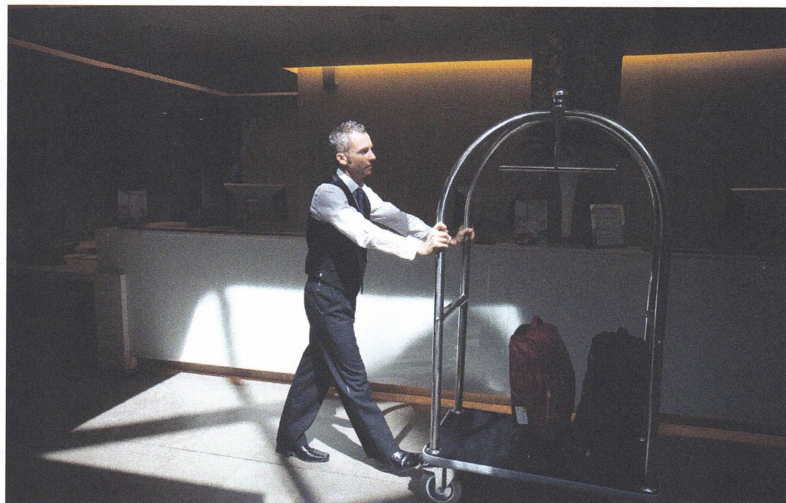


## 24 Problems checking out

Correcting mistakes on the bill | Apologizing | Keeping guests happy



### Conversations



47  
CD2

1 Sarah is checking out guests but there are a few problems. Listen to her conversations.

A	Guest	Excuse me, but this bill isn't correct. There are some incorrect charges on it.
	Sarah	<b>What's the problem, sir?</b>
	Guest	There are nine phone call charges but I never used the phone in my room. I used my own mobile phone!
	Sarah	I'm sorry, sir. I don't know how that happened! <b>I'll remove those and adjust your bill.</b>
	Guest	OK. Thank you.
	Sarah	I do apologize, sir. <b>Is everything else OK?</b>
	Guest	Yes. Everything else is fine. Thank you.

B	Sarah	There you are, madam. Here's your credit card and your bill. <b>How was your stay?</b>
	Guest	Actually, not very good. It was very noisy last night and I couldn't sleep.
	Sarah	Oh, <b>I'm sorry to hear that, madam.</b> What caused the noise?
	Guest	There was a noisy group staying on my floor. They came back very late and woke me up.
	Sarah	Oh, my apologies. <b>I'll put a note in your file</b> and make sure you get a quieter room next time. <b>I'll also pass your comments on to our General Manager.</b>
	Guest	OK. Thank you. I know it wasn't your fault.
	Sarah	<b>I'm sure it won't happen next time you stay with us, madam.</b>

### Understanding



47  
CD2

2 Listen to the conversations again and answer these questions.

- 1 In conversation A, which charges does the guest question on his bill?
- 2 How does the guest know that the charges are incorrect?
- 3 In conversation B, why was the guest not happy?
- 4 What caused the problem in conversation B?
- 5 What does Sarah promise to do?

### Key phrases

#### Checking out

<i>What's the problem, sir / madam?</i>	<i>I'll put a note in your file.</i>
<i>I'll remove the charges.</i>	<i>How was your stay?</i>
<i>I'll adjust your bill.</i>	<i>I'll pass your comments on to our General Manager.</i>
<i>Is everything else ok?</i>	
<i>I'm sorry to hear that sir / madam.</i>	<i>I'm sure it won't happen next time you stay with us.</i>

