

1 Underline the correct verb.

- 1 Request / send a room on the third floor. It's quieter.
- 2 Please send / call up a maintenance person to fix the shower.
- 3 We can't look into / fix your air conditioning, so I'll change your room.
- 4 I'll inform / order housekeeping and ask them to clean your bath.
- 5 I'm very sorry. I'll request / send up a service engineer.
- 6 Please could you wash / fix the glasses in my room properly.

2 Correct the mistakes in the sentences.

- 1 I'll ~~changed~~ your rooms immediately. *change*.....
- 2 Our rooms haven't be serviced and the beds haven't been made.
- 3 I'm very sorry. It shall have been done. I'll look into it.
- 4 The bins still haven't been empty.
- 5 Room 19. Yes, the housekeeper should have serviced your room. She'll call her straightaway.
.....
- 6 I booked two taxis for 30 minutes ago but they still hasn't arrived.
- 7 I chase up the booking, to see what's happened. They should have been here by now.

3 Put the sentences in the dialogue in the correct order.

- a MR HEBRON: No, he couldn't. So you gave me a large double room with a working air conditioner and a working light. You also sent me a complimentary bottle of champagne. In the end, I enjoyed my stay very much.
- b MR HEBRON: OK.
- c MANAGER: I was told that you had some problems during your stay at our hotel. I'm calling to make sure everything was dealt with properly.
- d MANAGER: Good. I'm glad you liked it. We look forward to seeing you again.
- e MANAGER: I understand there was a problem with the air conditioning in your room.
- f MR HEBRON: Thank you very much. Goodbye.
- g MR HEBRON: Yes, you did, but the light broke. I couldn't see anything.
- h MANAGER: I'm so sorry. That shouldn't have happened. Did the maintenance person fix the light?
- i MANAGER: I see, and did we give you another one?
- j MR HEBRON: Well, yes. When I arrived it didn't work. So, I asked for another room.