

## The world's strangest hotel complaints

15<sup>th</sup> May, 2014



An international travel site conducted a survey on hotel complaints around the world and found some unusual things. The travel web

site 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 left 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. Others guests wanted the toilet filled with mineral water, a bath full of honey and a discount because his girlfriend snored.

Sources: *SkyScanner.net* / *IT times.co.uk*

## Writing

What are the good and bad points of staying in a hotel and staying in a tent? Which is better? Why?

## Chat

Talk about these words from the article.

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

## True / False

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

## Synonym Match

- |               |                    |
|---------------|--------------------|
| 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         |

## Discussion – Student A

- Is it possible for the right leg of a chicken to be tastier than the left leg?
- Have you complained about food in a hotel or restaurant?
- How can somebody staying in London complain about having no sea view?
- What do people complain to you about?
- What should staff say to someone who wants a honey bath?
- Has anyone ever complained about you?
- Why might someone want a toilet full of mineral water?
- What questions would you like to ask a hotel manager?

## Phrase Match

- |                                    |                          |
|------------------------------------|--------------------------|
| 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 |

## Discussion – Student B

- What things do you complain about?
- Is it better to complain or just forget about it and move on?
- What complaints have you had about hotels?
- Why do people complain about hotels?
- Are you good at dealing with people who complain?
- What do you think of websites where you can complain about hotels?
- What complaints about life do you have right now?
- What should a hotel do if a guest complains?

## Spelling

- conducted a yrsvue
- most of the unusual cmslpainto
- Other weird uqeertss
- treedla to the room
- how the hotel staff nrdsseedp
- It would be isemlbiops
- 16 ebrmcucusu a day
- legs of a khnicec
- something not lnormlya found
- a yrxuul hotel
- eiarnml water
- his girlfriend nrsdoe

### Answers – Synonym Match

1. f	2. i	3. a	4. c	5. h
6. d	7. j	8. b	9. e	10. g

## Role Play

### 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.

## Speaking – 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 | • quiet      |
| • big                | • a safe     |
| • free wi-fi         | • a mini-bar |
| • a good shower      | • free gifts |

### Answers – True False

a	F	b	T	c	F	d	T	e	T	f	T	g	F	h	F
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Answers to Phrase Match and Spelling are in the text.