

Fawlty Towers S02E01 1979 UK c.3 min. 05:23 - 08:06 John Cleese:

Communication Problems - [25- Clip 1: a difficult client at the B&B](#) [IMDb Wiki](#)

• **grammar points:** can, present perfect, have got, wish, would, may, be able to, suggest, shall, will, going to, echo question

• **phrasal verbs:** get, get something mended, turned on, turn on, run down,

• **idioms:** too, as well, just, what's the matter?, as far as I can, Well, sweeping majestically, silly, over there, Right, work, scabby old bat, don't think me rude, by any chance, all right, what sort, handle all such matters, half past 12:00

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FAWLTY:

Good morning, Madam. **Can** I help you?

MRS. RICHARDS:

Are you the manager?

FAWLTY:

I am the owner, Madam.

MRS. RICHARDS:

What?

FAWLTY:

I am the owner.

MRS. RICHARDS:

I want to speak to the manager.

FAWLTY:

I am the manager, **too**.

MRS. RICHARDS:

What?

FAWLTY:

I am the manager, **as well**.

MANUEL:

Manaher. Him manaher.

MRS. RICHARDS:

Oh, you're Watt.

FAWLTY:

I'm the manager!

MRS. RICHARDS:

What?

FAWLTY:

I'm the manager!

MRS. RICHARDS:

Yes, I know. You've just told me, What's the matter with you?

Now, listen to me. I booked a room with a bath.

When I book a room with a bath, I expect to get a bath.

FAWLTY:

You've got a bath.

MRS. RICHARDS:

I'm not paying 7 pounds 20 pence (£7.20p) per night, plus V.A.T. for a room without a bath!

FAWLTY:

Here is your bath.

MRS. RICHARDS:

You call that a bath? It's not big enough to drown a mouse. It's disgraceful!

FAWLTY:

I wish you were a mouse. I'd show you.

MRS. RICHARDS:

And another thing - I asked for a room with a view.

FAWLTY:

Deaf, mad, and blind...

Ah, this is the view as far as I can remember, madam. Yes, yes, this is it.

MRS. RICHARDS:

When I pay for a view, I expect something more interesting than that.

FAWLTY:

That is Torquay, madam.

MRS. RICHARDS:

Well, it's not good enough.

FAWLTY:

Well, may I ask what you were expecting to see out of a Torquay hotel bedroom window? Sydney Opera House, perhaps?

The Hanging Gardens of Babylon?

Herds of wildebeest sweeping majestically...

MRS. RICHARDS:

Don't be silly. I expect to be able to see the sea.

FAWLTY:

You **can** see the sea. It's **over there** between the land and the sky.

MRS. RICHARDS:

I need a telescope to see that.

FAWLTY:

Well, may I **suggest that you consider** moving to a hotel closer to the sea?
Or preferably in it?

MRS. RICHARDS:

Right, now, listen to me. I'm not satisfied, but I've **decided** to stay here; however, I **shall** expect a reduction.

FAWLTY:

Why, because Krakatoa's not erupting at the moment?

MRS. RICHARDS:

No, because the room is cold, the bath is too small, the view is invisible, and the radio doesn't **work**.

FAWLTY:

No, the radio **works**. You don't.

MRS. RICHARDS:

What?

FAWLTY:

I'll see **if I can** fix it, you **scabby old bat**. I think we **got** something then.

MRS. RICHARDS:

What?

FAWLTY:

I think we **got** something then!

MRS. RICHARDS:

What are you doing?

MANUEL:

Què?

FAWLTY:

Madam, **don't think me rude**, but **may** I ask, do you **by any chance** have a hearing aid?

MRS. RICHARDS:

A what?

FAWLTY:
A hearing aid!

MRS. RICHARDS:
Yes, I do have a hearing aid.

FAWLTY:
Would you like me to get it mended?!

MRS. RICHARDS:
Mended? It's working perfectly all right.

FAWLTY:
No, it isn't!

MRS. RICHARDS:
I haven't got it turned on at the moment.

FAWLTY:
Why not?

MRS. RICHARDS:
The battery runs down.
Now, what sort of a reduction are you going to give me on this room?

FAWLTY:
60% if you turn it on.

MRS. RICHARDS:
What?

FAWLTY:
My wife handles all such matters.
I'm sure she will be delighted to discuss it with you.
I shall speak to her after lunch.
- You heard that all right, didn't you?

MRS. RICHARDS:
What?

FAWLTY:
Thank you so much. Lunch will be served at half past 12:00.