1. Reading: Read carefully the following dialogue and answer the questions below.

**Customer:** Hello?

**Receptionist:** Hello, Mr. Benjamin?

**Customer:** At last!

**Receptionist:** This is reception. We’ve just received a strange e-mail from you.

**Customer:** That’s right- The zero button on the phone doesn’t work. I couldn’t call you, so I sent an e-mail to the hotel. Luckily, the Wi-Fi is working.

**Receptionist:** I don’t understand. Why didn’t you just come downstairs?

**Customer:** That’s what I was trying to explain in my e-mail! The door to my room is stuck. I can’t open it.

**Receptionist:** Oh dear! From your e-mail, I thought your balcony door didn’t open.

**Customer:** No, no. I can’t get out of my room. I banged on the door for ten minutes, but nobody heard me. Then I decided to send an e-mail. Now, I’m late for a meeting. I’m not staying another night here. I want my money back.

**Receptionist:** Ok, calm down sir. I’m sending someone up right now, to fix the door. We can offer you a different room if you like.

**Customer:** Wait a minute! When I arrived, you said this was the only room you had. Suddenly, you’re able to move me to another room. Can you tell me how is that possible?

**Receptionist:** Well, a woman from the 5th floor left this morning.

**Customer**: Was her door broken too?

**Receptionist**: No, she just decided to go home earlier.

**Customer:** I see, well, I don’¿t think I want to stay because…

**Receptionist:** Just go, now! Come on!

**Customer:** I be your pardon!

**Receptionist:** I’m sorry, I was talking to the hotel caretaker. He’s going to fix your door now.

**Customer:** Ok,. Tell him to hurry, please!

**Receptionis**t: Of course. Now, when hefixes it, please come downstairs so we can discuss…

**Customer:** I’m sorry, butI’m already half an hour late for my meeting.

**Receptionist:** Oh, ok. Do you know when are you coming back?

**Customer**: Later this evening. But I’m not going to stay.

**Receptionist**: Ok, I’m very sorry about all of this.

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* 1. Answer the following questions about the reading:

1. If the previous dialogue was part of a movie… Which would be a good title for it?
   1. Nightmare at the Holocaust.
   2. Disastrous Hotel
   3. Godzilla 3000
   4. Einstein going wild!
2. Write true or false.
   1. The man sent an e-mail to the hotel from his room. \_\_\_\_\_
   2. The receptionist tried to ring the man but the phone didn’t work \_\_\_\_\_\_\_\_\_\_
   3. The man couldn’t use the Internet in his room \_\_\_\_\_\_\_\_\_
   4. The receptionist didn’t understand the man’s e-mail\_\_\_\_\_\_\_\_\_
   5. The man wants to change to a different room \_\_\_\_\_\_\_\_\_
   6. There aren’t any other rooms available. \_\_\_\_\_\_\_\_
   7. The ma can’t talk to the receptionist because he has to go to a meeting \_\_\_\_\_\_\_\_\_

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