

# Hotels

## 单词

词汇	发音	词性	翻译
sheet	[us]ʃi:t [uk]ʃi:t	noun	床单
dirty	[us]'dɜ:rti [uk]'dɜ:ti	adj.	脏的
stain	[us]steɪn [uk]steɪn	noun	斑点,污点
carpet	[us]'kɑ:rpɪt [uk]'kɑ:pɪt	noun	地毯
option	[us]'ɔ:pʃn [uk]'ɒpʃn	noun	选择, 选择权, 选择自由
concierge	[us]kɔ:n'sjerʒ [uk]'kɒnsieəʒ	noun	(欧洲的)旅馆服务台职员
upscale	[us],ʌp'skeɪl [uk],ʌp'skeɪl	adj.	高消费的, 高端的
amenity	[us]ə'menəti [uk]ə'mi:nəti	noun	生活便利设施
attentive	[us]ə'tentɪv [uk]ə'tentɪv	adj.	专注的
spacious	[us]'speɪʃəs [uk]'speɪʃəs	adj.	宽敞的
luxurious	[us]lʌg'ʒʊəriəs [uk]lʌg'ʒʊəriəs	adj.	奢侈的,极舒适的
incompetent	[us]ɪn'kɑ:mpɪtənt [uk]ɪn 'kɒmpɪtənt	adj.	无能力的, 不称职的
cleanliness	[us]'klenlɪnəs [uk]'klenlɪnəs	noun	清洁
quitter	[us]'kwɪtər [uk]'kwɪtə(r)	noun	轻言放弃的人,无志气的人,懦夫
double	[us]'dʌbl [uk]'dʌbl	adj.	两人的
suite	[us]swɪt [uk]swɪt	noun	套房
king-size		adj.	特长且大的, 加长型的
queen-size		adj.	大号的
executive	[us]ɪg'zekjətɪv [uk]ɪg'zekjətɪv	adj.	管理的, 行政的
complimentary	[us],kɑ:mplɪ'mentri [uk],kɒmplɪ 'mentri	adj.	赞赏的,恭维的,表示敬意的
classic	[us]'klæsɪk [uk]'klæsɪk	adj.	古典的

deposit	[us]dɪˈpɑːzɪt [uk]dɪˈpɒzɪt	noun	保证金
minibar	[us]ˈmɪnɪbɑːr [uk]ˈmɪnɪbɑː(r)	noun	迷你冰箱
long-distance		adj.	长途的
incidental	[us],ɪnsɪˈdentl [uk],ɪnsɪˈdentl	adj.	偶然的;附带的
charge	[us]tʃɑːrdʒ [uk]tʃɑːdʒ	noun	费用
broken	[us]ˈbrʊkən [uk]ˈbrɛkən	adj.	被破坏的, 受伤的, 断裂的
thermostat	[us]ˈθɜːrməstæt [uk]ˈθɜːməstæt	noun	恒温器,定温器
detector	[us]dɪˈtektər [uk]dɪˈtektə(r)	noun	探测器

## Checking in to a hotel

We're going to check in to a hotel.

Watch the video and study the language. [https://cns2.ef-cdn.com/Juno/18/52/42/v/185242/MOB\\_12.6.1.1.1.mp4](https://cns2.ef-cdn.com/Juno/18/52/42/v/185242/MOB_12.6.1.1.1.mp4)

[CLERK] Good evening! Welcome to Essex Marmont Hotel. How can I help you?  
[LEO] Can I check in, please?  
[CLERK] Of course. May I see your passport, please?  
[LEO] Here you go.  
[CLERK] Thank you. How are you doing this evening, Mr. James?  
[LEO] It was a long flight.  
[CLERK] Of course. Where did you come from?  
[LEO] London.  
[CLERK] Oh, great! So here, I have your staying with us for three nights in a standard room. Is that right?  
[LEO] That's correct.  
[CLERK] We're running a special offer: For \$50 a day, you can upgrade from a standard room to a deluxe suite.  
[LEO] What's in the deluxe suite?  
[CLERK] It includes complimentary breakfast, free Wi-Fi, and a full bathroom and shower.  
[LEO] That's a great deal for \$15.  
[CLERK] Oh, \$50 a day.  
[LEO] Sorry – the jet lag.  
[CLERK] No worries. Would you like to upgrade?  
[LEO] Umm, yeah. Why not.  
[CLERK] Great! Let me just add that ... And how will you be paying today?  
[LEO] Is a credit card OK?  
[CLERK] Of course.  
[LEO] Here you go.

[CLERK] Thank you. Just to confirm, there's a \$150 room deposit for the mini-bar and any other incidentals.

[LEO] That's OK.

[CLERK] OK, great. So you're in Room 29, and the elevators are on your left. Mr. James, you're all set.

[LEO] Thank you.

[CLERK] Have a great stay.

[LEO] Bye-bye.

[CLERK] Bye-bye.

a standard room 标准间

a special offer 特价

a deluxe suite 豪华套房

complimentary breakfast 免费早餐

free Wi-Fi 免费无线网络

upgrade 升级

the minibar 迷你吧

any other incidentals 任何其他杂费

房间和床	
房间类型的名称根据酒店的不同可能会有很大的差异，但是床的尺寸大小的名称基本上是标准的。	
The standard room comes with a queen-sized bed or two double beds.	标间配有一张大号床或者两张双人床。
The deluxe suite comes with a king-sized bed.	豪华套房配有一张特大号床。
额外的东西	
当你在酒店住的时候，确保你知道哪些 <b>extras</b> （额外的东西）是房间配置的和什么是你必须要额外付款的。	
With the executive suite, you get complimentary breakfasts in the executive lounge.	在行政豪华套房，你可以在行政豪华酒廊里得到免费的早餐。
With the classic room, you get free Wi-Fi.	经典房间里，你可以使用免费的无线网络。

杂费	
在你入住登记的时候你几乎总是要交 <b>deposit</b> （押金）。这是为了要交 <b>incidental</b> （非主要的）费用。	
Your deposit covers anything you eat or drink from the minibar.	你的押金是为了付在迷你吧吃的或者喝的任何东西所产生的费用。
Long-distance phone calls and special movies are incidental charges.	长途电话和特殊电影的费用属于杂费。

Move the text to the correct gaps.

The (standard room) comes with a queen-sized bed.

The largest bed is (king-sized) .

The executive (suite) is the largest room at that hotel.

With all rooms, you get (complimentary) breakfast.

There are (incidental) charges for long-distance phone calls.

You have to leave a \$100 (deposit) at check-in.

住宿登记	
入住酒店的最初部分是很简单的。	
A: Hi. I'd like to check in.	嗨。我要登记住宿。
B: May I see your passport, please?	我能看一下您的护照吗？
A. Here you go.	给你。
A: OK, Mr. Jackson. You're here for three nights. You booked a standard,nonsmoking room.	好的，杰克森先生。您要住三晚。您预订了一个不吸烟的标准间。
B: That's right.	对的。

打折和升级	
酒店常常试着向顾客 <b>upsell</b> （追加销售），尤其是在 <b>off-season</b> （淡季）的时候给更贵些的房间提供折扣。	
We're running a special offer right now.	我们现在有特价活动。
Our deluxe suites are 30% off.	我们的豪华套房七折。
I can offer you a big discount on a deluxe suite.	如果您订豪华套房的话我们可以给您一个很大的折扣。

检查和确认	
尽管来问问题或者转述信息以确保你听懂了提议。一旦你有了所有的详细信息，你可以接受或者拒绝这个追加销售。	
Could you give me more information about the deluxe suites?	你能多给我一些关于豪华套房的信息吗？
How much does it cost to upgrade?	升级要花多少钱？
In other words, for an extra \$40, I get a bigger room and bed, free Wi-Fi and breakfast?	换句话说，再花40美元我就可以得到一个更大的房间和床，免费无线网络和早餐？
So, what's the deposit for?	那么，押金是做什么用的？
The upgrade sounds good. I'll do it.	升级听起来不错。给我升级吧。
No, thank you. I'm not interested.	不，谢谢你。我不感兴趣。

A man is checking in to his hotel. Select the correct option. [https://cns2.ef-cdn.com/Juno/18/52/42/v/185242/MOB\\_12.6.1.1.1.mp4](https://cns2.ef-cdn.com/Juno/18/52/42/v/185242/MOB_12.6.1.1.1.mp4)

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[LEO] Here you go.

[CLERK] Thank you.

[CLERK] How are you doing this evening, Mr. James?

[LEO] It was a long flight.

[CLERK] Of course. Where did you come from?

[LEO] London.

[CLERK] Oh, great!

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[LEO] That's OK.

[CLERK] OK, great.

[CLERK] So you're in Room 29, and the elevators are on your left.

[CLERK] Mr. James, you're all set.

[LEO] Thank you.

[CLERK] Have a great stay.

[LEO] Bye-bye.

[CLERK] Bye-bye.

听数字	
When you check into a hotel, listen carefully for numbers. Remember that numbers that end in <b>-teen</b> , such as <b>thirteen</b> and <b>fourteen</b> , are easy to confuse with numbers that end in <b>-ty</b> , such as <b>thirty</b> and <b>forty</b> . Numbers that end in <b>-ty</b> have emphasis on the first syllable.	
thirteen thirty	thirteen thirty
fourteen forty	fourteen forty
fifteen fifty	fifteen fifty
If you aren't sure if you heard correctly, ask for confirmation by saying each number individually.	
A. You'll be in room 1316.	You'll be in room 1316.
B. Sorry. That was 3016?	Sorry. That was 3016?
A. No, 1316. Room 1-3-1-6.	No, 1316. Room 1- 3-1-6.

## Resolving problems with a room

We're now going to deal with problems you might have with your room. A man calls the front desk about his room. Watch the video, and answer the questions. [https://cns2.ef-cdn.com/Juno/18/52/43/v/185243/MOB\\_12.6.2.1.1.mp4](https://cns2.ef-cdn.com/Juno/18/52/43/v/185243/MOB_12.6.2.1.1.mp4)

[DESK CLERK] Hello. This is the reception.  
 [LEO] Hi. I'm having trouble with the TV remote.  
 [LEO] It isn't working. I'm stuck watching some bad sitcom right now.  
 [LEO] Can you bring me a new remote control?  
 [DESK CLERK] Yes, of course.  
 [DESK CLERK] I'm unable to bring it to you, but I'll have someone from maintenance bring you a new one immediately.

[LEO] Great. Also, it appears I wasn't given any bath towels.  
 [LEO] Please send someone up with some towels.  
 [DESK CLERK] No problem. Housekeeping is on its way.  
 [DESK CLERK] I most sincerely apologize, Mr. James.  
 [DESK CLERK] We'll send you up some snacks and a coffee as an apology for the inconvenience.  
 [LEO] Wow! Thanks for the prompt service.  
 [DESK CLERK] It's our pleasure, Mr. James.  
 [DESK CLERK] Is there anything else we can help you with?  
 [LEO] Actually, I wanted to go out and see the city tomorrow.  
 [DESK CLERK] Excellent.  
 [DESK CLERK] If you visit our concierge in the main lobby, he can help you find the right tour and book any tickets you need.  
 [LEO] Fantastic! Someone's at the door.  
 [LEO] It must be the bath towels. Thanks again for your help.  
 [DESK CLERK] Not a problem. Let me know if you need anything else.

技术问题	
酒店房间里的一些电子产品可能会产生问题。	
The remote control for the TV is broken.	电视的遥控器坏了。
The thermostat isn't working. It's really hot in my room!	温度自动调节器坏了。我的房间真的很热。
The bathroom lights aren't working.	卫生间的灯都坏了。
The smoke detector went off at 3 a.m.	上午3点钟烟感器响了。

其他问题	
这些是一些你的房间可能会有的其他问题。	
The sheets are dirty.	床单脏。
My nonsmoking room smells like cigarette smoke.	我的非吸烟房间闻起来有烟味。
There's a large stain on the carpet.	地毯上有一个很大的污点。
There are no towels in the bathroom.	卫生间里没有毛巾。



<b>报告问题和寻求帮助</b>	
你寻求帮助后，如果是技术问题，前台会从 <b>maintenance</b> 派人过去或者大部分其他问题会从 <b>housekeeping</b> 派人过去。注意动词 <b>have</b> 和 <b>send</b> 在对话中的使用。	
A: My sheets are dirty. Could you have someone from housekeeping come up?	我的床单脏了。你能从客房部派个人上来吗？
B: I'll have someone go up now.	我现在就派人上去。
A: The remote for my TV isn't working. Could you send someone from maintenance?	我的电视的遥控器不好用。你能派个维修人员上来吗？
B: Someone will be right up.	有人会马上去的。

<b>和前台打交道有两个有用的表达方式on the way 和 on hold。</b>	
A: Do you mind if I put you on hold? I need approval from my supervisor.	你介不介意稍等一下？我需要我的主管批准。
B: No, I don't mind.	不，不介意。
A: My thermostat is broken. Could you have someone from maintenance come up?	我的温度自动调节器坏了。你能派个维修人员上门吗？
B: He's on his way.	他已经去了。

A man has some problems with his hotel room. Select the correct option. [https://cns2.ef-cdn.com/Juno/18/52/43/v/185243/MOB\\_12.6.2.1.1.mp4](https://cns2.ef-cdn.com/Juno/18/52/43/v/185243/MOB_12.6.2.1.1.mp4)

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[LEO] Fantastic! Someone's at the door.  
[LEO] It must be the bath towels. Thanks again for your help.  
[DESK CLERK] Not a problem. Let me know if you need anything else.

Select the correct answer.

**Getting good service anywhere** Good service is available at almost every hotel. You just need to know how to ask for it. Experts in the hotel business agree that it doesn't hurt to ask, but how you ask makes all the difference. Guests who are clear with their requests without being too demanding will get the best results. When you check in, don't be afraid to ask for what you would like. Do you want a quiet room, a room on a higher floor or a room with space for a roll-away bed? Front desk staff know which rooms are quiet, which rooms are a little bigger and which rooms have maintenance issues. Staff have the flexibility to make special arrangements when they assign rooms. That is, they have flexibility if the hotel isn't completely booked. Ask in a polite way, and you may get what you ask for. Asking nicely is very important. Don't be demanding. Being pushy with excessive demands will probably not result in any special service. Once you've checked in to your room, if you notice a problem, don't hesitate to call the front desk. Briefly describe your problem, and ask whom you should speak with to resolve the issue. 'Should I speak with a manager about this?' 'Do I need to call house keeping about this?' Usually, the front desk will be able to handle the problem for you. Remember to be polite and patient. It's always a good idea to ask the name of the person you are speaking with. This lets the person know that you will hold them responsible for taking care of it, and it gives you a name to follow up with if the problem isn't resolved. Good hotel service is a two-way street. Guests should treat hotel staff with respect and politeness. In return, hotel staff will likely attend to complaints quickly and offer special service when they can. But remember, you'll never get that room with a great view if you don't ask.

## Getting help from the concierge

We're now going to deal with problems you might have with your room.

Watch the video and study the language. [https://cns2.ef-cdn.com/Juno/18/52/44/v/185244/MOB\\_12.6.3.1.1.mp4](https://cns2.ef-cdn.com/Juno/18/52/44/v/185244/MOB_12.6.3.1.1.mp4)

[CONCIERGE] Good afternoon, sir. How may I be of assistance?  
[LEO] I was wondering if you could help me with my plans for tonight.  
[CONCIERGE] Sure. What would you like to do?  
[LEO] I was thinking about a tour.  
[CONCIERGE] All right. Uh, yes, we have three options. The first is a double-decker bus.  
[CONCIERGE] The second is the river cruise, which is quite beautiful at night ...

[LEO] OK.

[CONCIERGE] ... And the third option is a private car, which can be a little bit pricey.

[LEO] The river cruise sounds great.

[CONCIERGE] Sure. Let me look for you. Yes, there is one that leaves at 8 p.m.

[LEO] Fantastic. Can I have that one, please?

And what is your room number?

[LEO] Uh, it's 29, under Leo James.

[CONCIERGE] Ah, yes.

[LEO] Is everything set?

[CONCIERGE] Yes, that's everything taken care of.

[CONCIERGE] Let me just print out your voucher for you.

[LEO] Thank you.

How may I be of assistance? 能帮我一下吗?

I was wondering if you could help me. 我在想你是否能帮我。

I was thinking about a tour. 我想加入一个参观团。

We have three options. 我们三个选择。

The third option is a private car. 第三个选择是一辆私家车。

向礼宾人员寻求帮助	
在大的酒店， <b>concierge</b> （礼宾人员）的工作是帮助客人安排旅游和娱乐。	
A: Excuse me.	对不起。
B: How may I help you?	我能帮你吗？
A: I was wondering if you could help me plan my evening.	我想知道你是否能帮我计划我的晚上。
B: I'd be happy to help. What are you interested in?	很高兴帮到你。你对什么感兴趣？
A: Well, I'd really like to see some of the city.	嗯，我很想看看这个城市的一些地方。
考虑可能性	
好的礼宾员能给你很多 <b>options</b> 或者 <b>possibilities</b> 并帮你预定。	
B: There are two options: a river cruise and a double-decker tour bus.	有两个选择：乘游船和双层巴士游览。
A: A river cruise sounds good.	乘游船听起来不错。

间接请求	
当向礼宾员请求帮助的时候，常常使用间接的，或者礼貌的表达方式。注意单词 <b>wondering</b> 后常跟 <b>if</b> 或者 <b>whether</b> 。	
Is there anything in particular that you're interested in?	有什么你特别感兴趣的吗？
I was wondering if there's a city tour available.	我想知道是否有城市游览活动？
I was wondering whether you could help me find a good Chinese restaurant.	我想知道你是否能帮我找一个好的中餐馆。
What I was thinking about was a jazz nightclub.	我想的是爵士夜总会。
I'd be happy to take care of all the arrangements.	我很高兴为您安排一切。

使用 <b>which</b> 添加信息	
为句子添加额外信息，你可以使用 <b>which</b> 从句。注意，因为这些从句添加非主要信息，使用逗号(,)来隔开从句。	
The river cruise, which would show you some of London's most famous monuments, includes dinner.	乘船游览，将带您去看一些伦敦的最重要的历史遗迹，包含晚餐。
I don't recommend the double-decker bus, which is crowded and noisy.	我不推荐双层巴士，太挤和太吵了。
The Ink Spot, which is very near here, often has famous jazz bands.	墨水点，离这里很近的，常常有著名的爵士乐队。

确定安排	
当你决定你想做什么，和礼宾员确定一切都已经完成了。	
A: So, I'm OK for both the restaurant and the nightclub?	那么，我的饭店和夜总会都弄好了吗？
B: Yes. You're all set.	是的。都搞定了。
A: It sounds as if it's all taken care of.	听起来像所有的事都搞定了。
B: Yes. I've made all the arrangements.	是的。我所有都安排好了。
A: Do I need tickets or anything?	我需要票或者什么吗？
B: I'm printing out your voucher for the cruise now.	我现在正在打印您的游船券。

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[LEO] Thank you.

## Writing a hotel review

Now you're going to write a review of a hotel that you stayed in.

Describing a hotel	
Here are some ways to describe a hotel experience.	
It's a very upscale hotel with lots of amenities.	It's a very upscale hotel with lots of amenities.
The staff was very attentive and friendly.	The staff was very attentive and friendly.
The room was very spacious, and the bathroom was very luxurious. It even had aspa!	The room was very spacious, and the bathroom was very luxurious. It even had aspa!
The carpet in the lobby was in poor condition.	The carpet in the lobby was in poor condition.
The concierge was incompetent and disorganized.	The concierge was incompetent and disorganized.
The level of cleanliness could have been better.	The level of cleanliness could have been better.

Move the text to the correct gaps.

The (concierge) made arrangements for our tour.

The room was in very poor (condition) .

The hotel felt so luxurious! It was very (upscale) .

The room had special (amenities) , like fresh flowers and fruit.

The front desk staff was very (attentive) to our needs.

The level of (cleanliness) needs improvement.

Watch two colleagues talking about a hotel. Complete the sentence. [https://cns2.ef-cdn.com/juno/18/52/46/v/185246/MOB\\_12.6.4.1.1.mp4](https://cns2.ef-cdn.com/juno/18/52/46/v/185246/MOB_12.6.4.1.1.mp4)

[LEO] Here you go.

[FRANK] Ah! Cheers, mate.

[FRANK] Hey ... I haven't seen you around the office the last couple weeks.

[LEO] Yeah, I've just come back from a business trip.

[FRANK] Oh, sorry. I forgot all about it. Uh, how was your trip?

[LEO] Very productive. We got a lot done.

[FRANK] Oh, OK. Where did you stay?

[LEO] We stayed at the Essex Marmont.

[FRANK] Oh, the Essex Marmont!

[FRANK] Actually, it's on my short list. My 10-year anniversary's coming up.

[LEO] Congratulations!

[LEO] I was pleasantly surprised by the service.

[LEO] Everyone looked after us. It couldn't be beat.

[FRANK] Wow, OK. I heard about the service was good. Um, how about the rooms?

[LEO] The rooms were just okay. Um, the cleanliness was so-so.

[FRANK] Oh, OK. So, disappointing. Um, anything stand out?

[LEO] I was pleasantly surprised by the fitness center. I got a great workout.

[FRANK] Oh, OK. Yeah, my wife likes to work out.

[FRANK] Um, hmm. I want to surprise her with something really nice.

[FRANK] So would you recommend it?

[LEO] I was terribly disappointed with the location.

[LEO] It was very far from downtown, and we had to spend a lot of time connecting.

[FRANK] OK. Actually, I heard there's some great museums downtown, so ... probably wouldn't work out.

[FRANK] Hmm. OK. Well, thanks for the info. Um, we should get back to the meeting.

[LEO] Let's get back in.

表达对你住的宾馆的强烈感受	
当你住宾馆的时候，你可能对你的经历的某些方面有很强的感觉或者观点。	
Overall, it was a fantastic experience! The rooms were luxurious and spacious. The amenities were absolutely perfect.	总的来说，超棒的经历！房间豪华也很宽敞。设施绝对完美。
The location can't be beat! It's right in the middle of the upscale shopping district.	位置是无与伦比的！在高端的购物街正中间。
I was terribly disappointed by the level of cleanliness. The rooms smelled bad.	我对清洁度超级失望。房间闻起来很糟。
I was pleasantly surprised by the exceptional service we received. Everyone was pleasant and competent.	我对我们得到的卓越服务感到非常惊讶。每个人都友好和有能力。
I really wasn't expecting the staff to be so unfriendly and incompetent.	我真的没想到员工是如此的没礼貌和没能力。
We had a mixed experience here. The staff was lovely, but the hotel is in very poor condition. It needs new paint and carpet badly.	我们在这的经历是混杂的。员工很好，可是酒店的状况很糟。非常需要新的油漆和地毯。

Again, watch the two colleagues reviewing a hotel. Listen, and select the correct options. [https://cns2.ef-cdn.com/Juno/18/52/46/v/185246/MOB\\_12.6.4.1.1.mp4](https://cns2.ef-cdn.com/Juno/18/52/46/v/185246/MOB_12.6.4.1.1.mp4)

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写一个在线酒店评论	
在线酒店评论有一些特殊特点。他们短而且不总是用完整的句子写。你的评论可能被成千上万的人阅读，因此要给出公正和均衡的观点。注意下面这篇评论的这些特点。	
Good location and facilities, room service and daily cleanup were very poor. Food quality was disappointing. Swimming pool and spa were quite nice.	位置和设施好，房间服务和每日清洁很糟。食物质量很令人失望。游泳池和温泉很好。

Read the reviews from BestRooms.com.

Read the text, and answer the questions.

BestRooms.com **Home** | **Category** | **News** | **Gallery** | **About Balsamic Grand Hotel London**  
 35 reviews\*  
 "Good service!" Eugene P. Didn't expect such helpful staff. Great location and luxurious room! Amenities include a huge TV, large minibar and small kitchen.  
 "Just so-so" DP Riggs Mixed experience for my husband and me. Surprised by the spacious room and extreme cleanliness, but very disappointed by the incompetent concierge!  
 "Could be cleaner" Z. Darnly Location, near the tourist sites, excellent, but unpleasantly surprised by level of cleanliness, lack of daily clean sheets and towels. Staff overall friendly and professional.  
 "Fantastic experience" A.J. Prufrock Can't be beat for price and location. What else is there? Concierge helped on many occasions. Spacious, luxurious room. Will be back soon!  
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Move the text to the correct gaps.

Didn't (expect) such helpful staff. Great location and luxurious room!  
 (Amenities) include a huge TV, large minibar and small kitchen.  
 (Mixed) experience for my husband and me.  
 Very disappointed by the (incompetent) concierge!  
 (Location) , near the tourist sites, was excellent.  
 Can't be (beat) for price and location. What else is there?

