**Communication problems**

***Answer the questions:***

1. In your opinion, what is wrong with Mrs. Richards – when you first see her?
2. What communication problem emerges between Mrs. Richards and Manuel?
3. Does Mr. Fawlty like to bet on horses? What horse did he bet on? What’s his wife’s attitude to gambling?
4. What was Mrs. Richards complaining about when she saw her room?
5. What health problem explains her loud voice and her failure to understand people?
6. Do you think it is just her physical handicap that ruins the communication?
7. Describe the issues with toilet paper and her glasses.
8. Why did Mr. Fawlty ask Manuel to keep quiet about the money he had won?
9. What money problem did Mrs. Richards seem to have?
10. How did Polly try to save Mr. Fawlty?
11. How did the Major let Mr. Fawlty down?
12. What was the role of the vase in the story?



***Fill in the gaps***

OUT/ DOWN /THROUGH / ON

Indeed, anyone would have trouble getting \_\_\_\_\_\_\_\_\_hearing Mrs Richards. Turning her hearing aid \_\_\_ might have helped but that was \_\_\_\_\_ of the question for Alice Richards — “it wears the batteries\_\_\_\_\_\_.”

***Fill in the gaps***

PALM /APPROVE/ CHECK / GUEST / MANAGER / DEMAND/ TIP

The episode opens with Polly at reception attending to a \_\_\_\_\_\_when in walks Mrs Richards, who, oblivious to the fact that Polly is busy, starts to \_\_\_\_\_\_ attention. Polly manages to \_\_\_\_\_\_\_ her off onto Manuel who unwillingly fools Mrs Richards into thinking that the \_\_\_\_\_\_\_\_\_ is a Mr K C Watt aged forty! Meanwhile, back at the desk, Basil has to \_\_\_\_\_\_ out Mr Firkins, a satisfied guest who is so impressed with *Fawlty Towers* that he gives Basil a \_\_\_\_ for betting on the horse running later that day. The slight problem for Basil is that Sybil has overheard this. Sybil doesn’t \_\_\_\_\_\_\_\_ of Basil betting on horses.

***Put the verbs in correct form***

Later, Basil (INFORM) \_\_\_\_\_\_\_\_\_\_\_\_\_ that Mrs Richards (NOT, BE HAPPY) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with her room — this calls for Basil the Diplomat.

Along with just about every other aspect of the room, Mrs Richards (NOT RATE) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the view very highly.

After sorting out Mrs Richards, Basil asks Manuel (PUT) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ some money) on Dragonfly for him, but “Remember, Manuel: Sybil No Know!” Manuel (SWEAR) \_\_\_\_\_\_\_\_\_\_\_\_ to secrecy. Naturally, the horse (WIN)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, so Basil wins £75. Manuel returns from the betting shop and gives Basil’s winnings to Polly but Sybil just happens to see her with the cash.

***Paraphrase or explain the expressions in bold type***

There then follows another great scene **at reception** when Mrs. Richards complains that there is no toilet paper in her room but Polly misunderstands and thinks she means writing paper and asks the **bewildered** woman how many sheets she plans to use and whether she wants sheets with the hotel’s name on!

Polly then gives Basil his winnings but Sybil catches Basil **on cloud nine** in reception and warns him what she will do to him if she **discovers** that he has been **gambling**.

Mrs Richards then reports £85 missing from her room and Sybil **recalls** seeing Polly with some money so plans to **quiz** her about it. Basil must get to Polly first and warn her — that money is his and he wants **to hang on to it**! Sybil **gets hold of** Polly in the dining room:

Polly (pre-warned by Basil) claims that it was her that won the money but the suspicious Sybil asks her the name of the horse. **Polly hasn’t got the foggiest idea!** Basil, standing behind Sybil, tries to mime to Polly to **prompt** the horse’s name. Flapping his arms like wings (fly!) and pointing to his wife (dragon!), Polly **gets the wrong end of the stick** and tries a few. Eventually she **gets it right** but Sybil isn’t fooled so easily, she clearly knows she’s being lied to.

3

***Translate into Russian paying attention to the expressions in bold type:***

Basil’s next **wrong move** is to entrust his winnings to the **absent-minded** retired Major Gowen, just in case Sybil gets hold of it. The next day, Mrs Richards is insisting that the police should be called to investigate her missing money. Basil decides to get his money back from the Major but unfortunately the Major hasn’t **got the slightest idea** what Basil is on about — he can’t remember Basil giving him **the ill-gotten gains**! **With unfortunate timing**, the Major at last remembers the money and **produces** it in the reception and announces, “found it!”. Mrs Richards naturally claims it as hers but she lost £85 so she’s £10 short. Basil has **to come clean** and admit the money is his from the horses and **tries in vain** to get Manuel **to back up his** story, but remember, Manuel “knows nothing.” No amount of cajoling by Basil will get Manuel to tell the truth he now so desperately needs. Sybil then orders Basil to give Mrs Richards £10 from the till to make up Mrs Richards’ £85. Basil who is now descending into typical madness takes off his shirt to give Mrs Richards that as well. The man from the antique shop in town comes.

It turns out that Mrs Richards was in town the previous day and bought the vase but left her glove behind —with not £85, but £95 in it. So! Basil gives Mrs Richards her missing £10 from the £95 leaving him £85, he's now £10 **up on top of** his horse winnings, things are turning **in Basil's favour**. But not for long, Basil **is so** **high**, he lets Sybil catch him gloating over his **good fortune**. **Right on cue**, Major Gowen walks up and announces to all, “I DO remember Fawlty, you won it on a horse!” Basil gets such a fright he knocks Mrs Richards’ vase off the desk, smashing it to pieces. “That cost £75,” demands Mrs Richards and Basil has to hand it over. By my arithmetic, Basil is still £10 in credit, but that will be scant compensation when Sybil **gets her hands on him**!