**Unit 20**

**Is the room ready?**

* Did you check that the hangers and spare bedding were all in place in the wardrobe?
* Yes, I did.
* And the cabinet? Did you look in all the drawers?
* Yes.
* Good. So now lightbulbs. Check all the lights and the table lamp.
* The bulb in the table lamp isn’t working.
* Right. Here’s a new bulb. What about the air conditioning? See if that’s set correctly.
* It’s fine. Erica said we must check the welcome folder as well.
* Yes, it has all the information in it about the hotel. Guests can access all the information on the TV but some people prefer to read the folder. Then most important of all the minibar. You must check it every day and replace the snacks and drinks. Check them on this list. Finally the turn-down service. Pull the curtains and fold the bedspread back like this. OK?