

www.Breaking News English.com

Ready-to-Use English Lessons by Sean Banville

**"1,000 IDEAS & ACTIVITIES
FOR LANGUAGE TEACHERS"**

www.breakingnewsenglish.com/book.html

**Thousands more free lessons
from Sean's other websites**

www.freematerials.com/sean_banville_lessons.html

Level 6

No free wi-fi biggest tourist complaint

12th February, 2014

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

Contents

The Article	2	Discussion (Student-Created Qs)	14
Warm-Ups	3	Language Work (Cloze)	15
Before Reading / Listening	4	Spelling	16
While Reading / Listening	5	Put The Text Back Together	17
Match The Sentences And Listen	6	Put The Words In The Right Order	18
Listening Gap Fill	7	Circle The Correct Word	19
Comprehension Questions	8	Insert The Vowels (a, e, i, o, u)	20
Multiple Choice - Quiz	9	Punctuate The Text And Add Capitals	21
Role Play	10	Put A Slash (/) Where The Spaces Are	22
After Reading / Listening	11	Free Writing	23
Student Survey	12	Academic Writing	24
Discussion (20 Questions)	13	Homework	25
		Answers	26

Please try Levels 4 and 5 (they are easier).

Twitter



twitter.com/SeanBanville

Facebook



www.facebook.com/pages/BreakingNewsEnglish/155625444452176

Google +



<https://plus.google.com/+SeanBanville>

THE ARTICLE

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

A new survey from the Thistle Hotels group reveals that a lack of free wi-fi in hotels is one of the biggest complaints among holidaymakers. Access to free wi-fi is a key requirement for many tourists and travellers when they get away. Many hotel guests are frustrated and fed up with hotels that charge for Internet access. Some hotels set a fee of \$30 a day for the service, while others charge up to \$10 an hour. The survey asked 2,000 travellers what their biggest peeves were about staying in a hotel. The most common gripe was rude and unfriendly staff, with 69 per cent of those questioned putting this at number one. Second was checking in to find your room is not ready, and third was no free wi-fi.

The survey revealed that 51% of hotel guests believed free wi-fi to be crucial. It ranked higher than the hotel having a swimming pool and being close to a city's major sites and attractions. A Thistle Hotels spokesman said: "It's crazy to think that, in 2014, hotel chains are still charging for wi-fi." Toni Repetti, a hotel management professor said luxury hotels charge for wi-fi access because they know their customers will pay. He said the reason many budget hotels provided free wi-fi is because their guests are more "price-sensitive". They have to offer it for free to stay competitive. Meanwhile, international journalists covering the Sochi Olympics are complaining about there being no Internet at all 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>

WARM-UPS

1. FREE WI-FI: Students walk around the class and talk to other students about free wi-fi. Change partners often and share your findings.

2. CHAT: In pairs / groups, decide which of these topics or words from the article are most interesting and which are most boring.

survey / hotel / holidaymakers / complaints / frustrated / travellers / unfriendly staff / crucial / swimming pool / attractions / hotel management / budget hotel / competitive

Have a chat about the topics you liked. Change topics and partners frequently.

3. HOTELS: How can they be better? Complete this table with your partner(s). Change partners often and share what you wrote.

	Quality now	Improvements
Wi-fi		
Check-in/out		
Room service		
Booking		
Room		
Facilities		

4. HUMAN RIGHT: Students A **strongly** believe access to wi-fi is now a human right; Students B **strongly** believe it isn't and never will be. Change partners again and talk about your conversations.

5. CRUCIAL: Rank these hotel-related things and share your rankings with your partner. Put the most crucial at the top. Change partners often and share your rankings.

- cheap price
- swimming pool
- free wi-fi
- room with a view
- buffet breakfast
- late check-out
- bar
- comfortable bed

6. FREE: Spend one minute writing down all of the different words you associate with the word "free". Share your words with your partner(s) and talk about them. Together, put the words into different categories.

BEFORE READING / LISTENING

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

1. TRUE / FALSE: Read the headline. Guess if a-h below are true (T) or false (F).

- | | |
|---|-------|
| a. An Internet company conducted a survey about free wi-fi in hotels. | T / F |
| b. Most holidaymakers are happy to pay for wi-fi at their hotel. | T / F |
| c. The top complaint among hotel guests was about unfriendly staff. | T / F |
| d. The second biggest complaint was about rooms not being ready. | T / F |
| e. Most hotel guests would prefer a swimming pool to free wi-fi. | T / F |
| f. A hotel worker said it was crazy that hotels charged for wi-fi. | T / F |
| g. A professor said luxury hotels charge for wi-fi because guests will pay. | T / F |
| h. All journalists at the Sochi Olympics have wi-fi in their rooms. | T / F |

2. SYNONYM MATCH: Match the following synonyms from the article.

- | | |
|--------------|-----------------|
| 1. reveals | a. ask for |
| 2. lack | b. whatsoever |
| 3. key | c. insane |
| 4. charge | d. crucial |
| 5. gripe | e. conscious |
| 6. ranked | f. shows |
| 7. crazy | g. complaint |
| 8. sensitive | h. reporting on |
| 9. covering | i. dearth |
| 10. at all | j. was placed |

3. PHRASE MATCH: (Sometimes more than one choice is possible.)

- | | |
|------------------------------------|---------------------------|
| 1. one of the biggest complaints | a. will pay |
| 2. a key | b. room is not ready |
| 3. guests are frustrated and | c. to be crucial |
| 4. others charge up | d. among holidaymakers |
| 5. checking in to find your | e. all in their rooms |
| 6. guests believed free wi-fi | f. to \$10 an hour |
| 7. It ranked higher than the hotel | g. fed up |
| 8. they know their customers | h. having a swimming pool |
| 9. many budget hotels | i. requirement |
| 10. no Internet at | j. provided free wi-fi |

GAP FILL

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

A new survey from the Thistle Hotels group (1) _____ that a lack of free wi-fi in hotels is one of the biggest complaints among (2) _____. Access to free wi-fi is a key (3) _____ for many tourists and travellers when they get away. Many hotel guests are frustrated and (4) _____ up with hotels that charge for Internet access. Some hotels set a (5) _____ of \$30 a day for the service, while others charge up to \$10 an hour. The survey asked 2,000 travellers what their biggest (6) _____ were about staying in a hotel. The most common (7) _____ was rude and unfriendly staff, with 69 per cent of those questioned putting this at number one. Second was (8) _____ in to find your room is not ready, and third was no free wi-fi.

fed
gripe
holidaymakers
checking
reveals
fee
requirement
peeves

The survey revealed that 51% of hotel guests believed free wi-fi to be (9) _____. It ranked higher than the hotel having a swimming pool and being close to a city's (10) _____ sites and (11) _____. A Thistle Hotels spokesman said: "It's (12) _____ to think that, in 2014, hotel chains are still charging for wi-fi." Toni Repetti, a hotel management professor said (13) _____ hotels charge for wi-fi access because they know their customers will (14) _____. He said the reason many budget hotels provided free wi-fi is because their guests are more "price-(15) _____". They have to offer it for free to stay competitive. Meanwhile, international journalists (16) _____ the Sochi Olympics are complaining about there being no Internet at all in their rooms.

crazy
sensitive
major
covering
crucial
luxury
attractions
pay

LISTENING – Guess the answers. Listen to check.

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

- 1) a lack of free wi-fi in hotels is one of the biggest complaints _____
 - a. among holidays makers
 - b. among holiday markers
 - c. among holidaying makers
 - d. among holidaymakers
- 2) Access to free wi-fi is a _____
 - a. keyed requirement
 - b. quay requirement
 - c. quiche requirement
 - d. key requirement
- 3) The survey asked 2,000 travellers what their _____ were
 - a. biggest sleeves
 - b. biggest peeves
 - c. biggest pees
 - d. biggest peeps
- 4) 69 per cent of _____
 - a. those questions
 - b. those question
 - c. those questionable
 - d. those questioned
- 5) Second was checking in to find your room _____
 - a. is not already
 - b. is not really
 - c. is not ready
 - d. is not read in
- 6) 51% of hotel guests believed free wi-fi _____
 - a. to be cruciate
 - b. to be crucible
 - c. to be crucially
 - d. to be crucial
- 7) being close to a city's major _____
 - a. sights and attraction
 - b. sites and attractions
 - c. sites and attraction
 - d. sights and attractions
- 8) luxury hotels charge for wi-fi access because they know their _____
 - a. customers will payment
 - b. customers will payee
 - c. customers will pay
 - d. customers will pays
- 9) budget hotels provided free wi-fi is because their guests are _____
 - a. more "price-sensitively"
 - b. more "price-sensitivity"
 - c. more "price-sensitise"
 - d. more "price-sensitive"
- 10) journalists covering the Sochi Olympics are complaining about there being _____
 - a. no Internet at all
 - b. no Internet that all
 - c. no Internet what all
 - d. no Internet that's all

LISTENING – Listen and fill in the gaps

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

A new survey from the Thistle Hotels group (1) _____ of free wi-fi in hotels is one of the biggest complaints among holidaymakers. Access to free wi-fi is (2) _____ for many tourists and travellers when they get away. Many hotel guests (3) _____ with hotels that charge for Internet access. Some hotels set a fee of \$30 a day for the service, while (4) _____ \$10 an hour. The survey asked 2,000 travellers what their biggest peeves were about staying in a hotel. The most (5) _____ and unfriendly staff, with 69 per cent of those questioned putting this at number one. Second was checking (6) _____ is not ready, and third was no free wi-fi.

The survey revealed that 51% of hotel guests believed free wi-fi to be crucial. It (7) _____ the hotel having a swimming pool and being close to a city's (8) _____ attractions. A Thistle Hotels spokesman said: "It's (9) _____, in 2014, hotel chains are still charging for wi-fi." Toni Repetti, a hotel management professor said luxury hotels charge for wi-fi access (10) _____ customers will pay. He said the reason many budget hotels provided free wi-fi is because their guests are (11) _____. They have to offer it for free to stay competitive. Meanwhile, international journalists covering the Sochi Olympics are complaining (12) _____ Internet at all in their rooms.

COMPREHENSION QUESTIONS

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

1. Who conducted the survey?

2. What kind of requirement do guests view free wi-fi as?

3. How do guests feel about wi-fi charges?

4. What was the biggest complaint about?

5. Where did rooms not being ready rank in the survey?

6. What proportion of survey respondents thought free wi-fi was "crucial"?

7. Why do luxury hotels charge for wi-fi?

8. Where do "price-sensitive" guests stay?

9. Why do budget hotels provide free wi-fi?

10. What are journalists at the Sochi Olympics complaining about?

MULTIPLE CHOICE - QUIZ

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

1. Who conducted the survey?
 - a) the Trip Advisor travel website
 - b) the World Wide Web
 - c) Hotel Guests International
 - d) the Thistle Hotels group
2. What kind of requirement do guests view free wi-fi as?
 - a) a luxury
 - b) key
 - c) take-it-or-leave-it
 - d) basic
3. How do guests feel about wi-fi charges?
 - a) unfed
 - b) well-fed
 - c) fed
 - d) fed up
4. What was the biggest complaint about?
 - a) dirty sheets
 - b) room charges
 - c) rude and unfriendly staff
 - d) overbooking
5. Where did rooms not being ready rank in the survey?
 - a) fifth
 - b) fourth
 - c) third
 - d) second
6. What proportion of survey respondents thought free wi-fi was "crucial"?
 - a) 98.72%
 - b) 69%
 - c) 51%
 - d) 30%
7. Why do luxury hotels charge for wi-fi?
 - a) they know customers will pay
 - b) it's luxury-speed connectivity
 - c) they need the money
 - d) so guests don't feel bad
8. Where do "price-sensitive" guests stay?
 - a) out of town
 - b) in hostels
 - c) budget hotels
 - d) in camping grounds
9. Why do budget hotels provide free wi-fi?
 - a) they think it's a human right
 - b) to stay competitive
 - c) their guests have no money
 - d) they are friendly
10. What are journalists at the Sochi Olympics complaining about?
 - a) no Internet in their rooms
 - b) slow connectivity
 - c) blocked sites
 - d) all sites are in Russian

ROLE PLAY

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

Role A – Free wi-if

You think free wi-fi is the most important thing in a hotel stay. Tell the others three reasons why. Tell them things that are wrong with their things. Also, tell the others which is the least important of these (and why): a swimming pool, a comfortable bed or a late check-out is.

Role B – Swimming pool

You think a swimming pool is the most important thing in a hotel stay. Tell the others three reasons why. Tell them things that are wrong with their things. Also, tell the others which is the least important of these (and why): free wi-fi, a comfortable bed or a late check-out is.

Role C – Comfortable bed

You think a comfortable bed is the most important thing in a hotel stay. Tell the others three reasons why. Tell them things that are wrong with their things. Also, tell the others which is the least important of these (and why): a swimming pool, free wi-fi or a late check-out is.

Role D – Late check-out

You think a late check-out is the most important thing in a hotel stay. Tell the others three reasons why. Tell them things that are wrong with their things. Also, tell the others which is the least important of these (and why): a swimming pool, a comfortable bed or free wi-fi.

AFTER READING / LISTENING

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

1. WORD SEARCH: Look in your dictionary / computer to find collocates, other meanings, information, synonyms ... for the words 'hotel' and 'guests'.

hotel	guests
--------------	---------------

- Share your findings with your partners.
- Make questions using the words you found.
- Ask your partner / group your questions.

2. ARTICLE QUESTIONS: Look back at the article and write down some questions you would like to ask the class about the text.

- Share your questions with other classmates / groups.
- Ask your partner / group your questions.

3. GAP FILL: In pairs / groups, compare your answers to this exercise. Check your answers. Talk about the words from the activity. Were they new, interesting, worth learning...?

4. VOCABULARY: Circle any words you do not understand. In groups, pool unknown words and use dictionaries to find their meanings.

5. TEST EACH OTHER: Look at the words below. With your partner, try to recall how they were used in the text:

<ul style="list-style-type: none">• survey• key• fed up• 10• common• second	<ul style="list-style-type: none">• 51• close• know• sensitive• offer• at all
--	--

FREE WI-FI SURVEY

From <http://www.BreakingNewsEnglish.com/1402/140212-free-wi-fi.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.

FREE WI-FI DISCUSSION

STUDENT A's QUESTIONS (Do not show these to student B)

- a) What did you think when you read the headline?
- b) What springs to mind when you hear the word 'wi-fi'?
- c) How important is wi-fi to you?
- d) How did people survive before wi-fi?
- e) What's your biggest complaint about hotels?
- f) How would your life be different without wi-fi?
- g) Should wi-fi be free in hotels?
- h) What do you think of the \$10-an-hour charge for hotel wi-fi?
- i) What do you think of the friendliness of hotel staff?
- j) Should tourists leave their laptops and mobile phones at home when they go on holiday?

No free wi-fi biggest tourist complaint – 12th February, 2014
More free lessons at www.BreakingNewsEnglish.com

FREE WI-FI DISCUSSION

STUDENT B's QUESTIONS (Do not show these to student A)

- a) Did you like reading this article? Why/not?
- b) Do you think wi-fi is more important than a pool at a hotel?
- c) How important is it your hotel is near the sites and attractions?
- d) How crazy is it that hotel chains charge for wi-fi?
- e) Would you prefer to stay in a budget hotel that had free wi-fi?
- f) How would the world change without wi-fi?
- g) How many days could you survive without the Internet?
- h) What's your favourite hotel?
- i) Why don't journalists have wi-fi in their room at the Sochi Olympics?
- j) What questions would you like to ask a hotel chain CEO?

DISCUSSION (Write your own questions)

STUDENT A's QUESTIONS (Do not show these to student B)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Copyright © www.BreakingNewsEnglish.com 2014

DISCUSSION (Write your own questions)

STUDENT B's QUESTIONS (Do not show these to student A)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

LANGUAGE - CLOZE

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

A new survey from the Thistle Hotels group reveals that a (1) _____ of free wi-fi in hotels is one of the biggest complaints (2) _____ holidaymakers. Access to free wi-fi is a key requirement for many tourists and travellers when they get away. Many hotel guests are frustrated and (3) _____ up with hotels that charge for Internet access. Some hotels (4) _____ a fee of \$30 a day for the service, while others charge up to \$10 an hour. The survey asked 2,000 travellers what their biggest peeves were about staying in a hotel. The most common gripe was (5) _____ and unfriendly staff, with 69 per cent of those questioned (6) _____ this at number one. Second was checking in to find your room is not ready, and third was no free wi-fi.

The survey revealed that 51% of hotel guests believed free wi-fi to be (7) _____. It ranked higher than the hotel (8) _____ a swimming pool and being close to a city's major sites and attractions. A Thistle Hotels spokesman said: "It's crazy to think that, in 2014, hotel chains are (9) _____ charging for wi-fi." Toni Repetti, a hotel management professor said luxury hotels charge for wi-fi access because they know their customers will pay. He said the (10) _____ many budget hotels provided free wi-fi is because their guests are more "price-sensitive". They have to offer it (11) _____ free to stay competitive. Meanwhile, international journalists covering the Sochi Olympics are complaining about there being no Internet at (12) _____ in their rooms.

Put the correct words from the table below in the above article.

- | | | | | |
|-----|---------------|---------------|--------------|-----------------|
| 1. | (a) slack | (b) flack | (c) lack | (d) plaque |
| 2. | (a) among | (b) between | (c) overall | (d) at all |
| 3. | (a) fed | (b) get | (c) let | (d) wed |
| 4. | (a) set | (b) let | (c) bet | (d) met |
| 5. | (a) rudiments | (b) rudeness | (c) rudely | (d) rude |
| 6. | (a) peering | (b) profiting | (c) posing | (d) putting |
| 7. | (a) crucial | (b) cruciate | (c) crucible | (d) crux |
| 8. | (a) has | (b) had | (c) have | (d) having |
| 9. | (a) still | (b) yet | (c) ever | (d) at all |
| 10. | (a) cause | (b) reason | (c) effect | (d) consequence |
| 11. | (a) by | (b) for | (c) to | (d) at |
| 12. | (a) all | (b) every | (c) now | (d) whole |

SPELLING

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

Paragraph 1

1. A new usryve
2. a key euemqrtenir for many tourists
3. guests are arsfrtdteu and fed up
4. their biggest evpsee
5. The most common erpig
6. ichnegkc in to find your room

Paragraph 2

7. guests believed free wi-fi to be rliucca
8. major sites and nsattacoti
9. they know their tourcssme will pay
10. dguebt hotels
11. price-itessenvi
12. They have to offer it for free to stay toitmvpceice

PUT THE TEXT BACK TOGETHER

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

Number these lines in the correct order.

- () crazy to think that, in 2014, hotel chains are still charging for wi-fi." Toni Repetti, a hotel management
- () than the hotel having a swimming pool and being close to a city's major sites and attractions. A Thistle Hotels spokesman said: "It's
- () at number one. Second was checking in to find your room is not ready, and third was no free wi-fi.
- () The survey revealed that 51% of hotel guests believed free wi-fi to be crucial. It ranked higher
- () up with hotels that charge for Internet access. Some hotels set a fee of \$30 a day for the service, while others charge
- () customers will pay. He said the reason many budget hotels provided free wi-fi is because their guests
- () up to \$10 an hour. The survey asked 2,000 travellers what their biggest peeves were about staying in a hotel. The most common
- () of the biggest complaints among holidaymakers. Access to free wi-fi is a key requirement
- () gripe was rude and unfriendly staff, with 69 per cent of those questioned putting this
- () professor said luxury hotels charge for wi-fi access because they know their
- () for many tourists and travellers when they get away. Many hotel guests are frustrated and fed
- () A new survey from the Thistle Hotels group reveals that a lack of free wi-fi in hotels is one
- (**1**) journalists covering the Sochi Olympics are complaining about there being no Internet at all in their rooms.
- () are more "price-sensitive". They have to offer it for free to stay competitive. Meanwhile, international

PUT THE WORDS IN THE RIGHT ORDER

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

1. in complaints the free one lack hotels wi-fi biggest of of is A.

2. are with frustrated hotels and fed Guests up.

3. hotels for of Some day fee a a service \$30 set the.

4. and common rude staff most was unfriendly The gripe.

5. is room your find to in checking was Second ready not.

6. guests hotel crucial of be free to believed 51% wi-fi.

7. having a swimming pool It ranked higher than the hotel.

8. wi-fi access because they know Hotels charge for.

9. hotels provided free wi-fi The reason many budget.

10. rooms about no their Complaining being in there Internet.

CIRCLE THE CORRECT WORD (20 PAIRS)

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

A new survey from the Thistle Hotels group *reveals / conceals* that a lack of free wi-fi in hotels is one of the biggest *compliances / complaints* among holidaymakers. Access to free wi-fi is a *key / chain* requirement for many tourists and travellers when they get *over / away*. Many hotel guests are frustrated and fed *up / enough* with hotels that charge for Internet access. Some hotels *set / get* a fee of \$30 a day for the service, while others charge *along / up* to \$10 an hour. The survey asked 2,000 travellers what their biggest *peeves / sleeves* were about staying in a hotel. The most common *stripe / gripe* was rude and unfriendly staff, with 69 per cent of those questioned putting this at number one. Second was checking *in / out* to find your room is not ready, and third was no free wi-fi.

The survey revealed that 51% of hotel guests believed free wi-fi to be *crucial / crucible*. It ranked higher than the hotel having a swimming pool and *locating / being* close to a city's major *sites / sights* and attractions. A Thistle Hotels spokesman said: "It's *crazy / crazily* to think that, in 2014, hotel chains are *still / yet* charging for wi-fi." Toni Repetti, a hotel management professor said luxury hotels charge for wi-fi *access / excess* because they know their customers will pay. He said the *cause / reason* many budget hotels provided free wi-fi is because their guests are more "*price-sensitive*" / "*price-sensitivity*". They have to offer it for free to stay *competition / competitive*. Meanwhile, international journalists covering the Sochi Olympics are complaining about there being no Internet at *every / all* in their rooms.

Talk about the connection between each pair of words in italics, and why the correct word is correct.

INSERT THE VOWELS (a, e, i, o, u)

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

_ n_w s_rv_y fr_m th_ Th_stl_ H_t_ls gr__p r_v__ls
th_t _ l_ck _f fr__ w_-f_ _n h_t_ls _s _n_ _f th_
b_gg_st c_mpl__nts _m_ng h_l_d_ym_k_rs. _cc_ss t_
fr__ w_-f_ _s _ k_y r_q__r_m_nt f_r m_ny t__r_sts
_nd tr_v_ll_rs wh_n th_y g_t _w_y. M_ny h_t_l g__sts
r fr_str_t_d _nd f_d _p w_th h_t_ls th_t ch_rg_ f_r
_nt_rn_t _cc_ss. S_m_ h_t_ls s_t _f__ _f \$30 _d_y
f_r th_ s_rv_c_, wh_l_ _th_rs ch_rg_ _p t_ \$10 _n
h__r. Th_ s_rv_y _sk_d 2,000 tr_v_ll_rs wh_t th__r
b_gg_st p__v_s w_r_ _b__t st_y_ng _n _ h_t_l. Th_
m_st c_mmm_n gr_p_ w_s r_d_ _nd _nfr__ndly st_ff,
w_th 69 p_r c_nt _f th_s_ q__st__n_d p_tt_ng th_s_ t
n_mb_r _n_. S_c_nd w_s ch_ck_ng _n t_ f_nd y__r
r__m _s n_t r__dy, _nd th_r_d w_s n_ fr__ w_-f_.

Th_ s_rv_y r_v__l_d th_t 51% _f h_t_l g__sts b_l__v_d
fr__ w_-f_ t_ b_ cr_c__l. _t r_nk_d h_g_h_r th_n th_
h_t_l h_v_ng _sw_mm_ng p__l _nd b__ng cl_s_ t_ _
c_ty's m_j_r s_t_s _nd _ttr_ct__ns. _ Th_stl_ H_t_ls
sp_k_sm_n s__d: "_t's cr_zy t_ th_nk th_t, _n 2014,
h_t_l ch__ns _r_ st_ll ch_rg_ng f_r w_-f_." T_n_
R_p_tt_, _ h_t_l m_n_g_m_nt pr_f_ss_r s__d l_x_ry
h_t_ls ch_rg_ f_r w_-f_ _cc_ss b_c__s_ th_y kn_w
th__r c_st_m_rs w_ll p_y. H_ s__d th_r__s_n m_ny
b_dg_t h_t_ls pr_v_d_d fr__ w_-f_ _s b_c__s_ th__r
g__sts _r_m_r_ "pr_c_-s_ns_t_v_". Th_y h_v_ t_ _ff_r
t f_r fr__ t_ st_y c_mpt_t_v_. M__nwh_l_,
_nt_rn_t__n_l j__rn_l_sts c_v_r_ng th_ S_ch_
_lymp_cs _r_ c_mpl__n_ng _b__t th_r_ b__ng n_
_nt_rn_t_ t__ll _n th__r r__ms.

PUNCTUATE THE TEXT AND ADD CAPITALS

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

a new survey from the thistle hotels group reveals that a lack of free wi-fi in hotels is one of the biggest complaints among holidaymakers access to free wi-fi is a key requirement for many tourists and travellers when they get away many hotel guests are frustrated and fed up with hotels that charge for internet access some hotels set a fee of \$30 a day for the service while others charge up to \$10 an hour the survey asked 2000 travellers what their biggest peeves were about staying in a hotel the most common gripe was rude and unfriendly staff with 69 per cent of those questioned putting this at number one second was checking in to find your room is not ready and third was no free wi-fi

the survey revealed that 51% of hotel guests believed free wi-fi to be crucial it ranked higher than the hotel having a swimming pool and being close to a city's major sites and attractions a thistle hotels spokesman said "it's crazy to think that in 2014 hotel chains are still charging for wi-fi" toni repetti a hotel management professor said luxury hotels charge for wi-fi access because they know their customers will pay he said the reason many budget hotels provided free wi-fi is because their guests are more "price-sensitive" they have to offer it for free to stay competitive meanwhile international journalists covering the sochi olympics are complaining about there being no internet at all in their rooms

PUT A SLASH (/) WHERE THE SPACES ARE

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

A news survey from the Thistle Hotels group reveals that a lack of free wi-fi in hotels is one of the biggest complaints among holidaymakers. Access to free wi-fi is a key requirement for many tourists and travellers when they get away. Many hotel guests are frustrated and fed up with hotels that charge for Internet access. Some hotels set a fee of \$30 a day for the service, while others charge up to \$10 an hour. The survey asked 2,000 travellers what their biggest peeves were about staying in a hotel. The most common gripe was rude and unfriendly staff, with 69 per cent of those questioned putting this at number one. Second was checking in to find your room is not ready, and third was no free wi-fi. The survey revealed that 51% of hotel guests believed free wi-fi to be crucial. It ranked higher than the hotel having a swimming pool and being close to a city's major sites and attractions. A Thistle Hotels spokesman said: "It's crazy to think that, in 2014, hotel chains are still charging for wi-fi." Toni Repetti, a hotel management professor said luxury hotels charge for wi-fi access because they know their customers will pay. He said the reason many budget hotels provided free wi-fi is because their guests are more "price-sensitive". They have to offer it for free to stay competitive. Meanwhile, international journalists covering the Sochi Olympics are complaining about there being no Internet at all in their rooms.

FREE WRITING

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

Write about **free wi-fi** for 10 minutes. Comment on your partner’s paper.

HOMework

1. VOCABULARY EXTENSION: Choose several of the words from the text. Use a dictionary or Google's search field (or another search engine) to build up more associations / collocations of each word.

2. INTERNET: Search the Internet and find out more about free wi-fi. Share what you discover with your partner(s) in the next lesson.

3. FREE WI-FI: Make a poster about free wi-fi. Show your work to your classmates in the next lesson. Did you all have similar things?

4. HOTELS: Write a magazine article about hotels that charge for wi-fi. Include imaginary interviews with people who are for and against it.

Read what you wrote to your classmates in the next lesson. Write down any new words and expressions you hear from your partner(s).

5. WHAT HAPPENED NEXT? Write a newspaper article about the next stage in this news story. Read what you wrote to your classmates in the next lesson. Give each other feedback on your articles.

6. LETTER: Write a letter to a communications expert. Ask him/her three questions about wi-fi. Give him/her three of your opinions on it. Read your letter to your partner(s) in your next lesson. Your partner(s) will answer your questions.

ANSWERS

TRUE / FALSE (p.4)

a F b F c T d T e F f T g T h F

SYNONYM MATCH (p.4)

- | | |
|--------------|-----------------|
| 1. reveals | a. shows |
| 2. lack | b. dearth |
| 3. key | c. crucial |
| 4. charge | d. ask for |
| 5. gripe | e. complaint |
| 6. ranked | f. was placed |
| 7. crazy | g. insane |
| 8. sensitive | h. conscious |
| 9. covering | i. reporting on |
| 10. at all | j. whatsoever |

COMPREHENSION QUESTIONS (p.8)

1. The Thistle Hotels group
2. A key requirement
3. Frustrated and fed up
4. Rude and unfriendly staff
5. Second
6. 51%
7. They know guests will pay
8. In budget hotels
9. To stay competitive (and guests are "price-sensitive")
10. There being no Internet in their rooms

MULTIPLE CHOICE - QUIZ (p.9)

1. d 2. b 3. d 4. c 5. d 6. c 7. a 8. c 9. b 10. a

ALL OTHER EXERCISES

Please check for yourself by looking at the Article on page 2.
(It's good for your English ;-)