

Tests Answer key

Progress Test Unit 1

GRAMMAR

A

1 b 2 a 3 a 4 c 5 b

B

- 1 She goes for a walk now and then.
- 2 We usually eat in a restaurant on weekends.
- 3 He hardly ever plays soccer with his friends.
- 4 I help my grandparents every so often.
- 5 They go swimming in the ocean twice a week.

C

- 1 everything 2 somewhere 3 anyone
- 4 nobody 5 anything

D

- 1 Most of the time, he arrives late.
- 2 ✓
- 3 I can never remember his name.
- 4 They hardly ever go to the movie theater.
- 5 Has he done his homework?
- 6 ✓
- 7 Where do they usually go shopping?
- 8 Everybody in my family is kind and helpful.
- 9 Where did you take your exam yesterday?
- 10 ✓

VOCABULARY

A

- 1 colleagues 2 strangers 3 parents
- 4 grandparents 5 friends

B

- 1 people person 2 dog owner 3 positive
- 4 father of 5 foodie

C

- 1 good 2 involved 3 responsible 4 interested 5 happy

D

- 1 legal 2 hard-working 3 topic 4 sociable 5 spacing
- 6 successful 7 confident 8 lazy 9 subscriber
- 10 independent

Progress Test Unit 2

GRAMMAR

A

1 e 2 f 3 d 4 c 5 b

B

- 1 have 2 is improving 3 aren't cooking 4 is looking
- 5 don't think

C

- 1 He wasn't at school yesterday.
- 2 Did you eat your breakfast this morning?
- 3 ✓
- 4 ✓
- 5 I saw the new teacher on Friday.

D

- 1 almost 2 like 3 see 4 isn't living 5 do
- 6 a very 7 drank 8 do 9 live 10 very

VOCABULARY

A

1 e 2 b 3 f 4 c 5 d

B

1 c 2 b 3 c 4 a 5 a

C

1 place 2 college 3 married 4 home 5 drive

D

- 1 go 2 about 3 don't 4 architect 5 lively 6 quiet
- 7 friendly 8 wrong 9 permanent 10 unfriendly

Progress Test Unit 3

GRAMMAR

A

1 all 2 none 3 some 4 none 5 most

B

- 1 caught 2 were talking 3 didn't see
- 4 was raining 5 was looking

C

1 to work 2 listening 3 helping 4 to go 5 to earn

D

- 1 goes 2 watching 3 prefer 4 playing 5 change
- 6 ate 7 changing 8 was 9 are 10 have

VOCABULARY

A

1 d 2 f 3 e 4 c 5 b

B

1 c 2 a 3 b 4 b 5 c

C

1 hostel 2 resort 3 chalet 4 guest house 5 campsite

D

- 1 ✓
- 2 After the library, go past the houses and then you will see the store.
- 3 I'd like a round-trip ticket to Galway, to come back tomorrow.
- 4 We have ocean views from our balcony.
- 5 ✓
- 6 ✓
- 7 I always travel over land because I don't like flying.
- 8 The train leaves from platform 7.
- 9 It was dishonest of him to take the money without telling anyone.
- 10 We don't like impolite people who never say 'please' or 'thank you'.

Skills Test Units 1–3

READING

A

1 d 2 e 3 f 4 g 5 c

B

- 1 Because it will take too long. / Because you can't rely on the transportation.
- 2 It is convenient.
- 3 She drives.
- 4 She will be near her house.
- 5 Five years ago.

LISTENING

A

b 3 c none d 1 e 5 f 2 g 4

B

1 T 2 F 3 F 4 T 5 F

WRITING

A

Example answer:

My name's Lucinda Ashton. I'm 28 years old and I'm American. I'm studying to be a doctor right now. I have to go to college every day and study hard. I am serious about my studies because I have always wanted to do this job and help people. Blogging isn't my only hobby. I also go to the gym three times a week. It helps me relax when I'm stressed. In the summer I like to play tennis with friends and love being outside. I'm sociable and like to go to parties and meet people but I'm hard-working as well. I won't go out if I have work to do. I hope you enjoy my blog.

B

Example answer:

Dear European Tours,

I'm writing to complain about a vacation I reserved through your company.

I took my family on their first trip to Majorca. We decided to go with your company because it was one price for everything and seemed the easiest way for us. When we got to the hotel we were tired because the flight was delayed so we just wanted our beds. The rooms weren't what we expected. The beds were uncomfortable and the room was dark because the window was very small. When we saw the room of another family at the same hotel who reserved with your company it was very different. It had big windows and even a balcony.

I would like to offer you a solution for this problem. First of all, I think you should ask the hotel to give all of your customers the same type of room. I think there is an old part of the hotel and a new part. Clearly the new part is more modern and bright. Or, you could think about using a different hotel. It is a big tourist area and there are plenty of hotels nearby.

I'm looking forward to hearing from you soon.

Sincerely yours,
Sandy Miller

Progress Test Unit 4

GRAMMAR

A

- 1 They are arriving before I leave.
- 2 I'm not having anything for dinner.
- 3 We are going to help her next week.
- 4 He is not going to go to the soccer game.
- 5 You are not going to win the game.

B

- 1 You may bring a bottle of water into the exam room.
- 2 Maybe she'll offer you some food.
- 3 There might be a storm this evening.
- 4 He certainly won't give you any money.
- 5 We will probably consider buying something there.

C

1 d 2 b 3 f 4 c 5 e

D

- 1 going 2 was 3 will 4 Maybe 5 won't
- 6 might 7 Who 8 leaving 9 Where 10 arrive

VOCABULARY

A

- 1 played 2 a walk 3 comedy 4 out 5 board games

B

1 c 2 c 3 a 4 b 5 b

C

- 1 Everyone needs some time off.
- 2 It's easy to enjoy simple things in life.
- 3 We have a family gathering every holiday.
- 4 I usually fall asleep when I sit by the fire.
- 5 I watch television with a cozy blanket.

D

- 1 homebody 2 together 3 food 4 out 5 activities
- 6 translate 7 idea 8 discussion 9 on 10 improvement

Progress Test Unit 5

GRAMMAR

A

- 1 couldn't 2 able 3 can 4 could 5 couldn't

B

- 1 don't have to 2 can 3 must 4 don't have to 5 must not

C

1 for 2 since 3 since 4 for 5 since

D

- 1 ✓
- 2 I have done karate since 2015.
- 3 We must wash the car this weekend.
- 4 Are you able to take me to school this morning?
- 5 ✓
- 6 Do they have to reserve a table in a restaurant?
- 7 I've known the couple for a long time.
- 8 ✓
- 9 She doesn't have to do her homework.
- 10 He has gone to this school since he was 12.

Tests Answer key

VOCABULARY

A

- 1 I would like to have a day off next week.
- 2 The boss gave us a pay raise in June.
- 3 ✓
- 4 ✓
- 5 Most people look for a well-paid job.

B

- 1 d 2 c 3 f 4 b 5 e

C

- 1 in 2 at 3 for 4 in 5 for

D

- 1 time 2 get 3 attractive 4 unemployed 5 Teamwork
- 6 company 7 in 8 firm 9 résumé 10 salary

Progress Test Unit 6

GRAMMAR

A

- 1 He has eaten too much and feels very full.
- 2 She speaks too quickly and I can't understand her.
- 3 He isn't old enough to learn how to drive.
- 4 I don't speak fluently enough to get a job.
- 5 They've brought too many clothes and not enough shoes.

B

- 1 A 2 N 3 A 4 G 5 N

C

- 1 She has just finished her lunch.
- 2 Has he paid for his groceries yet?
- 3 I've already watched the movie three times.
- 4 You haven't opened your present yet.
- 5 Have you brushed your teeth yet?

D

- 1 just 2 growing 3 too 4 learning 5 much
- 6 rising 7 Keeping 8 enough salt 9 much 10 playing

VOCABULARY

A

- 1 broke 2 toothache 3 sore 4 cough 5 virus

B

- 1 losing 2 bike riding 3 working 4 running 5 burning

C

- 1 grains 2 seafood 3 shellfish 4 salad 5 raw

D

- 1 sunburn 2 Shrimp 3 keep 4 calories 5 vegetarian
- 6 billion 7 painful 8 allergic 9 symptoms 10 fatty

Skills Test Units 4–6

READING

A

- 1 f 2 c 3 e 4 a 5 b

B

- 1 safe 2 communication 3 Meeting 4 training 5 bonus

LISTENING

A

- 1 F 2 T 3 F 4 F 5 T

B

- 1 too small
- 2 saving (some) money
- 3 thirty/30 minutes
- 4 the twins
- 5 tastier/fresher

WRITING

A

Example answer:

Hi Leo,

Hope things are good with you. Everything is OK here but I'm looking forward to my summer vacation because work is so busy right now.

The reason I'm writing is because I'm planning a surprise birthday party for Henri's 30th birthday. Are you doing anything on Saturday, August 11? I hope not. It's not a party without you and your dancing! It's going to be in my backyard and we'll have a barbecue. If the weather is bad I'm going to cook inside. Don't tell him – it's a surprise, remember!

Anyway, let me know if you're coming. All you need to bring is something to drink – I'll get the food. Oh, and if you want to stay over I have space for about ten people.

I hope you can make it.

Roberto

B

Example answer:

Dear Mr. Creed,

I am writing to apply for the job of receptionist with The Mill School. I attached a copy of my résumé.

Right now I am studying for my degree in college but I finish in June and am available in the summer from June 21st until September 10th. I am originally from the Czech Republic but I speak fluent English and have lived in Ireland for three years.

Last summer I worked at my college as an accommodations supervisor, helping foreign students find a place to live when they arrived. I enjoy working with people of all ages and I am hard-working. I believe that my experience will be very useful in an English school as well. It will be a great opportunity for me to add to my experience of working with international students.

I look forward to hearing from you.

Sincerely yours,

Tereza Novak

Tests Answer key

Mid-course Test

GRAMMAR

A

- 1 was shopping 2 seemed 3 Did 4 mentioned 5 didn't
6 were doing 7 have moved 8 told 9 going to 10 seeing

B

- 1 The carton of milk is in the fridge on the bottom shelf.
2 We don't need so much water in that jug; it will spill and make a mess.
3 ✓
4 Working such long hours is a new experience for me.
5 I think he was too sick to come to class today.
6 ✓
7 We've already seen the movie and it was excellent.
8 They have not visited their aunt for a long time.
9 Most people enjoy relaxing in the sun.
10 ✓

C

- 1 Can 2 Would 3 Have 4 must not 5 being able to
6 might 7 When 8 Whose 9 could 10 is not able

VOCABULARY

A

Positive adjective: sensible, sociable
Negative adjective: dirty, lazy
Neutral adjective: modern

B

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

C

- 1 chalet 2 self-service 3 cruise ship 4 balcony 5 visas
6 budget 7 couple 8 relatives 9 colleague 10 front

READING

A

- 1 b 2 e 3 f 4 a 5 c

B

- 1 T 2 F 3 T 4 T 5 F

LISTENING

A

- 1 not new 2 complicated 3 everything
4 productivity 5 lunch

B

- 1 b 2 b 3 b 4 c 5 a

WRITING

A

Example answer:

Hello Sir,

I wanted to let you know that I have to stay at work late next week because we are going to finish a large project. I will try not to fall behind too much, and I have arranged to get the homework from Aziz. It would be great if I can submit the homework to you when I return.

Thank you for understanding,
Liam

B

Example answer:

I live in Scotland. So as many of you may know it is sometimes difficult to eat healthily without spending a lot of money. As a vegetarian I find it particularly difficult to find enough fruits and vegetables during the winter. I have started to grow my own vegetables now so it is a little easier for me but I still struggle and often have to eat canned or frozen greens. Fortunately, I found a website that allows me to buy almost everything I want and they deliver so I don't need to drive for hours to go grocery shopping. I am not sure I would have lasted much longer living in a country where it is so difficult to get healthy food.

Progress Test Unit 7

GRAMMAR

A

- 1 We go swimming in the ocean in July.
2 I often buy clothes online.
3 ✓
4 ✓
5 There is a college in my city.

B

- 1 Did you use to be able to sing well when you were younger?
2 I didn't use to like grapes when I was a child, but now I do.
3 Where did you use to go on vacation when you lived in New York?
4 He used to swim a lot when he was in school.
5 We used to have a lot more friends than we do now.

C

- 1 the 2 – 3 a 4 – 5 a

D

- 1 the 2 a 3 use 4 The 5 – 6 –
7 the 8 did 9 the 10 used

VOCABULARY

A

- 1 a 2 c 3 a 4 c 5 b

B

- 1 intro 2 info 3 paper 4 mic 5 site

C

- 1 grew 2 gave 3 made 4 dropped 5 falling

D

- 1 minor 2 impress 3 relief 4 adapt 5 trust
6 net 7 point 8 lab 9 mind 10 eye

Progress Test Unit 8

GRAMMAR

A

- 1 himself 2 herself 3 other 4 themselves 5 yourself

B

- 1 Tom went to Italy to improve his Italian.
2 I opened a bank account to put my wages in.
3 ✓
4 Who should I speak to to renew my library books?
5 ✓

Tests Answer key

C

1 will 2 If 3 if 4 comes/arrives/is 5 won't

D

1 to 2 won't 3 lie 4 will 5 speak 6 be
7 myself 8 other 9 ask 10 at

VOCABULARY

A

1 microphone 2 live 3 stage 4 catchy 5 gig

B

1 still 2 gallery 3 photograph 4 landscapes 5 sculptures

C

1 d 2 c 3 e 4 f 5 b

D

- 1 ✓
- 2 Rock music is very energizing.
- 3 The singer thanked his band members.
- 4 It's comforting to listen to jazz music.
- 5 ✓
- 6 My friend's band is on tour in Japan right now.
- 7 Costume drama is very popular these days.
- 8 Young actors are influenced by their favorite directors.
- 9 ✓
- 10 Artificial light makes me feel a little dizzy after a while.

Progress Test Unit 9

GRAMMAR

A

1 do 2 if 3 had 4 would 5 be

B

1 that 2 when 3 who 4 where 5 that

C

- 1 He's looking forward to seeing Erik.
- 2 Cooking rice is easier in a proper pan.
- 3 I'm good at running long distances.
- 4 He dreams of having his own business.
- 5 I love having my family over for dinner.

D

- 1 Who would you take with you if you could take anyone?
- 2 Mrs. Brown is the teacher whose student passed all the exams.
- 3 Please stop shouting at me!
- 4 ✓
- 5 She's a talented singer who works as a sales clerk.
- 6 He likes eating foreign food.
- 7 ✓
- 8 ✓
- 9 If I knew him a little better, I would ask him.
- 10 Doing homework is boring but necessary.

VOCABULARY

A

1 b 2 a 3 c 4 b 5 c

B

1 lend 2 raise 3 support 4 owes 5 give

C

1 make 2 make 3 did 4 made 5 doing

D

- 1 It's not acceptable to barter with a store owner in this country.
- 2 ✓
- 3 He did me a favor before he left.
- 4 She sold all her possessions and moved to California.
- 5 ✓
- 6 ✓
- 7 He apologized for making a mistake.
- 8 ✓
- 9 I'm saving up for a new apartment.
- 10 When I was selling my car, nobody made me an offer.

Skills Test Units 7–9

READING

A

1 e 2 g 3 b 4 d 5 f

B

- 1 He was five.
- 2 17 years.
- 3 A helicopter.
- 4 The Louvre Museum, Paris.
- 5 Is she smiling or not?

LISTENING

A

a 1,4 b 5 c 3 d 1 e none f 2

B

1 T 2 F 3 T 4 F 5 T

WRITING

A

Example answer:

Romeo and Juliet is a famous tragedy by William Shakespeare and historians think it is set in 14th- or 15th-century Italy. It tells the story of two powerful families from Verona, the Montagues and the Capulets. They have been fighting for many years. One day, two teenagers, Romeo and Juliet, meet and fall in love. The problem is that Romeo is a Montague and Juliet is a Capulet, so they have to marry in secret. There is a street fight where Benvolio, who is Romeo's best friend, dies. The man who killed him is Juliet's cousin, Tybalt. Romeo kills Tybalt for murdering Benvolio. Then Romeo has to escape from the town and plans for Juliet to meet him, but everything goes wrong. It is a classic love story which ends in tragedy. I enjoyed this book a lot and the characters are all very different. It's definitely worth reading, but you might need help with the language because it isn't written in modern English.

B

Example answer:

I am selling a ladies black leather jacket. It is size 12 and is in excellent condition because I have only worn it a few times. It comes with a belt. It was \$100 but I'm selling it for the bargain price of \$50. Please contact me if you have any questions.

Progress Test Unit 10

GRAMMAR

A

- 1 farther
- 2 best
- 3 quickest
- 4 slowly
- 5 most expensive

B

- 1 She isn't as old as her husband.
- 2 I don't go shopping as often as my parents.
- 3 He drives a lot faster than he used to.
- 4 She is definitely the funniest comedian.
- 5 It's getting cheaper and cheaper to travel the world.

C

- 1 don't need to 2 needs to see 3 doesn't need to
- 4 I need to 5 needed to

D

- 1 a little 2 quickly 3 and 4 as 5 older 6 much
- 7 worse 8 to change 9 to 10 tall

VOCABULARY

A

- 1 USB drive 2 power bank 3 laptop 4 drone 5 e-reader

B

- 1 It's easier to download an app instead of always going to the webpage.
- 2 ✓
- 3 I was working on my project when the screen froze.
- 4 ✓
- 5 Everyone's computer crashed at around 11 am.

C

- 1 solution 2 repair 3 make 4 discovered 5 collected

D

- 1 regret 2 up 3 devices 4 reliable 5 waste 6 breaking
- 7 benefits 8 laboratory 9 signal 10 distracted

Progress Test Unit 11

GRAMMAR

A

- 1 He's often told to clean his room.
- 2 Am I allowed to bring my sister?
- 3 She isn't given any information.
- 4 They were advised by her uncle.
- 5 Why were you helped?

B

- 1 c 2 a 3 b 4 b 5 c

C

- 1 There's even a swimming pool at his new house.
- 2 I've asked many experts, and even they can't find a solution.
- 3 It's so easy; you don't even have to download the app!
- 4 There was a lot to do at the hotel – there was even an ice rink.
- 5 Her car is even more expensive than her dad's.

D

- 1 He speaks even faster than my boss.
- 2 ✓
- 3 Was your car damaged?
- 4 ✓
- 5 Mangoes are grown in my country.
- 6 It's essential to bring a towel with you.
- 7 They weren't allowed to enter the club.
- 8 John's so upset; he's even thinking about quitting.
- 9 ✓
- 10 Their house is so small; they don't even have a yard.

VOCABULARY

A

- 1 rainforest 2 desert 3 bay 4 cliff 5 valley

B

- 1 d 2 f 3 b 4 c 5 e

C

- 1 anywhere 2 Nowhere 3 somewhere
- 4 anywhere 5 somewhere

D

- 1 High winds and strong currents are dangerous for sailing.
- 2 ✓
- 3 Fish, crabs and other marine life are protected by our local government.
- 4 ✓
- 5 ✓
- 6 Most zoos have lions and tigers.
- 7 We sailed across the ocean in a boat/ship.
- 8 ✓
- 9 Renting a boat on a canal is popular for young families.
- 10 ✓

Progress Test Unit 12

GRAMMAR

A

- 1 Mom told us we would be able to watch the series that night.
- 2 He said he might ask them to come with him.
- 3 Mary and John asked me if I wanted to have dinner with them the next day.
- 4 His wife said that John wouldn't be coming to the party that night.
- 5 Mark asked his sister if she could help him with his work.

B

- 1 got, had seen
- 2 realized, had left
- 3 noticed, had put on
- 4 had spoken, left
- 5 clapped, had scored

C

- 1 Should we do that tomorrow?
- 2 Which type of bread should I buy?
- 3 What should we do after dinner?
- 4 Should we visit Grandma this weekend?
- 5 When should I call you?

Tests Answer key

D

- 1 Why hadn't he called before he got on the plane?
- 2 Should I turn this off?
- 3 I said I didn't know.
- 4 He told me to stay at home.
- 5 ✓
- 6 Should I do it later?
- 7 ✓
- 8 They asked us if we could turn the music down.
- 9 Where had you been before you went to the party?
- 10 ✓

VOCABULARY

A

- 1 follow
- 2 headlines
- 3 get
- 4 journalist
- 5 breaking

B

- 1 series
- 2 cliff-hanger
- 3 Binge-watching
- 4 channel
- 5 finale

C

- 1 logo
- 2 slogan
- 3 billboard
- 4 advertise
- 5 eye

D

- 1 In my opinion, education should be optional.
- 2 I don't have a strong opinion about school uniforms.
- 3 I prefer news which presents a balanced view.
- 4 We need to think of a catchy slogan for our advertising campaign.
- 5 ✓
- 6 A: I can't go to your party because I have a conference.
B: That's fair enough!
- 7 ✓
- 8 I watched an amazing documentary on reptiles the other day.
- 9 ✓
- 10 ✓

Skills Test Units 10–12

READING

A

- 1 T
- 2 F
- 3 T
- 4 F
- 5 T

B

- 1 c
- 2 g
- 3 f
- 4 a
- 5 b

LISTENING

A

- 1 women
- 2 news
- 3 NASA
- 4 45
- 5 665

B

- 1 both
- 2 Dan
- 3 both
- 4 Jenny
- 5 Dan

WRITING

A

Example answer:

This is a difficult decision, Bethany. If you choose a new car, you are the first owner and don't have to worry about previous owners. You will also be sure that everything works well in the car and could get some good deals. But it takes a lot of money when you buy a brand new car.

On the other hand, if you buy a used car, it won't lose value as soon as you buy it like new cars. After three years new cars are

sold for about half of their original price. If you get a good make of car and are given a full service history the risk of something going wrong or of paying too much for it is fairly low.

I think you should do some research online and try to find a used car which isn't too old. I'd recommend taking someone who knows about cars when you decide to look at it as well. Good luck!

B

Example answer:

If you're in Cape Town, there are a few things you should do. Taking the cable car up Table Mountain is a must. There are some great views of the city from the top. If I were you, I would also check out Boulder's Beach where you can see penguins. It's a good idea to buy a day pass for the Hop-on-Hop-off red bus on one day you are there as well. If you say you'd like to do the wine route, you can spend the day going to vineyards and tasting wine.

End-of-course Test

GRAMMAR

D

- 1 is
- 2 to make
- 3 have done
- 4 are using
- 5 studied
- 6 had developed
- 7 is looking
- 8 use to
- 9 were limited
- 10 make

B

- 1 If you buy a new computer I will need to get a new one as well.
- 2 My brother is the one who parked the car last night.
- 3 ✓
- 4 The house that you like isn't as big as the one you have now.
- 5 We didn't use to play sports when we were young.
- 6 ✓
- 7 I always enjoyed going to school when I was living in London.
- 8 The band sometimes arrives late for concerts.
- 9 We often argue over/about who gets to drive the car.
- 10 ✓

C

- 1 need to do
- 2 biggest
- 3 even
- 4 would
- 5 shopping
- 6 allowed
- 7 liked
- 8 walking
- 9 had
- 10 the

VOCABULARY

A

- 1 newspaper
- 2 suitcase
- 3 airplane
- 4 application
- 5 phone number
- 6 advertisement
- 7 preparation
- 8 promotion
- 9 substitute
- 10 laboratory

B

- 1 h
- 2 d
- 3 g
- 4 e
- 5 l
- 6 i
- 7 c
- 8 b
- 9 k
- 10 f

C

- 1 strangers
- 2 better
- 3 landscapes
- 4 cliffs
- 5 ants
- 6 make a complaint
- 7 website
- 8 tablet
- 9 do much damage
- 10 myself

READING

A

- 1 F
- 2 T
- 3 T
- 4 T
- 5 F

B

- 1 f
- 2 d
- 3 g
- 4 e
- 5 b

Tests Answer key

LISTENING

A

1 e 2 d 3 b 4 f 5 c

B

1 Jess 2 Jess 3 Brad 4 Jess 5 Brad

WRITING

A

Example answer:

I couldn't agree more. In the town I live in though there has been a ban on advertising in the city center, it has all been replaced by art installations. I think the idea of this type of advertising is to inform people and if they feel they need something then they can get it and because of the ads they know how to.

B

Example answer:

Dear Sir/Madam,

I recently went to stay in one of your hotels in Majorca and wanted to raise a few issues that I had while I was staying there. First, when I arrived the front desk receptionist ignored me completely and I had to wait for over 20 minutes before I could check in. Second, when I did eventually get to my

room it wasn't clean. There was garbage everywhere and the bed wasn't made. I did call, and the housekeeper came immediately and made the place neat but not before I had noticed that the bathroom was dirty which made me really very angry.

I suggest that in the future you offer some training for your staff to teach them manners and some customer service. I also think that getting better technology for your staff would stop any more mix ups with room cleaning.

Please do something to manage these problems because they were not nice and have really stayed with me and made a mark on how I feel about the whole trip.

Regards,
Esther