

Unit 23

Conversation

- 1 See page 94 for audio script.

Understanding

2

- 1 False. He uses the same credit card.
- 2 True
- 3 False. He had two bottles of mineral water.
- 4 False. He made three phone calls.
- 5 True

Practice

3

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

4

- | | | |
|-----|-------|---|
| [1] | Guest | Good morning. Can I check out, please? |
| [2] | Sarah | Of course, madam. What was your room number? |
| [3] | Guest | I was in Room 189. Mrs Rand. |
| [4] | Sarah | Did you enjoy your stay, Mrs Rand? |
| [5] | Guest | Yes, it was very nice, thank you. |
| [6] | Sarah | Please take a look at this printout of your bill. |
| [7] | Guest | Yes, that's all correct. |

- | | | |
|------|-------|---|
| [8] | Sarah | Did you have anything from the minibar last night? |
| [9] | Guest | Yes, I did – I had a mineral water. |
| [10] | Sarah | OK. Please sign here and I'll staple the credit card slip to your bill. |
| [11] | Guest | Thank you and see you again. |
| [12] | Sarah | See you again, madam. Have a safe drive home. |

5

- 1 Did you enjoy your stay?
- 2 What was your room number?
- 3 Did you have anything from the minibar last night?
- 4 Did you make any phone calls?
- 5 Did you use the pay TV?

Speaking

6

Model conversation

- | | |
|-------|--|
| Guest | Hello. I'd like to check out, please. |
| You | Of course, sir. What was your room number? |
| Guest | Room 631. |
| You | Please have a look at this printout, sir. |
| Guest | That looks all correct. |
| You | Could I have your credit card, sir? |
| Guest | Here you are. |
| You | Could you sign here, please? |

- | | |
|-------|--|
| Guest | Of course. Could you staple my credit card slip to the bill, please? |
| You | Certainly, sir. Here you are. |
| Guest | Thank you. |
| You | You're welcome. Did you enjoy your stay? |
| Guest | Yes, it was a great weekend. I'm sure we'll be back. |
| You | We hope to see you again, sir. Have a safe trip. |

Unit 24

Conversations

- 1 See pages 98 and 99 for audio script.

Understanding

2

- 1 In conversation A, the guest questions the telephone charges.
- 2 Because he used his own mobile phone and not the phone in his room.
- 3 Because she was woken up during the night.
- 4 Noisy guests on the floor were the problem.
- 5 Sarah promises to make a note in her file, pass on her comments to the General Manager and give her a quiet room next time.

Practice

3

- | | | | | | |
|---|--------|---|--------|---|--------|
| 1 | remove | 3 | happen | 5 | hear |
| 2 | pass | 4 | make | 6 | adjust |

Units 23–24

4

- | | | | | | |
|---|-----------|---|--------|---|-------|
| 1 | sorry | 3 | please | 5 | floor |
| 2 | apologize | 4 | suite | 6 | will |

5

- 1 I look forward to seeing you again soon.
- 2 I look forward to welcoming you back to the Metro Hotel.
- 3 I look forward to showing you our new gym and swimming pool.
- 4 I look forward to hearing your thoughts on the new hotel design.
- 5 I look forward to reading your comments in our visitors book.

Speaking

6

Model conversation

- | | |
|-------|---|
| Guest | Excuse me. There's a mistake on my bill. |
| You | I'm sorry about that. What's the problem? |
| Guest | There's a charge for room service last night but I didn't order any room service. |
| You | I do apologize, madam. I'll remove the room service charge from your bill. |
| Guest | Thank you. |
| You | Here you are, madam, I've adjusted your bill. Is everything else OK? |
| Guest | Thank you. Yes, everything else is correct. |
| You | I apologize again, madam. We look forward to seeing you again soon. |