

23 Checking out

Checking guests out | Checking items on the bill | Saying goodbye



Conversation



42
CD2

1 Sarah is checking out a guest. Listen to her conversation.

Guest	Good morning. I'd like to check out, please.
Sarah	Good morning, sir. What was your room number?
Guest	Room 532.
Sarah	532 ... Mr Smith. How was your stay, Mr Smith?
Guest	It was great, thank you.
Sarah	Are you using the same credit card you gave me when you checked in?
Guest	Yes, that's right.
Sarah	Fine, Mr Smith. Please have a look at this printout: two nights' accommodation, breakfast on Saturday and Sunday morning, bar drinks from Friday and last night, three phone calls and two newspapers.
Guest	Yes, that's all correct.
Sarah	Did you have anything from the minibar last night?

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Guest	Oh yes, I almost forgot. We had two bottles of mineral water last night.
Sarah	OK. I'll add those to your bill. Could you sign here, please? Thank you. Would you like me to staple your credit card slip to your bill?
Guest	Yes, please. And here are our key cards.
Sarah	Thank you. There you are, Mr Smith. See you next time. Have a safe trip home. Goodbye.

Understanding



42
CD2

2 Listen to the conversation again and decide whether the statements are True or False.

- 1 Mr Smith is paying with a different credit card. T / F
- 2 Mr Smith stayed for two nights. T / F
- 3 Mr Smith didn't have anything from the minibar. T / F
- 4 Mr Smith didn't make any phone calls from his room. T / F
- 5 Mr Smith ordered a newspaper both mornings. T / F

Key phrases

Checking out

How was your stay?	I'll add that / those to your bill.
Are you using the same credit card (you gave me when you checked in)?	Could you sign here, please?
	See you next time.
Please have a look at this printout.	Have a safe trip home.
Did you have anything from the minibar?	

