Problem Solving: At the Hotel Reception

By using this table retell what problem occurred and how it was solved. Write keywords for support. Follow the instructions in Step1 – 3.

Step 1: Individual work. Fill in the table below by using keywords.

Step 2: Present the problem in groups of 2-3.

Step 3: Role play in pairs/groups.

Problem	What was the problem? Why did it have to be solved?	
Action	Describe step by step what actions were taken	
Result	What were the results?	