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Level 5

No free wi-fi biggest tourist complaint

12th February, 2014

<http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html>

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Please try Level 4 (easier) and the 26-page Level 6 (harder).

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THE READING

From <http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html>

A survey from a hotel chain reveals that a lack of free wi-fi is one of the biggest complaints among holidaymakers. It is a key requirement for many tourists and travellers. Many guests are frustrated that hotels charge for Internet access. Some hotels set a fee of \$30 a day, while others charge up to \$10 an hour. Two thousand travellers answered questions about their biggest complaints. The most common one was rude and unfriendly staff. Second was checking in to find your room is not ready, and third was no free wi-fi.

The survey showed that 51% of people thought free wi-fi was crucial. It ranked higher than a hotel swimming pool or being close to a city's sites. A spokesman said: "It's crazy to think that, in 2014, hotel chains are still charging for wi-fi." A hotel management professor said luxury hotels charge because they know their customers will pay. He said budget hotels provided free wi-fi because their guests care more about value. They offer it for free to stay competitive. Meanwhile, journalists at the Sochi Olympics are complaining about there being no Internet in their rooms.

Sources: <http://www.dailymail.co.uk/travel/article-2553066/Most-common-holiday-complaints-revealed-Lack-free-wi-fi-tourists-new-pet-peeve.html>
<http://www.marketplace.org/topics/business/ive-always-wondered/why-do-luxury-hotels-charge-wi-fi-cheap-hotels-dont>
<http://keepingscore.blogs.time.com/2014/02/04/sochi-hotel-complaints-olympics>

MATCHING

From <http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html>

PARAGRAPH ONE:

- | | |
|----------------------------------|------------------------|
| 1. hotel | a. unfriendly staff |
| 2. one of the biggest complaints | b. chain |
| 3. a key | c. is not ready |
| 4. a fee of | d. among holidaymakers |
| 5. charge up | e. no free wi-fi |
| 6. rude and | f. requirement |
| 7. checking in to find your room | g. to \$10 an hour |
| 8. third was | h. \$30 a day |

PARAGRAPH TWO:

- | | |
|-------------------------------------|------------------------|
| 1. 51% of people thought free wi-fi | a. customers will pay |
| 2. It ranked higher than a | b. city's sites |
| 3. being close to a | c. was crucial |
| 4. It's crazy to think | d. charging |
| 5. still | e. about value |
| 6. they know their | f. that |
| 7. their guests care more | g. competitive |
| 8. stay | h. hotel swimming pool |

LISTEN AND FILL IN THE GAPS

From <http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html>

A survey from a hotel chain reveals (1) _____ wi-fi is one of the biggest complaints (2) _____. It is a key requirement for many tourists and travellers. Many (3) _____ that hotels charge for Internet access. Some hotels set a fee of \$30 a day, while others (4) _____ an hour. Two thousand travellers answered questions about their biggest complaints. The (5) _____ rude and unfriendly staff. Second was (6) _____ your room is not ready, and third was no free wi-fi.

The survey showed that 51% of people thought (7) _____. It ranked higher than a hotel swimming pool or being (8) _____. A spokesman said: "It's crazy to think that, in 2014, hotel chains (9) _____ wi-fi." A hotel management professor said luxury hotels charge because they know their customers will pay. He said (10) _____ free wi-fi because their guests care more about value. They (11) _____ to stay competitive. Meanwhile, journalists at the Sochi Olympics (12) _____ there being no Internet in their rooms.

FREE WI-FI SURVEY

From <http://www.breakingnewsenglish.com/1402/140212-free-wi-fi.html>

Write five GOOD questions about free wi-fi in the table. Do this in pairs. Each student must write the questions on his / her own paper. When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.

WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student A: Do not show these to your speaking partner(s).

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____

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WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student B: Do not show these to your speaking partner(s).

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____

