



Unit 15 — Going the extra mile

Reading: Interview with a concierge

Presenter: Hello and welcome to another edition of 'Talk Back'. Today we are talking about unusual requests and we are joined by Mark Tomas, a concierge from a well-known hotel in the city.

Concierge: Hello everyone. It's a pleasure to be here with you.

Presenter: So Mark, can you tell us which hotel you work in?

Concierge: I am afraid not. I will be telling you some true stories about some of our guests but as I still work there discretion is important.

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Thank you for your interest!

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Discussion Questions

Which of the requests described is the most unusual for you?

Do guests expect too much from hotel staff? Why/why not?

What is the most unusual request you have ever had to deal with?