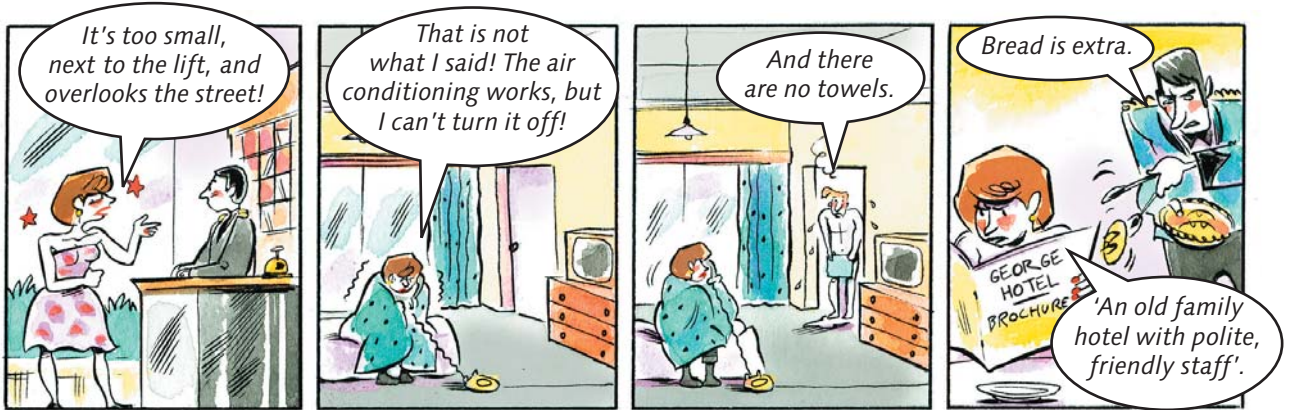
Speaking

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What problems have you ever had in a hotel?

Group work

When? Where? What happened? Here are some ideas.



Which member of your group has had the worst hotel experience?

Focus 4 Complaining

Scenario

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Listen. What problems does Ben have?

