

Демонстрация профессионального задания
«Аудирование текста профессиональной направленности»

Задание: Внимательно прослушайте аудиотексты (диалоги) на английском языке и отметить верные (True) и неверные (False) утверждения по содержанию аудиотекста.

LISTENING

Listen to five conversations about complaints and decide if these statements are true (T) or false (F).

Conversation 1

- 1 Someone has been sent to sort out the air conditioning in the guest's room. T / F
- 2 The guest is unhappy about the poor service and demands a refund. T / F

Conversation 2

- 3 The guest says the room rate quoted was \$79.90. T / F
- 4 There is an additional charge of \$15 for having an en-suite room. T / F

Conversation 3

- 5 Mr and Mrs Robertson used cash to pay for their room. T / F
- 6 There is no record of Mr and Mrs Robertson's room booking. T / F

Conversation 4

- 7 The guest is certain that she had asked for a non-smoking room. T / F
- 8 The receptionist upgrades the guest to a beautiful room overlooking the river. T / F

Conversation 5

- 9 The guest says her husband ended up having to make the bed in the room himself. T / F
- 10 The manager apologizes and says he'll speak to the staff concerned. T / F

Audio scripts

1

C = Customer, R = Receptionist

C Hello, can you send someone to look at the air conditioning in my room – it's too noisy and it doesn't seem to be working properly because the room is hot. And I can't close the window properly either and there are insects getting into the room.

R I'm sorry, sir. I'll speak to maintenance.

C OK, thank you.

[Later]

C Hello, I phoned a couple of hours ago to say that the air conditioning is not working. The person I spoke to said someone would look at it but nothing has happened.

R Which room?

C 238.

R I will speak to maintenance.

C And another thing. The Wi-Fi isn't working and I need to be connected – I've got work to do.

R OK, I will speak to person in charge.

[Later]

C I want a refund, I'm not paying the full rate – I complained several times about the air conditioning and the internet connection that didn't work and I was just ignored.

2

C = Customer, R = Receptionist

C I don't understand this bill. It's too much.

R You got a problem?

C When I made the reservation, I was told the room rate was seventy-nine dollars and ninety cents.

R Yeah, plus taxes.

C OK, but what's this – you've added another 15 dollars.

R Yeah, that's kind of for the extra person in the room.

C The extra person in the room!! I was never told there was a charge for that!

R That's the rate, man.

C Where's it say that? There's nothing about that on the check-in card and I can't see anything here in the reception area about charging for the number of people in a room.

R Yeah, but I can't do anything about it, can I? I ain't the manager.

C Can I speak to the manager?

R Nope, he ain't here.

C When will he be back?

R I dunno. I can give you his mobile phone number if you like.

3

C = Customer, R = Receptionist

C Hello, we've booked a room in the name of Robertson, Mr and Mrs Robertson.

R But the hotel's full. It's half past eleven, we don't have any more rooms for tonight.

C What? We made this booking two weeks ago! And I have a credit card confirmation for late arrival. You can't say you don't have a room!

R ... I don't have any record of that.

C Maybe, but I do, so what are you going to do about it? We just travelled 150 miles to be here.

R Um, perhaps I could try and get you into another of our hotels. Do you want me to do that?

C Do you have any other solution?

R No.

4

C = Customer, R = Receptionist

C Is that reception?

R Yes, how can I help you?

C My name's Anne Robertson. I just checked in with you downstairs. You told me the room was ready but the beds haven't been made, the room is filthy and it smells of cigarettes. I definitely asked for a non-smoking room and it's half past three – I don't understand why the room hasn't been cleaned.

R Oh, I'm so sorry, Mrs Robertson. I do apologize for the inconvenience. Please come down and I'll make sure you get a room that's ready. I'll put you in a better room with a view over the lake.

C OK, thank you very much. I'll come down now. ... Oh my God, there's a lizard in the room!

5

C = Customer, M = Manager

C Excuse me, are you the manager?

M Yes, madam, what can I do for you?

C I'd just like to tell you that I find the attitude of the people you employ here completely unacceptable. This afternoon when I came back, the room hadn't been cleaned. I phoned housekeeping but I don't think they understand English, they just say 'yes'. Finally, I managed to make them understand what I wanted and someone brought up some clean linen, but the girl wouldn't stay to clean the room and I had to make the bed myself. She said it was the job of housekeeping, not hers.

M I'm very sorry, madam. I'll have a word with the staff. I assure you it won't happen again. Thank you for bringing the matter to my attention.