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Level 5 No free wi-fi biggest tourist complaint

12th February, 2014

http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html

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Please try Level 4 (easier) and the 26-page Level 6 (harder).



THE READING

From http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html

A survey from a hotel chain reveals that a lack of free wi-fi is one of the biggest complaints among holidaymakers. It is a key requirement for many tourists and travellers. Many guests are frustrated that hotels charge for Internet access. Some hotels set a fee of \$30 a day, while others charge up to \$10 an hour. Two thousand travellers answered questions about their biggest complaints. The most common one was rude and unfriendly staff. Second was checking in to find your room is not ready, and third was no free wi-fi.

The survey showed that 51% of people thought free wi-fi was crucial. It ranked higher than a hotel swimming pool or being close to a city's sites. A spokesman said: "It's crazy to think that, in 2014, hotel chains are still charging for wi-fi." A hotel management professor said luxury hotels charge because they know their customers will pay. He said budget hotels provided free wi-fi because their guests care more about value. They offer it for free to stay competitive. Meanwhile, journalists at the Sochi Olympics are complaining about there being no Internet in their rooms.

Sources: http://www.**dailymail**.co.uk/travel/article-2553066/Most-common-holiday-complaints-revealed-Lack-free-wi-fi-tourists-new-pet-peeve.html http://www.**marketplace**.org/topics/business/ive-always-wondered/why-do-luxury-hotels-chargewi-fi-cheap-hotels-dont http://keepingscore.blogs.**time**.com/2014/02/04/sochi-hotel-complaints-olympics

MATCHING

From <u>http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html</u>

PARAGRAPH ONE:

1.	hotel	a.	unfriendly staff
2	one of the biggest complaints	b.	chain
3.	a key	с.	is not ready
4.	a fee of	d.	among holidaymakers
5.	charge up	e.	no free wi-fi
6.	rude and	f.	requirement
7.	checking in to find your room	g.	to \$10 an hour
8.	third was	h.	\$30 a day

PARAGRAPH TWO:

1.	51% of people thought free wi-fi	a.	customers will pay
2	It ranked higher than a	b.	city's sites
3.	being close to a	с.	was crucial
4.	It's crazy to think	d.	charging
5.	still	e.	about value
6.	they know their	f.	that
7.	their guests care more	g.	competitive
8.	stay	h.	hotel swimming pool

LISTEN AND FILL IN THE GAPS

From http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html

A survey from a hotel chain reveals (1) wi-fi is one		
of the biggest complaints (2) It is a key		
requirement for many tourists and	travellers. Many	
(3) that hotels charge for Ir	nternet access. Some	
hotels set a fee of \$30 a day, while others (4) an		
hour. Two thousand travellers answered questions	about their biggest	
complaints. The (5) rude	and unfriendly staff.	
Second was (6) your room is	not ready, and third	
was no free wi-fi.		

The survey showed that 51% of people thought (7) ______. higher than a hotel swimming pool or It ranked being (8) ______. A spokesman said: "It's crazy to think that, in 2014, hotel chains (9) ______ wi-fi." A hotel management professor said luxury hotels charge because they know their customers will pay. He said (10) free wi-fi because their guests care more about value. They (11) _____ to stay competitive. Meanwhile, journalists at the Sochi **Olympics** (12) there being no Internet in their rooms.

FREE WI-FI SURVEY

From <u>http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html</u>

Write five GOOD questions about free wi-fi in the table. Do this in pairs. Each student must write the questions on his / her own paper.

When you have finished, interview other students. Write down their answers.

	STUDENT 1	STUDENT 2	STUDENT 3
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.

WRITE QUESTIONS & ASK YOUR PARTNER(S)

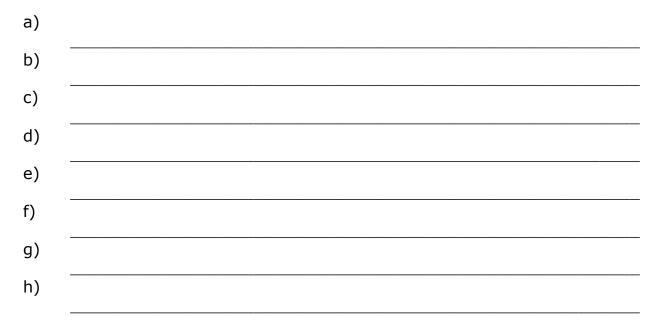
Student A: Do not show these to your speaking partner(s).

a)	
b)	
c)	
d)	
e)	
f)	
g)	
h)	

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WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student B: Do not show these to your speaking partner(s).



FREE WRITING

From http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html

Write about **free wi-fi** for 10 minutes. Comment on your partner's paper.