

ADVANCED LEVEL

MODEL 5

A

TASK 2: DIALOGUE

You are the manager of a hotel in your city. You have been informed that a guest has complained that a shopping bag has been stolen from his / her room. You do not think that the hotel can be held responsible for this, and you have no reason to question the honesty of your employees.

Listen to the guest, explain your point of view and try to come to an agreement.

ADVANCED LEVEL

MODEL 5

B

TASK 2: DIALOGUE

You are a tourist staying at a hotel. This morning you left a shopping bag containing an expensive item you bought yesterday afternoon in the hotel room. When you returned to your room this evening, the bag and its contents were missing. You complain to the hotel manager.

Invent the details of the situation, discuss them with the hotel manager and decide what course of action you wish the manager to take. Try to come to an agreement.

YOU BEGIN THE DIALOGUE.