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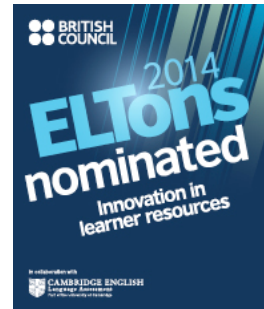
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## Level 3

# The world's strangest hotel complaints

15th May, 2014

<http://www.breakingnewsenglish.com/1405/140515-hotel-complaints.html>



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**Please try Levels 0, 1 and 2 (they are easier).**

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# THE ARTICLE

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

An international travel site conducted a survey on hotel complaints around the world and found some unusual things. The travel website Skyscanner.net surveyed 400 international hotel staff in 39 different countries. It asked them about the strangest things guests had asked for or complained about. The site said that most of the unusual complaints were about food. Other weird requests were related to the room. Not every hotel room or the services on offer are to everybody's taste, but the complaints in the Skyscanner survey were so strange it makes you wonder how the hotel staff responded. It would be impossible for any hotel in the world to make some of the complaining guests happy.

The food-related complaints were very weird. One guest asked for 16 cucumbers a day, while another requested only the right legs of a chicken. The staff had no idea why just the right leg, or whether the left leg of a chicken didn't taste as nice as the right leg. One guest asked for something not normally found on the room service menu – crocodile soup. Other complaints were crazy enough to make staff wonder about the mental age of the guests. A man at a luxury hotel in London complained that his room did not have a sea view. The nearest beach to London is about 75 km away. Other guests wanted the toilet filled with mineral water, a bath full of honey and a discount because his girlfriend snored.

Sources: <http://www.skyscanner.net/news/worlds-weirdest-hotel-requests-and-complaints>  
<http://www.ibtimes.co.uk/strangest-hotel-requests-15-cucumbers-per-day-one-dead-mouse-1448422>

# WARM-UPS

**1. HOTELS:** Students walk around the class and talk to other students about hotels. Change partners often and share your findings.

**2. CHAT:** In pairs / groups, decide which of these topics or words from the article are most interesting and which are most boring.

*travel / survey / complaints / hotel staff / strangest things / responded / impossible / weird / cucumbers / no idea / chicken / room service / mental age / beach / discount*

Have a chat about the topics you liked. Change topics and partners frequently.

**3. COMPLAINTS:** What are your big(gest) complaints? Complete this table and share what you wrote with your partner(s). Change partners often.

About...	What?	Why?
hotels		
English		
your country		
the Internet		
your city		
people		

**4. HOTEL STAFF:** Students A **strongly** believe working in a hotel would be very interesting; Students B **strongly** believe it would be very boring. Change partners again and talk about your conversations.

**5. HOTEL ROOM:** Rank these with your partner. Put the most important things at the top. Change partners often and share your rankings.

- a room with a view
- big
- free wi-fi
- a good shower
- quiet
- a safe
- a mini-bar
- free gifts

**6. TRAVEL:** Spend one minute writing down all of the different words you associate with the word "travel". Share your words with your partner(s) and talk about them. Together, put the words into different categories.

# BEFORE READING / LISTENING

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

**1. TRUE / FALSE:** Read the headline. Guess if a-h below are true (T) or false (F).

- |  |       |
|--|-------|
| a. A nationwide website did a survey on hotel guests' complaints.      | T / F |
| b. The site asked 400 staff from international hotels in 39 countries. | T / F |
| c. Most of the unusual requests were about the shower and bathroom.    | T / F |
| d. The article said it's impossible to keep all hotel guests happy.    | T / F |
| e. One guest wanted the hotel to give him/her 16 cucumbers a day.      | T / F |
| f. Another guest wanted only the right leg of chickens.                | T / F |
| g. A man at a London hotel complained he could see the sea.            | T / F |
| h. A woman wanted a discount because her boyfriend snored.             | T / F |

**2. SYNONYM MATCH:** Match the following synonyms from the article.

- |               |                    |
|---------------|--------------------|
| 1. conducted  | a. questioned      |
| 2. unusual    | b. think           |
| 3. surveyed   | c. were about      |
| 4. related to | d. requested       |
| 5. taste      | e. closest         |
| 6. asked for  | f. carried out     |
| 7. normally   | g. price reduction |
| 8. wonder     | h. liking          |
| 9. nearest    | i. strange         |
| 10. discount  | j. usually         |

**3. PHRASE MATCH:** (Sometimes more than one choice is possible.)

- |                                    |                          |
|------------------------------------|--------------------------|
| 1. conducted                       | a. hotel                 |
| 2. weird                           | b. guests happy          |
| 3. to everybody's                  | c. 16 cucumbers a day    |
| 4. it makes                        | d. taste                 |
| 5. make some of the complaining    | e. snored                |
| 6. One guest asked for             | f. a survey              |
| 7. The staff had no                | g. requests              |
| 8. something not normally found on | h. idea why              |
| 9. luxury                          | i. you wonder            |
| 10. his girlfriend                 | j. the room service menu |

# GAP FILL

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

An international travel site (1) \_\_\_\_\_ a survey on hotel complaints around the world and found some (2) \_\_\_\_\_ things. The travel website Skyscanner.net (3) \_\_\_\_\_ 400 international hotel staff in 39 different countries. It asked them about the strangest things guests had asked for or (4) \_\_\_\_\_ about. The site said that most of the unusual complaints were about food. Other weird (5) \_\_\_\_\_ were related to the room. Not every hotel room or the services on offer are to everybody's (6) \_\_\_\_\_, but the complaints in the Skyscanner survey were so strange it makes you (7) \_\_\_\_\_ how the hotel staff responded. It would be impossible for any hotel in the world to make some of the complaining (8) \_\_\_\_\_ happy.

*taste*  
*unusual*  
*complained*  
*guests*  
*conducted*  
*surveyed*  
*wonder*  
*requests*

The food-related complaints were very (9) \_\_\_\_\_. One guest asked for 16 cucumbers a day, while another requested only the right legs of a chicken. The staff had no (10) \_\_\_\_\_ why just the right leg, or whether the left leg of a chicken didn't (11) \_\_\_\_\_ as nice as the right leg. One guest asked for something not normally found on the room (12) \_\_\_\_\_ menu – crocodile soup. Other complaints were crazy enough to make staff wonder about the (13) \_\_\_\_\_ age of the guests. A man at a luxury hotel in London complained that his room did not have a sea (14) \_\_\_\_\_. The nearest beach to London is about 75 km away. Other guests wanted the toilet (15) \_\_\_\_\_ with mineral water, a bath full of honey and a discount because his girlfriend (16) \_\_\_\_\_.

*filled*  
*taste*  
*mental*  
*weird*  
*snored*  
*view*  
*idea*  
*service*

# LISTENING – Guess the answers. Listen to check.

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

- 1) An international travel site conducted a survey on \_\_\_\_\_
  - a. hotel complainants
  - b. hotel complacency
  - c. hotel complacent
  - d. hotel complaints
- 2) The travel website Skyscanner.net surveyed 400 \_\_\_\_\_
  - a. international hotel stuff
  - b. international hotel staff
  - c. international hotel starve
  - d. international hotel staffers
- 3) Not every hotel room or the services on offer are \_\_\_\_\_
  - a. to everybody's taste
  - b. to everybody's tasty
  - c. to everybody's taster
  - d. to everybody's tasted
- 4) so strange it makes you wonder how the hotel \_\_\_\_\_
  - a. staff respond it
  - b. staff responded
  - c. staff respond add
  - d. staff respond and
- 5) It would be impossible for any hotel in the world to make some of the \_\_\_\_\_
  - a. complaining guests happy
  - b. complaining guests happier
  - c. complaining guests happiest
  - d. complaining guests happiness
- 6) The food-related complaints \_\_\_\_\_
  - a. were very wired
  - b. were very weir id
  - c. were very weird
  - d. were very word
- 7) ...or whether the left leg of a chicken didn't \_\_\_\_\_
  - a. tasty as nice
  - b. taste as rice
  - c. taste as nice
  - d. tasted as nice
- 8) One guest asked for something not normally found on the \_\_\_\_\_
  - a. room services menu
  - b. room service menu
  - c. roomy service menu
  - d. roomy services menu
- 9) A man at a luxury hotel in London complained that his room did not \_\_\_\_\_
  - a. have a see view
  - b. have a seen view
  - c. have a scene view
  - d. have a sea view
- 10) a bath full of honey and a discount because \_\_\_\_\_
  - a. his girlfriend snored
  - b. his girlfriend snared
  - c. his girlfriend snoring
  - d. his girlfriend snare it

# LISTENING – Listen and fill in the gaps

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

An international travel site (1) \_\_\_\_\_ hotel complaints around the world and found (2) \_\_\_\_\_. The travel website Skyscanner.net surveyed 400 international hotel staff in 39 different countries. It asked them about the strangest things (3) \_\_\_\_\_ or complained about. The site said that most of the unusual complaints were about food. Other (4) \_\_\_\_\_ related to the room. Not every hotel room or the services on offer are to everybody's taste, (5) \_\_\_\_\_ in the Skyscanner survey were so strange it makes you wonder how the hotel staff responded. It would be impossible for any hotel in the world (6) \_\_\_\_\_ the complaining guests happy.

The food-related complaints (7) \_\_\_\_\_. One guest asked for 16 cucumbers a day, while another requested only the right legs of a chicken. The (8) \_\_\_\_\_ why just the right leg, or whether the left leg of a chicken didn't taste as nice as the right leg. One guest asked for something (9) \_\_\_\_\_ on the room service menu – crocodile soup. Other complaints were crazy enough to make staff wonder about the (10) \_\_\_\_\_ guests. A man at a luxury hotel in London complained that his room did not (11) \_\_\_\_\_. The nearest beach to London is about 75 km away. Other guests wanted the toilet filled with mineral water, a bath full of (12) \_\_\_\_\_ because his girlfriend snored.

# COMPREHENSION QUESTIONS

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

1. How many hotel staff did the website talk to?

---

2. What were most of the unusual complaints about?

---

3. What other thing did the weird requests relate to?

---

4. What did the article say about every hotel room?

---

5. What did the article say was impossible?

---

6. How many cucumbers did one guest request?

---

7. Which part of a chicken did another guest ask for?

---

8. What did someone order that wasn't on the room service menu?

---

9. What did a man in London want to see from his room?

---

10. Why did a guest ask for a discount?

---



# MULTIPLE CHOICE - QUIZ

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

1. How many hotel staff did the website talk to?
  - a) 200
  - b) 300
  - c) 400
  - d) 500
2. What were most of the unusual complaints about?
  - a) food
  - b) the shower
  - c) checkout times
  - d) the view
3. What other thing did the weird requests relate to?
  - a) the room
  - b) the bed
  - c) the staff
  - d) noise
4. What did the article say about what every hotel room?
  - a) they all looked the same
  - b) not all are to everyone's taste
  - c) they are all too small
  - d) guests cannot choose the room
5. What did the article say was impossible?
  - a) having six in a room
  - b) giving discounts
  - c) allowing goats to stay in rooms
  - d) keeping all guests happy
6. How many cucumbers did one guest request?
  - a) 60
  - b) 16
  - c) 66
  - d) 660
7. Which part of a chicken did another guest ask for?
  - a) the right leg
  - b) the breast
  - c) the left wing
  - d) the neck
8. What did someone order that wasn't on the room service menu?
  - a) ostrich burger
  - b) banana omelette
  - c) crocodile soup
  - d) chocolate curry
9. What did a man in London want to see from his room?
  - a) sunshine
  - b) a soccer game
  - c) the Queen
  - d) the sea
10. Why did a guest ask for a discount?
  - a) his girlfriend snored
  - b) it was his 10,000th night at the hotel
  - c) a sheet on his bed was creased
  - d) the walls were white

# ROLE PLAY

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

## **Role A – A room with a view**

You think a view is the most important thing in a hotel room. Tell the others three reasons why. Tell them why their things aren't so important. Also, tell the others which is the least important of these (and why): free wi-fi, a good shower or a safe.

## **Role B – Free wi-fi**

You think free wi-fi is the most important thing in a hotel room. Tell the others three reasons why. Tell them why their things aren't so important. Also, tell the others which is the least important of these (and why): a view, a good shower or a safe.

## **Role C – A good shower**

You think a good shower is the most important thing in a hotel room. Tell the others three reasons why. Tell them why their things aren't so important. Also, tell the others which is the least important of these (and why): free wi-fi, a view or a safe.

## **Role D – A safe**

You think a safe is the most important thing in a hotel room. Tell the others three reasons why. Tell them why their things aren't so important. Also, tell the others which is the least important of these (and why): free wi-fi, a good shower or a view.

# AFTER READING / LISTENING

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

**1. WORD SEARCH:** Look in your dictionary / computer to find collocates, other meanings, information, synonyms ... for the words 'hotel' and 'room'.

<b>hotel</b>	<b>room</b>
--------------	-------------

- Share your findings with your partners.
- Make questions using the words you found.
- Ask your partner / group your questions.

**2. ARTICLE QUESTIONS:** Look back at the article and write down some questions you would like to ask the class about the text.

- Share your questions with other classmates / groups.
- Ask your partner / group your questions.

**3. GAP FILL:** In pairs / groups, compare your answers to this exercise. Check your answers. Talk about the words from the activity. Were they new, interesting, worth learning...?

**4. VOCABULARY:** Circle any words you do not understand. In groups, pool unknown words and use dictionaries to find their meanings.

**5. TEST EACH OTHER:** Look at the words below. With your partner, try to recall how they were used in the text:

<ul style="list-style-type: none"><li>• around</li><li>• 39</li><li>• most</li><li>• every</li><li>• makes</li><li>• happy</li></ul>	<ul style="list-style-type: none"><li>• 16</li><li>• idea</li><li>• normally</li><li>• soup</li><li>• luxury</li><li>• 75</li></ul>
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# HOTELS SURVEY

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

Write five GOOD questions about hotels 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.

# HOTELS DISCUSSION

STUDENT A's QUESTIONS (Do not show these to student B)

- a) What did you think when you read the headline?
- b) What springs to mind when you hear the word 'complain'?
- c) What things do you complain about?
- d) Is it better to complain or just forget about it and move on?
- e) What complaints have you had about hotels?
- f) Why do people complain about hotels?
- g) Are you good at dealing with people who complain?
- h) What do you think of websites where you can complain about hotels?
- i) What complaints about life do you have right now?
- j) What should a hotel do if a guest complains?

*The world's strangest hotel complaints – 15th May, 2014*  
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# HOTELS DISCUSSION

STUDENT B's QUESTIONS (Do not show these to student A)

- a) Did you like reading this article? Why/not?
- b) Why might someone want 16 cucumbers a day in a hotel?
- c) Is it possible for the right leg of a chicken to be tastier than the left leg?
- d) Have you complained about food in a hotel or restaurant?
- e) How can somebody staying in London complain about having no sea view?
- f) What do people complain to you about?
- g) What should staff say to someone who wants a honey bath?
- h) Has anyone ever complained about you?
- i) Why might someone want a toilet full of mineral water?
- j) What questions would you like to ask a hotel manager?

## **DISCUSSION (Write your own questions)**

STUDENT A's QUESTIONS (Do not show these to student B)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

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## **DISCUSSION (Write your own questions)**

STUDENT B's QUESTIONS (Do not show these to student A)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

# LANGUAGE - CLOZE

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

An international travel site (1) \_\_\_\_\_ a survey on hotel complaints around the world and found some unusual things. The travel website Skyscanner.net (2) \_\_\_\_\_ 400 international hotel staff in 39 different countries. It asked them about the strangest things guests had asked for or complained (3) \_\_\_\_\_. The site said that most of the unusual complaints were about food. Other weird requests were related to the room. Not every hotel room or the services on offer are to everybody's (4) \_\_\_\_\_, but the complaints in the Skyscanner survey were so strange it makes you (5) \_\_\_\_\_ how the hotel staff responded. It would be impossible for any hotel in the world to make some of the (6) \_\_\_\_\_ guests happy.

The food-related complaints were very (7) \_\_\_\_\_. One guest asked for 16 cucumbers a day, while another requested only the right legs of a chicken. The staff had no (8) \_\_\_\_\_ why just the right leg, or whether the left leg of a chicken didn't taste as nice as the right leg. One guest asked for something not (9) \_\_\_\_\_ found on the room service menu – crocodile soup. Other complaints were crazy enough to make staff wonder about the mental (10) \_\_\_\_\_ of the guests. A man at a luxury hotel in London complained that his room did not have a sea (11) \_\_\_\_\_. The nearest beach to London is about 75 km away. Other guests wanted the toilet filled with mineral water, a bath full of honey and a (12) \_\_\_\_\_ because his girlfriend snored.

## Put the correct words from the table below in the above article.

- |     |                  |                |                 |                |
|-----|------------------|----------------|-----------------|----------------|
| 1.  | (a) contracted   | (b) conducted  | (c) condemned   | (d) conned     |
| 2.  | (a) survey       | (b) surveyed   | (c) surveying   | (d) surveys    |
| 3.  | (a) of           | (b) on         | (c) from        | (d) about      |
| 4.  | (a) love         | (b) taste      | (c) want        | (d) liked      |
| 5.  | (a) wander       | (b) winder     | (c) widen       | (d) wonder     |
| 6.  | (a) complainant  | (b) complained | (c) complaining | (d) complaints |
| 7.  | (a) weird        | (b) wired      | (c) weir        | (d) wire       |
| 8.  | (a) reason       | (b) thought    | (c) idea        | (d) rationale  |
| 9.  | (a) occasionally | (b) regularity | (c) usual       | (d) normally   |
| 10. | (a) age          | (b) old        | (c) years       | (d) date       |
| 11. | (a) view         | (b) scene      | (c) see         | (d) scenery    |
| 12. | (a) discount     | (b) tip        | (c) bonus       | (d) deposit    |

# SPELLING

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

## Paragraph 1

1. conducted a yrsvue
2. most of the unusual cmslpinto
3. Other weird uqeertss
4. treedla to the room
5. how the hotel staff nrdseeodp
6. It would be isemlbiops

## Paragraph 2

7. 16 ebrmcucusu a day
8. legs of a khnicec
9. something not Inormlya found
10. a yrxuul hotel
11. eiarnml water
12. his girlfriend nrsdoe



# PUT THE TEXT BACK TOGETHER

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

**Number these lines in the correct order.**

- ( ) whether the left leg of a chicken didn't taste as nice as the right leg. One guest asked for something not normally
- ( ) offer are to everybody's taste, but the complaints in the Skyscanner survey were so
- ( **1** ) An international travel site conducted a survey on hotel complaints around the world and found
- ( ) found on the room service menu – crocodile soup. Other complaints were crazy enough to make staff
- ( ) complaints were about food. Other weird requests were related to the room. Not every hotel room or the services on
- ( ) some unusual things. The travel website Skyscanner.net surveyed 400 international hotel staff in 39 different
- ( ) The food-related complaints were very weird. One guest asked for 16 cucumbers
- ( ) a day, while another requested only the right legs of a chicken. The staff had no idea why just the right leg, or
- ( ) wonder about the mental age of the guests. A man at a luxury hotel in London complained that his room did not have a sea
- ( ) filled with mineral water, a bath full of honey and a discount because his girlfriend snored.
- ( ) any hotel in the world to make some of the complaining guests happy.
- ( ) countries. It asked them about the strangest things guests had asked for or complained about. The site said that most of the unusual
- ( ) strange it makes you wonder how the hotel staff responded. It would be impossible for
- ( ) view. The nearest beach to London is about 75 km away. Other guests wanted the toilet

# PUT THE WORDS IN THE RIGHT ORDER

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

1. complaints A around survey the on world hotel .

---

2. 39 in staff hotel International countries different .

---

3. for asked had guests things strangest The .

---

4. about the food unusual complaints Most were of .

---

5. happy guests complaining the of some Make .

---

6. weird related complaints The were food very - .

---

7. only legs chicken requested right a Another the of .

---

8. normally the menu not on service Something found room .

---

9. view Complained that his room did not have a sea .

---

10. And snored girlfriend his because discount a .

---

# CIRCLE THE CORRECT WORD (20 PAIRS)

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

An international travel *site / sight* conducted a survey on hotel complaints around the world and found some *unusually / unusual* things. The travel website Skyscanner.net *surveyed / survey* 400 international hotel *stuff / staff* in 39 different countries. It asked them about the strangest things guests had asked for or complained *around / about*. The site said that most of the unusual complaints were about food. Other *weird / weirdo* requests were *related / relative* to the room. Not every hotel room or the services on offer are to everybody's *tasty / taste*, but the complaints in the Skyscanner survey were so strange it makes you wonder how the hotel staff *responses / responded*. It would be impossible for any hotel in the world to make some of the *complaining / complaint* guests happy.

The food-related *complains / complaints* were very weird. One guest asked for 16 cucumbers a day, while *another / other* requested only the right legs of a chicken. The staff had *no / not* idea why just the right leg, or *whether / weather* the left leg of a chicken didn't taste as nice as the right leg. One guest asked for something not *normal / normally* found on the room service menu – crocodile soup. Other complaints were *crazy / crazily* enough to make staff wonder about the mental *old / age* of the guests. A man at a luxury hotel in London complained that his room did not have a sea view. The *nearest / farthest* beach to London is about 75 km away. Other guests wanted the toilet *filled / fill* with mineral water, a bath full of honey and a discount because his girlfriend *snored / snoring*.

**Talk about the connection between each pair of words in italics, and why the correct word is correct.**

# INSERT THE VOWELS (a, e, i, o, u)

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

\_n \_nt\_rn\_t\_\_n\_l tr\_v\_l s\_t\_ c\_nd\_ct\_d \_ s\_rv\_y \_n  
h\_t\_l c\_mpl\_\_nts \_r\_\_nd th\_ w\_rld \_nd f\_\_nd s\_m\_  
\_n\_s\_\_l th\_ngs. Th\_ tr\_v\_l w\_bs\_t\_ Skysc\_nn\_r.n\_t  
s\_rv\_y\_d 400 \_nt\_rn\_t\_\_n\_l h\_t\_l st\_ff \_n 39 d\_ff\_r\_nt  
c\_\_ntr\_\_s. \_t \_sk\_d th\_m \_b\_\_t th\_ str\_ng\_st th\_ngs  
g\_\_sts h\_d \_sk\_d f\_r \_r c\_mpl\_\_n\_d \_b\_\_t. Th\_ s\_t\_  
s\_\_d th\_t m\_st \_f th\_ \_n\_s\_\_l c\_mpl\_\_nts w\_r \_b\_\_t  
f\_\_d. \_th\_r w\_\_rd r\_q\_\_sts w\_r\_r\_l\_t\_d t\_ th\_ r\_\_m.  
N\_t \_v\_ry h\_t\_l r\_\_m \_r th\_ s\_rv\_c\_s \_n \_ff\_r\_r\_t\_  
\_v\_ryb\_dy's t\_st\_, b\_t th\_ c\_mpl\_\_nts \_n th\_  
Skysc\_nn\_r s\_rv\_y w\_r\_ s\_ str\_ng\_ \_t m\_k\_s y\_\_  
w\_nd\_r h\_w th\_ h\_t\_l st\_ff r\_sp\_nd\_d. \_t w\_\_ld b\_  
\_mp\_ss\_bl\_ f\_r \_ny h\_t\_l \_n th\_ w\_rld t\_ m\_k\_s\_m\_  
\_f th\_ c\_mpl\_\_n\_g g\_\_sts h\_ppy.

Th\_ f\_\_d-r\_l\_t\_d c\_mpl\_\_nts w\_r\_ v\_ry w\_\_rd. \_n\_  
g\_\_st \_sk\_d f\_r 16 c\_c\_mb\_rs \_d\_y, wh\_l\_ \_n th\_r  
r\_q\_\_st\_d \_nly th\_ r\_ght l\_gs \_f \_ch\_ck\_n. Th\_ st\_ff  
h\_d n\_ \_d\_\_ why j\_st th\_ r\_ght l\_g, \_r wh\_th\_r th\_ l\_ft  
l\_g \_f \_ch\_ck\_n d\_dn't t\_st\_ \_s\_n\_c\_\_s th\_ r\_ght l\_g.  
\_n\_ g\_\_st \_sk\_d f\_r s\_m\_th\_ng n\_t n\_rm\_lly f\_\_nd \_n  
th\_ r\_\_m s\_rv\_c\_ m\_n\_ - cr\_c\_d\_l\_ s\_\_p. \_th\_r  
c\_mpl\_\_nts w\_r\_ cr\_zy \_n\_\_gh t\_ m\_k\_ st\_ff w\_nd\_r  
\_b\_\_t th\_ m\_nt\_l\_g \_f th\_ g\_\_sts. \_m\_n\_t \_l\_x\_ry  
h\_t\_l \_n L\_nd\_n c\_mpl\_\_n\_d th\_t h\_s r\_\_m d\_d\_n\_t  
h\_v\_ \_s\_\_v\_\_w. Th\_ n\_\_r\_st b\_\_ch t\_ L\_nd\_n \_s  
\_b\_\_t 75 km \_w\_y. \_th\_r g\_\_sts w\_nt\_d th\_ t\_\_l\_t  
f\_ll\_d w\_th m\_n\_r\_l w\_t\_r, \_b\_th f\_ll\_f\_h\_n\_y \_nd \_  
d\_sc\_\_nt b\_c\_\_s\_h\_s g\_rlfr\_\_nd sn\_r\_d.

# PUNCTUATE THE TEXT AND ADD CAPITALS

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

an international travel site conducted a survey on hotel complaints around the world and found some unusual things the travel website skyscannernet surveyed 400 international hotel staff in 39 different countries it asked them about the strangest things guests had asked for or complained about the site said that most of the unusual complaints were about food other weird requests were related to the room not every hotel room or the services on offer are to everybody's taste but the complaints in the skyscanner survey were so strange it makes you wonder how the hotel staff responded it would be impossible for any hotel in the world to make some of the complaining guests happy

the food-related complaints were very weird one guest asked for 16 cucumbers a day while another requested only the right legs of a chicken the staff had no idea why just the right leg or whether the left leg of a chicken didn't taste as nice as the right leg one guest asked for something not normally found on the room service menu – crocodile soup other complaints were crazy enough to make staff wonder about the mental age of the guests a man at a luxury hotel in london complained that his room did not have a sea view the nearest beach to london is about 75 km away other guests wanted the toilet filled with mineral water a bath full of honey and a discount because his girlfriend snored

# PUT A SLASH ( / ) WHERE THE SPACES ARE

From <http://www.BreakingNewsEnglish.com/1405/140515-hotel-complaints.html>

An international travel site conducted a survey on hotel complaints around the world and found some unusual things. The travel website Skyscanner.net surveyed 400 international hotel staff in 39 different countries. It asked them about the strangest things guests had asked for or complained about. The site said that most of the unusual complaints were about food. Other weird requests were related to the room. Not every hotel room or the services on offer are to everybody's taste, but the complaints in the Skyscanners survey were so strange it makes you wonder how the hotel staff responded. It would be impossible for any hotel in the world to make some of the complaining guests happy. The food-related complaints were very weird. One guest asked for 16 cucumbers a day, while another requested only the right leg of a chicken. The staff had no idea why just the right leg, or whether the left leg of a chicken didn't taste as nice as the right leg. One guest asked for something not normally found on the room service menu – crocodile soup. Other complaints were crazy enough to make staff wonder about the mental age of the guests. A man at a luxury hotel in London complained that his room did not have a sea view. The nearest beach to London is about 75 km away. Other guests wanted the toilet filled with mineral water, a bath full of honey and a discount because his girlfriend snored.







# HOMework

**1. VOCABULARY EXTENSION:** Choose several of the words from the text. Use a dictionary or Google's search field (or another search engine) to build up more associations / collocations of each word.

**2. INTERNET:** Search the Internet and find out more about hotels. Share what you discover with your partner(s) in the next lesson.

**3. HOTELS:** Make a poster about hotels. Show your work to your classmates in the next lesson. Did you all have similar things?

**4. COMPLAINTS:** Write a magazine article about hotel complaints. Include imaginary interviews with unhappy guests and hotel managers.

Read what you wrote to your classmates in the next lesson. Write down any new words and expressions you hear from your partner(s).

**5. WHAT HAPPENED NEXT?** Write a newspaper article about the next stage in this news story. Read what you wrote to your classmates in the next lesson. Give each other feedback on your articles.

**6. LETTER:** Write a letter to an expert on hotels. Ask him/her three questions about hotels. Give him/her three of your ideas on how to make hotel stays better. Read your letter to your partner(s) in your next lesson. Your partner(s) will answer your questions.

# ANSWERS

## TRUE / FALSE (p.4)

a F    b T    c F    d T    e T    f T    g F    h F

## SYNONYM MATCH (p.4)

- |               |                    |
|---------------|--------------------|
| 1. conducted  | a. carried out     |
| 2. unusual    | b. strange         |
| 3. surveyed   | c. questioned      |
| 4. related to | d. were about      |
| 5. taste      | e. liking          |
| 6. asked for  | f. requested       |
| 7. normally   | g. usually         |
| 8. wonder     | h. think           |
| 9. nearest    | i. closest         |
| 10. discount  | j. price reduction |

## COMPREHENSION QUESTIONS (p.8)

1. 400
2. Food
3. The room
4. Not all are to everyone's taste
5. Keeping all guests happy
6. 16
7. The right leg
8. Crocodile soup
9. The sea
10. His girlfriend snored

## MULTIPLE CHOICE - QUIZ (p.9)

1. c    2. a    3. a    4. b    5. d    6. b    7. a    8. c    9. d    10. a

## ALL OTHER EXERCISES

Please check for yourself by looking at the Article on page 2.  
(It's good for your English ;-)