

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

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

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

Phrase Match

- | | |
|------------------------------------|---------------------------|
| 1. one of the biggest complaints | a. will pay |
| 2. a key | b. room is not ready |
| 3. guests are frustrated and | c. to be crucial |
| 4. others charge up | d. among holidaymakers |
| 5. checking in to find your | e. all in their rooms |
| 6. guests believed free wi-fi | f. to \$10 an hour |
| 7. It ranked higher than the hotel | g. fed up |
| 8. they know their customers | h. having a swimming pool |
| 9. many budget hotels | i. requirement |
| 10. no Internet at | j. provided free wi-fi |

Discussion – Student B

- How important is wi-fi to you?
- How did people survive before wi-fi?
- What's your biggest complaint about hotels?
- How would your life be different without wi-fi?
- Should wi-fi be free in hotels?
- What do you think of the \$10-an-hour charge for hotel wi-fi?
- What do you think of the friendliness of hotel staff?
- Should tourists leave their laptops and mobile phones at home when they go on holiday?

Spelling

- A new usryve
- a key euemqrtenir for many tourists
- guests are arsfrtdteu and fed up
- their biggest evpsee
- The most common erpig
- ichnegkc in to find your room
- guests believed free wi-fi to be rliucca
- major sites and rnsattacoti
- they know their tourcssme will pay
- dguebt hotels
- price-itessenvi
- They have to offer it for free to stay toitmvpceice

Answers – Synonym Match

| | | | | |
|------|------|------|------|-------|
| 1. f | 2. i | 3. d | 4. a | 5. g |
| 6. j | 7. c | 8. e | 9. h | 10. b |

Role Play

Role A – Free wi-if

You think free wi-fi is the most important thing in a hotel stay. Tell the others three reasons why. Tell them things that are wrong with their things. Also, tell the others which is the least important of these (and why): a swimming pool, a comfortable bed or a late check-out is.

Role B – Swimming pool

You think a swimming pool is the most important thing in a hotel stay. Tell the others three reasons why. Tell them things that are wrong with their things. Also, tell the others which is the least important of these (and why): free wi-fi, a comfortable bed or a late check-out is.

Role C – Comfortable bed

You think a comfortable bed is the most important thing in a hotel stay. Tell the others three reasons why. Tell them things that are wrong with their things. Also, tell the others which is the least important of these (and why): a swimming pool, free wi-fi or a late check-out is.

Role D – Late check-out

You think a late check-out is the most important thing in a hotel stay. Tell the others three reasons why. Tell them things that are wrong with their things. Also, tell the others which is the least important of these (and why): a swimming pool, a comfortable bed or free wi-fi.

Speaking - Crucial

Rank these hotel-related things and share your rankings with your partner. Put the most crucial at the top. Change partners often and share

- cheap price
- buffet breakfast
- swimming pool
- late check-out
- free wi-fi
- bar
- room with a view
- comfortable bed

Answers – True False

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| a | F | b | F | c | T | d | T | e | F | f | T | g | T | h | F |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

Answers to Phrase Match and Spelling are in the text.