

Practice

3 Put the words in the sentences into the correct order.

- 1 please here, you sign Could _____?
- 2 stay was How your _____?
- 3 have the you anything minibar Did from _____?
- 4 home safe trip Have a _____.
- 5 the card same you Are credit using _____?

43
CD2

4 Put the sentences into the correct order. The first one has been done for you. Listen to Track 43 to check your answer.

	Guest:	Yes, that's all correct.
	Sarah:	Did you enjoy your stay, Mrs Rand?
	Guest:	Yes, I did – I had a mineral water.
	Guest:	I was in Room 189. Mrs Rand.
1	Guest:	Good morning. Can I check out, please?
	Sarah:	OK. Please sign here and I'll staple the credit card slip to your bill.
	Sarah:	Thank you and see you again.
	Sarah:	Of course, madam. What was your room number?
	Guest:	Yes, it was very nice, thank you.
	Sarah:	Please take a look at this printout of your bill.
	Sarah:	Did you have anything from the minibar last night?
	Sarah:	See you again, madam. Have a safe drive home.

Speaking

44
CD2

5 Practise making questions using the past tense. Listen to Track 44 to compare your answers.

- 1 enjoy / stay?
Your question: _____?
- 2 what / room number?
Your question: _____?
- 3 have / minibar / last night?
Your question: _____?
- 4 ... make / phone calls?
Your question: _____?
- 5 use / pay TV?
Your question: _____?

45-46
CD2

6 You are checking a guest out. Read the cues given and check out the guest. Play Track 45 and speak after the beep. Then listen to Track 46 to compare your conversation.

- Guest** Hello. I'd like to check out, please.
You (Respond to request and ask for room number.)
Guest Room 631.
You (Give guest printout and ask him to check the bill.)
Guest That looks all correct.
You (Ask guest for credit card.)
Guest Here you are.
You (Ask guest for signature.)
Guest Of course. Could you staple my credit card slip to the bill, please?
You (Agree and give papers to guest.)
Guest Thank you.
You (Respond to guest's thanks and ask if everything was OK.)
Guest Yes, it was a great weekend. I'm sure we'll be back.
You (Wish guest safe trip and end conversation politely.)

