

Conv. 6-11

- 1- 황재우
- 2- 강유상
- 3- 김선아
- 4- 김용준
- 5- 김원희

Conv. 6-12

- 1- 강우석
- 2- 권유정
- 3- 김도연
- 4- 김세희
- 5- 김유림

No free wi-fi biggest tourist complaint

12th February, 2014



A new survey from the Thistle Hotels group reveals that a lack of free wi-fi in hotels is one of the biggest complaints among holidaymakers.

Access to free wi-fi is a key

requirement for many tourists and travellers when they get away. Many hotel guests are frustrated and fed up with hotels that charge for Internet access. Some hotels set a fee of \$30 a day for the service, while others charge up to \$10 an hour. The survey asked 2,000 travellers what their biggest peeves were about staying in a hotel. The most common gripe was rude and unfriendly staff, with 69 per cent of those questioned putting this at number one. Second was checking in to find your room is not ready, and third was no free wi-fi.

The survey revealed that 51% of hotel guests believed free wi-fi to be crucial. It ranked higher than the hotel having a swimming pool and being close to a city's major sites and attractions. A Thistle Hotels spokesman said: "It's crazy to think that, in 2014, hotel chains are still charging for wi-fi." Toni Repetti, a hotel management professor said luxury hotels charge for wi-fi access because they know their customers will pay. He said the reason many budget hotels provided free wi-fi is because their guests are more "price-sensitive". They have to offer it for free to stay competitive. Meanwhile, international journalists covering the Sochi Olympics are complaining about there being no Internet at all in their rooms.

Sources: Daily Mail / Time / MarketPlace.org

Writing

Wi-fi should be free all over the world. Discuss.

Chat

Talk about these words from the article.

survey / hotel / holidaymakers / complaints / frustrated / travellers / unfriendly staff / crucial / swimming pool / attractions / hotel management / budget hotel / competitive

True / False

- a) An Internet company conducted a survey about free wi-fi in hotels. T / F
- b) Most holidaymakers are happy to pay for wi-fi at their hotel. T / F
- c) The top complaint among hotel guests was about unfriendly staff. T / F
- d) The second biggest complaint was about rooms not being ready. T / F
- e) Most hotel guests would prefer a swimming pool to free wi-fi. T / F
- f) A hotel worker said it was crazy that hotels charged for wi-fi. T / F
- g) A professor said luxury hotels charge for wi-fi because guests will pay. T / F
- h) All journalists at the Sochi Olympics have wi-fi in their rooms. T / F

Synonym Match

- | | |
|--------------|-----------------|
| 1. reveals | a. ask for |
| 2. lack | b. whatsoever |
| 3. key | c. insane |
| 4. charge | d. crucial |
| 5. gripe | e. conscious |
| 6. ranked | f. shows |
| 7. crazy | g. complaint |
| 8. sensitive | h. reporting on |
| 9. covering | i. dearth |
| 10. at all | j. was placed |

Discussion - Student A

- a) How important is it your hotel is near the sites and attractions?
- b) How crazy is it that hotel chains charge for wi-fi?
- c) Would you prefer to stay in a budget hotel that had free wi-fi?
- d) How would the world change without wi-fi?
- e) How many days could you survive without the Internet?
- f) What's your favourite hotel?
- g) Why don't journalists have wi-fi in their room at the Sochi Olympics?
- h) What questions would you like to ask a hotel chain CEO?

No free wi-fi biggest tourist complaint

1. Who conducted this survey?

2. What's 1 of the biggest complaints among holidaymakers?

3. How much do some hotels charge for internet access?

4. How many travellers did the survey ask?

5. What was the #1 complaint?

#2 complaint?

#3 complaint>

6. What % of hotel guests believe free wi-fi to be crucial?

What did it rank higher than?

7. Who is Toni Repetti?

Why did he say luxury hotels charge for wi-fi access?

Why do many budget hotels provide free wi-fi?

8. What factors do you consider when you're looking for a hotel?

9. What's the best hotel you've ever stayed at? Why?

10. Name 5 different kinds of accommodations in Korea?

a.

b.

c.

d.

e.