

# Top Notch 2

## *Unit 3 – Lesson 3 – Request Housekeeping Service*



*In today's lesson, you will learn ...*

- *How to Request Extra Service;*
- *Modal Verbs Need and Could;*
- *How to Make a Complaint.*



# Request Housekeeping Service:

Conversation:



- 1. Which items do you often need in a hotel?***
- 2. Which services have you requested in a hotel?***
- 3. Do all the hotels offer the same services? Why (not)?***
- 4. Do you usually complain if a service does not work well?***
- 5. Are there special services for children?***



# ➤ **Listening for Gist:**

**Conversation:**



**1. What service does Mrs. Williams order?**

**2. What extra items does she ask for?**

**3. What's Mr. Rogers complaining about?**

**4. What does his wife need?**

# ➤ Speaking Practice:

## Conversation 1:



**FD:** Front desk. How may I help you?

**MW:** Hi. This is room 586 calling.

**FD:** Hello, Mrs. Williams. Is everything ok?

**MW:** Oh, fine. Thanks. Listen. We just finished breakfast. Could someone come and take the dishes away?

**FD:** Of course, ma'am.

**MW:** Also, I was wondering if someone could bring extra towels. Oh – and we could use a hair dryer, too.

**FD:** No problem, ma'am. I'll take care of that right away. Anything else I can help you with?

**MW:** Oh, I almost forgot! I have a load of laundry. Could someone pick that up?

**FD:** No problem.

# ➤ Speaking Practice:

## Conversation 1:



**FD:** Front desk. \_\_\_\_\_?

**MW:** Hi. This is room 586 calling.

**FD:** Hello, Mrs. Williams. \_\_\_\_\_?

**MW:** Oh, fine. Thanks. Listen. We just \_\_\_\_\_. Could someone \_\_\_\_\_ the dishes away?

**FD:** Of course, ma'am.

**MW:** Also, I was wondering if someone \_\_\_\_\_. Oh – and we could use a hair dryer, too.

**FD:** \_\_\_\_\_. I'll take care of that \_\_\_\_\_. Anything else I can help you with?

**MW:** Oh, I almost forgot! I \_\_\_\_\_. Could \_\_\_\_\_?

**FD:** No problem.

# ➤ Speaking Practice:

## Conversation 2:



**FD: Front desk. How may I help you?**

**MR: This is room 587.**

**FD: Yes, Mr. Rogers. What can I do for you?**

**MR: Well, this place is a mess. I need someone to make up the room right away.**

**FD: I'm sorry, sir. I'll take care of that for you.**

**MR: And my wife needs some of those – what are they called – skirt hangers?**

**FD: Yes, sir. We can send some up for you.**

**MR: Wait, hold on. Here she is.**

**MSR: Hello? Front desk?**

**FD: Yes, Mrs. Rogers.**

**MSR: Last night nobody turned down the beds. I'd like turndown service every night, please.**

**FD: I'm so sorry ma'am. If you want turndown service, we'll certainly make sure you get it.**

**MSR: I'd certainly appreciate it. I thought this was a nice hotel.**

**FD: My apologies, ma'am. You'll get turndown service tonight.**

**MSR: Thank you.**

# ➤ Speaking Practice:

## Conversation 2:



FD: Front desk. \_\_\_\_\_?

MR: This is room 587.

FD: Yes, Mr. \_\_\_\_\_. \_\_\_\_\_?

MR: Well, \_\_\_\_\_. I need someone to \_\_\_\_\_.

FD: I'm sorry, sir. I'll take \_\_\_\_\_.

MR: And my wife needs some of those – what are they called – \_\_\_\_\_?

FD: Yes, sir. We can \_\_\_\_\_.

MR: Wait, hold on. Here she is.

MSR: Hello? Front desk?

FD: Yes, Mrs. \_\_\_\_\_.

MSR: Last night nobody \_\_\_\_\_. I'd like \_\_\_\_\_.

FD: I'm so sorry ma'am. If you want \_\_\_\_\_, we'll certainly \_\_\_\_\_.

MSR: I'd \_\_\_\_\_. I thought \_\_\_\_\_.

FD: My apologies, ma'am. You'll get \_\_\_\_\_.

MSR: Thank you.

# Free Speaking Practice:

## Conversation:





# ➤ Check-out Time:

*What did you learn in today's lesson?*



# Credits



Latin American  
Language School

**Teacher Wagner Junior**  
**TN2 - Unit 3 - Lesson 3**  
**Request Housekeeping Service**

