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## Heartbreak Hotel

*A couple's hope for a relaxing weekend at a quaint hotel is dashed.*

**Walt:** Eddie, I've got to run a few errands. Can you, uh, watch things for me till I get back?

**Eddie:** Well, sure, Walt. No problem.

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**Kim:** Oh, what a quaint little hotel! You know, I'd much rather stay in a place like this than one of those big, fancy hotels. How on earth did you find this?

**Mike:** Well, I thought you might like it. I found it on the Internet. And the price is quite reasonable for this area.

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**Mike:** I just can't wait to spend a relaxing weekend away from the office. No stress for two whole days.

**Kim:** Yeah, it's going to be great.

**Mike:** Hello. Anybody back there? It doesn't seem to be a very well-staffed hotel.

**Eddie:** I'm sorry. May I help you?

**Mike:** Yes. We have reservations.

**Eddie:** Name, please?

**Mike:** Johnson . . . Mike and Kim Johnson. For two nights.

**Eddie:** Uh-huh. . . . Yes, Mr. Johnson. You're in our VIP suite. How will you be paying for the room? Cash?

**Mike:** Uh, no. Credit card.

**Eddie:** Uh-huh. Mr. Johnson, would you fill this out, please? And sign here.

**Mike:** Sure. . . . There you go.

**Eddie:** Mm-hmm. Do you need any help with your luggage?

**Mike:** Uh, yes, that would be nice. . . .

**Eddie:** Follow me, please.

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**Eddie:** OK. The remote control for the television is over there on the table. If your clothes are wrinkled from packing, you'll find an iron and an ironing board in the closet. The bedroom is through here. . . . Here is the temperature

control. Push this button for air-conditioning, this button to turn on the heat; then adjust the temperature with this dial. There's a sink right here and another in the bathroom around the corner. Oh! . . . There's a hair dryer in case you need to dry your hair. . . . If there's anything else we can do for you, just call. The telephone's right over there.

**Mike:** OK, then. Well, I guess we're fine. Thanks. . . . Oh, I'm sorry. Of course. . . . Thanks.

**Kim:** He's a little strange, isn't he?

**Mike:** Very. I'm on vacation, and I'm already stressed out.

**Kim:** Oh, honey, he's gone now. Just let's relax. . . . Say, does it feel cold to you in here? I'm freezing, even with my jacket on.

**Mike:** Yeah. Look, the window's open. . . . It's stuck.

**Kim:** I'll turn on the heat. That should warm things up. . . . Hey, this thing's broken.

**Mike:** What happened?

**Kim:** I just touched it, and it came off in my hand.

**Mike:** I'm going to call the front desk. . . . I need to report a problem. We have a window that needs to be fixed, and the heat needs to be checked, too. Can you send someone up right away? . . . Thanks. . . . That was fast.

**Kim:** You again?

**Eddie:** OK, folks. What exactly is the problem?

**Kim:** Well, it's freezing cold in here.

**Mike:** That window needs to be fixed. It's stuck.

**Eddie:** Oh.

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**Kim:** You know, it's still cold in here.

**Eddie:** Why don't you turn up the heat?

**Mike:** The heat doesn't work.

**Eddie:** What's wrong with it?

**Kim:** I pushed the button for heat, but when I tried to adjust the temperature, the knob came off in my hand.

**Eddie:** Hmm, I see. Well, to be honest with you, this may take some time to repair. Why don't you two just relax?

. . .

**Eddie:** There! Now it will be nice and warm. . . . Just let me know if you need anything else.

**Kim:** Thanks.

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**Kim:** Well, it *is* getting warmer.

**Mike:** Yeah, but look around. The paint's cracked and peeling. The furniture's scratched. The curtains are torn. The carpet's worn and dirty. In fact, this place is a dump.

**Kim:** Well, it's kind of a quaint dump.

**Mike:** It's depressing.

**Kim:** I've got an idea: I'll make us a nice hot cup of tea.

**Mike:** That sounds good. . . . It's getting really warm in here. I think I'll turn the heat down a bit. . . . Kim? We have a little problem.

**Kim:** What?

**Mike:** The guy didn't fix the control. He just turned the temperature up. Now it's stuck on high. I can't turn the heat off.

**Kim:** Well, open the window again.

. . .

**Mike:** OK. I can't open it.

**Kim:** Uh, Mike, I'm afraid we have another problem.

**Mike:** What?

**Kim:** There's no water.

**Mike:** What next? This place is unbelievable. I'm going to call the front desk – again. . . . Great! Now there's no dial tone. That does it! Come on. We are leaving!

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**Mike:** We are leaving!

**Eddie:** Is there something the matter?

**Mike:** Everything's the matter! First of all, the temperature control is still broken.

**Kim:** The room was freezing. Now it's too hot, and we can't control the heat.

**Mike:** The window is stuck – again. Now we can't open it.

**Kim:** There's no water, and even the telephone doesn't work.

**Mike:** In fact, nothing works! Everything is in need of repair. I want to see the manager.

**Eddie:** Of course, sir. Just a minute.

**Mike:** Can you believe this place? What else can go wrong?

**Eddie:** What exactly is the problem, folks?

**Kim:** You're the manager, too?

**Eddie:** That's what it says.

**Mike:** That does it! I want the charge taken off my card. We are not staying.

**Eddie:** Thanks for choosing the Heartbreak Hotel.

. . .

**Walt:** Hi, Eddie. Thanks for watching the place while I ran my errands.

**Eddie:** Happy to do it, Walt.

**Walt:** Anything happen while I was gone?

**Eddie:** Nothing I couldn't handle.