



You are the new assistant manager at the Regency Hotel, a small family hotel.
When you arrive at the hotel, you find that many things are wrong, and you want to discuss them with the manager.

Problem	Action taken
<p>Many employees only stay for three or four months. Training new people is expensive.</p>	
<p>The restaurant is losing money because hotel guests prefer to visit other restaurants in the town.</p> 	
<p>Not many guests visit the hotel in the winter.</p>	
<p>Guests have complained about mistakes in their bills.</p>	
<p>It is difficult for guests to park their cars near the hotel.</p> 	
<p>Not many guests come from abroad.</p>	

Problem solving Worksheet 22b

NOTE: This activity is not linked with the activity on Worksheet 22a.

ACTIVITY

Pairwork: speaking

AIM

To think of solutions to problems and then to report on action taken.

GRAMMAR AND FUNCTIONS

Present perfect simple for describing recent actions

VOCABULARY

Hotels: *bill, guest, complain, mistake, training, abroad*

PREPARATION

Make one copy of the worksheet for each student in the class.

TIME

25 minutes

PROCEDURE

- 1 Give a worksheet to each student and ask them to read the information at the top. Explain that they are going to have to solve some problems that this hotel is facing.
- 2 Go through the problems, checking that the students understand each one.
- 3 Ask students to work in pairs or groups of three to think of a solution for each problem.
- 4 When they have finished, each pair or group should report back to the class on the action they have taken to solve each problem.
- 5 Conduct a class discussion on the best solution to each problem.
- 6 If you like, ask each pair or group to think of another problem the hotel is facing to present to the rest of the class to solve.

FOLLOW-UP

Ask the students to write a short memo to their head office describing a recent problem (real or imaginary) in a company and saying what they have done about it.