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## **Level 2**

# **The world's strangest hotel complaints**

**15th May, 2014**

<http://www.breakingnewsenglish.com/1405/140515-hotel-complaints-2.html>



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**Please try Levels 0 and 1 (easier) and the 26–page Level 3 (harder).**

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# THE READING

From <http://www.breakingnewsenglish.com/1405/140515-hotel-complaints-2.html>

A travel website conducted a survey on hotel complaints and found some unusual things. The site Skyscanner.net surveyed 400 hotel staff in 39 countries. It asked about the strangest things guests had asked for or complained about. Staff said that most of the unusual complaints were about food. Other requests were about the room. Not every hotel room is to everybody's taste, but the complaints in the Skyscanner survey were so strange it makes you wonder how the hotel staff answered. It would be impossible for any hotel to make some of these complaining guests happy.

The complaints about food were very strange. One guest asked for 16 cucumbers a day. Another requested only the right legs of a chicken. The staff wondered if the left leg didn't taste as nice as the right leg. One guest asked for something not normally on the menu – crocodile soup. Other complaints were totally crazy. 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. Other guests wanted the toilet filled with mineral water, a bath full of honey and a discount because his girlfriend snored.

Sources: <http://www.skyscanner.net/news/worlds-weirdest-hotel-requests-and-complaints>  
<http://www.ibtimes.co.uk/strangest-hotel-requests-15-cucumbers-per-day-one-dead-mouse-1448422>

# MATCHING

From <http://www.breakingnewsenglish.com/1405/140515-hotel-complaints-2.html>

## PARAGRAPH ONE:

- |                                   |                        |
|-----------------------------------|------------------------|
| 1. A travel                       | a. wonder how          |
| 2. found some                     | b. or complained about |
| 3. 400 hotel staff                | c. everybody's taste   |
| 4. things guests had asked for    | d. website             |
| 5. most of the unusual complaints | e. guests happy        |
| 6. Not every hotel room is to     | f. unusual things      |
| 7. it makes you                   | g. in 39 countries     |
| 8. make some of these complaining | h. were about food     |

## PARAGRAPH TWO:

- |                                |                       |
|--------------------------------|-----------------------|
| 1. The complaints about food   | a. on the menu        |
| 2. One guest asked for         | b. taste as nice      |
| 3. only the right legs         | c. snored             |
| 4. the left leg didn't         | d. of a chicken       |
| 5. something not normally      | e. were very strange  |
| 6. Other complaints were       | f. view               |
| 7. his room did not have a sea | g. totally crazy      |
| 8. his girlfriend              | h. 16 cucumbers a day |

# LISTEN AND FILL IN THE GAPS

From <http://www.breakingnewsenglish.com/1405/140515-hotel-complaints-2.html>

A travel website (1) \_\_\_\_\_ on hotel complaints and found some unusual things. The site Skyscanner.net surveyed 400 hotel (2) \_\_\_\_\_. It asked about the strangest things guests had asked for (3) \_\_\_\_\_. Staff said that most of the unusual complaints were about food. Other requests were about the room. Not (4) \_\_\_\_\_ to everybody's taste, but the complaints in the Skyscanner survey were so strange it makes (5) \_\_\_\_\_ hotel staff answered. It would be impossible for any hotel to make some of these (6) \_\_\_\_\_.

The complaints about food were very strange. One guest asked for (7) \_\_\_\_\_. Another requested only the right legs of a chicken. The staff wondered if the left (8) \_\_\_\_\_ as nice as the right leg. One guest asked for something not (9) \_\_\_\_\_ - crocodile soup. Other complaints were totally crazy. A man (10) \_\_\_\_\_ in London complained that his room did not have a sea view. The nearest beach to London (11) \_\_\_\_\_ away. Other guests wanted the toilet filled with mineral water, a bath full of honey and a discount because (12) \_\_\_\_\_.

# PUT A SLASH ( / ) WHERE THE SPACES ARE

From <http://www.breakingnewsenglish.com/1405/140515-hotel-complaints-2.html>

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## WRITE QUESTIONS & ASK YOUR PARTNER(S)

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

a)

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b)

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c)

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d)

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e)

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f)

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g)

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h)

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*The world's strangest hotel complaints – 15th May, 2014*  
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## WRITE QUESTIONS & ASK YOUR PARTNER(S)

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

a)

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b)

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c)

---

d)

---

e)

---

f)

---

g)

---

h)

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