



TRAVEL PROBLEMS

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TALK TO YOUR PARTNER

Student A: Ask questions 1–6.

Student B: Answer, then ask your questions 1–6.

Student A – Ask your partner	Student B – Ask your partner
1. What do you expect from a good hotel?	1. What is the best hotel you have stayed in?
2. What hotel problem would make you ask for another room?	2. What is one thing you always check when you enter a hotel room?
3. Have you ever arrived at a hotel and found something was wrong with your booking?	3. What would you do if there was no hot water?
4. Would you complain if your hotel room was dirty?	4. Would you accept a different room if the hotel made a mistake?
5. What would you do if the hotel could not find your reservation?	5. What hotel problem would you find difficult to complain about?
6. Is location or price more important when choosing a hotel?	6. What makes a hotel employee helpful?

1. What Is the Problem?

Read each situation. Choose the problem.

- You booked a double room, but the hotel has a single room for you.
 - The room is dirty.
 - The reservation is wrong.
 - The hotel is closed.
- You booked a room for three nights, but the hotel says you only booked one night.
 - There is a problem with the booking.
 - You lost your luggage.
 - Your flight is delayed.
- You arrive at the hotel, but they cannot find your reservation.
 - The room is too expensive.
 - The reservation is missing.
 - The restaurant is full.
- Your room has no hot water.
 - There is a problem with the room.
 - Your booking is early.
 - Your flight is cancelled.

2. What Would You Say?

Match the problem with a useful sentence.

Problems

1. Wrong room
2. Missing reservation
3. No hot water
4. Wrong dates

Sentences

- A. "There seems to be a problem with my booking."
- B. "I'm afraid this isn't the room I booked."
- C. "There is no hot water in my room."
- D. "I booked these dates, but your system shows different dates."

3. Make It Polite

Change each sentence into a more polite sentence.

Example: "Give me another room." → Could I have another room, please?

1. "Check my booking." → _____
2. "Fix the problem." → _____
3. "I want a different room." → _____
4. "Give me my money back." → _____

4. Solve the Hotel Problem

Work with a partner.

Read the problem and talk about what you can do.

Problem 1

Your room is very noisy. You cannot sleep.

Ask the hotel for help.

Problem 2

The hotel cannot find your reservation.

Explain what you booked and ask them to check again.

Problem 3

You booked a room with breakfast, but breakfast is not included.

Explain the problem and ask what can be done.

For each problem, try to:

1. Explain the problem.
2. Ask a polite question.
3. Suggest a solution.
4. Agree on what to do next.

REAL ENGLISH BOX

Useful phrases at a hotel:

- "I'm afraid there's a problem with my room."
- "Could you check that for me?"
- "Is there anything you can do?"
- "Would it be possible to change rooms?"
- "Let's see what we can do."

Teacher's Key

1. What Is the Problem?

- 1-B
- 2-A
- 3-B
- 4-A

2. What Would You Say?

- 1-B
- 2-A
- 3-C
- 4-D

3. Make It Polite:

Possible answers

1. Could you check my booking, please?
2. Could you help me fix the problem, please?
3. Could I have a different room, please?
4. Could I have a refund, please?

Accept other natural polite alternatives.

4. Solve the Hotel Problem

Open speaking activity. Students should explain the problem, ask politely and suggest/accept a solution.