

## 243 - Common Hotel Problems - Problemas Comunes en los Hoteles

A. Choose true or false. Elige verdadero o falso (sigue el ejemplo).

1. **¿Verdadero o Falso?** *Air conditioning* se puede abreviar **AC**.

True

2. **¿Verdadero o Falso?** *Towels* significa **mantas** o **frazadas**.

False

3. **¿Verdadero o Falso?** *Toothbrush* significa **pasta de dientes**.

4. **¿Verdadero o Falso?** *Toiletries* es una palabra muy precisa que tenemos en inglés que no existe en español donde se dice simplemente “artículos de aseo”.

B. Select the correct word or phrase to complete the dialogue.  
Selecciona la palabra o frase correcta para completar el diálogo (fíjate en el ejemplo).

Reception: Hello, reception.

Guest: Hello, this is room 512. There are no clean **towels** / **toilets** in the bathroom.

Reception: Of course, sir. I'll send **housekeeping** / **reception** with fresh towels right away.

Guest: Thank you. Also, do you provide **toiletries / blankets**? We need a toothbrush and shampoo.

Reception: We provide shampoo, but for a **toothbrush / towels**, there's a small shop across from the reception desk. Would you like **shampoo / air conditioning** sent up?

Guest: Yes, please.

Reception: Very well. Anything else?

Guest: The toilet isn't **flushing / cleaning**.

Reception: I'm sorry about that. I'll call **maintenance / housekeeping** immediately.

Guest: And the air conditioning is making noise.

Reception: Maintenance will check the **AC / shower** as well.

Guest: Could I also get an extra **blanket / bed**?

Reception: Absolutely. We'll bring it all in just a few minutes.

Guest: Ok

Reception: If the problems continue, would you like us to arrange a different room for you?

Guest: Yes, that would be great.

Reception: Certainly. I'll take care of that right away.

Guest: Thank you.

Reception: You're welcome.