

15 The check-out

FOCUS: DEALING WITH PAYMENT, QUERIES ON THE BILL, AND SAYING GOODBYE

Part A *How would you like to pay?*

15.1 PRESENTATION

What would you say to a guest who is checking out and paying the bill?

Match A and B to make complete sentences.

- | | |
|---------------|---------------------|
| A | B |
| How would | the mini-bar today? |
| Have you used | you like to pay? |
| Everything is | charge is 10%. |
| How will you | included. |
| The service | be paying? |

How do guests usually pay at the hotel where you work?

by cheque by credit card by account in cash



15.2 LISTENING AND PRONUNCIATION



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Four guests are checking out of the Ocean Hotel. They are paying their bills. Listen to the conversations between the guests and the hotel employee. Circle the correct answers.

АУДИО 1

Guest 1

He pays by: cheque account credit card
traveller's cheque

His bill comes to: €417 €463 €470 €473

Service included: yes no

АУДИО 3

Guest 3

He pays by: credit card cheque cash
account

His bill comes to: €893 €918 €983 €988

Also on the bill: meeting rooms breakfasts

АУДИО 2

Guest 2

She pays by: credit card cheque account cash

Her bill comes to: €319 €359 €390 €399

ID is a: bank guarantee card passport
nothing

АУДИО 4

Guest 4

She pays by: credit card cash cheque
traveller's cheque

Her bill comes to: €223 €230 €232 €320

She leaves a tip: yes no



2

АУДИО 5

Being clear and polite Listen to these sentences and repeat them.

Your bill is ready, sir.

How would you like to settle your account?

It comes to €390, madam.

We'll need some identification.

Would you just sign here, please?

And here is your receipt.