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Level 4

No free wi-fi biggest tourist complaint

12th February, 2014

<http://www.breakingnewsenglish.com/1402/140212-free-wi-fi-4.html>

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Please try the harder Level 5 and the 26-page Level 6 (harder).

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THE READING

From <http://www.breakingnewsenglish.com/1402/140212-free-wi-fi-4.html>

A hotel survey shows that no free wi-fi is the third biggest complaint among holidaymakers. Many tourists and travellers say they need it. Many guests are angry that hotels charge for wi-fi. Some hotels charge \$30 a day, while others ask for up to \$10 an hour. Two thousand travellers answered questions. The most common complaint was rude and unfriendly staff. Second was checking in to find your room is not ready.

Around 51% of guests thought free wi-fi was more important than a swimming pool or being near a city's sites. A spokesman said: "It's crazy to think that...hotel chains are still charging for wi-fi." A hotel expert said luxury hotels charge because they know guests can pay. Budget hotels provide free wi-fi because their guests care more about value and they need to be competitive. Journalists at the Sochi Olympics are complaining about no Internet in their rooms.

Sources: <http://www.dailymail.co.uk/travel/article-2553066/Most-common-holiday-complaints-revealed-Lack-free-wi-fi-tourists-new-pet-peeve.html>
<http://www.marketplace.org/topics/business/ive-always-wondered/why-do-luxury-hotels-charge-wi-fi-cheap-hotels-dont>
<http://keepingscore.blogs.time.com/2014/02/04/sochi-hotel-complaints-olympics>

MATCHING

From <http://www.breakingnewsenglish.com/1402/140212-free-wi-fi-4.html>

PARAGRAPH ONE:

- | | |
|----------------------------------|------------------------|
| 1. the third biggest complaint | a. is not ready |
| 2. travellers say | b. to \$10 an hour |
| 3. others ask for up | c. unfriendly staff |
| 4. Two thousand travellers | d. among holidaymakers |
| 5. rude and | e. answered questions |
| 6. checking in to find your room | f. they need it |

PARAGRAPH TWO:

- | | |
|--------------------------------------|-------------------------|
| 1. wi-fi was more important | a. are complaining |
| 2. being near | b. than a swimming pool |
| 3. hotel chains are still | c. know guests can pay |
| 4. luxury hotels charge because they | d. a city's sites |
| 5. their guests care | e. charging for wi-fi |
| 6. Journalists at the Sochi Olympics | f. more about value |

LISTEN AND FILL IN THE GAPS

From <http://www.breakingnewsenglish.com/1402/140212-free-wi-fi-4.html>

A hotel survey shows that no free wi-fi is (1) _____ among holidaymakers. Many tourists and travellers (2) _____.

Many guests are angry (3) _____ wi-fi. Some hotels charge \$30 a day, while others (4) _____ \$10 an hour.

Two thousand travellers (5) _____. The most common complaint was rude and unfriendly staff. Second was (6) _____ room is not ready.

Around 51% of guests thought free wi-fi (7) _____ than a swimming pool or being (8) _____.

A spokesman said: "It's crazy to think that...hotel chains (9) _____ for wi-fi."

A hotel expert said (10) _____ because they know guests can pay. Budget hotels provide free wi-fi because their guests (11) _____ and they need (12) _____.

Journalists at the Sochi Olympics are complaining about no Internet in their rooms.

FREE WI-FI SURVEY

From <http://www.breakingnewsenglish.com/1402/140212-free-wi-fi-4.html>

Write five GOOD questions about free wi-fi in the table. Do this in pairs. Each student must write the questions on his / her own paper. When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.

WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student A: Do not show these to your speaking partner(s).

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____

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WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student B: Do not show these to your speaking partner(s).

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____

