**10a Page 118 READING TEXT**

Pre-Intermediate Student’s Book

Life

Holiday stories

I was so excited after I had found the holiday in the brochure. It said: ‘Enjoy a week of sightseeing in one of Europe’s most beautiful cities while staying at one of its most luxurious hotels.’ Now I wasn’t so sure. I had waited ﬁfteen minutes at reception when I arrived and now the shower in my room wasn’t working.

I called hotel reception. ‘Hello. This is room 308. There isn’t any water in my bathroom.’

‘Are you sure?’

‘Of course I’m sure!’

‘I’ll send our hotel engineer immediately.’

An hour later, the engineer came to look at the shower. He hit the pipes a few times and looked worried. ‘Sorry, but I cannot ﬁx it today. Maybe, tomorrow.’ Then he held out his hand.

I couldn’t believe it! He wanted a tip for doing nothing! I was furious. But suddenly, I had a better idea. Quickly, I gave the engineer a few coins. He hadn’t ﬁxed my shower but he had taught me something about staying in his country. Two minutes later I was at the reception desk. I explained the problem to the receptionist and he apologised: ‘This is a terrible situation, but what can we do?’ I knew exactly what to do. I gave the hotel manager a very large tip. Fifteen minutes later I moved into room 405. It was twice the size of room 308, it had a wonderful view of the city, a comfortable bed and, most importantly, there was water in the bathroom.