

*Sarah:* Good morning. I'd like to check out, please.

*Receptionist:* Certainly, Ms Gray. May I have your room key, please?

*Sarah:* Yes, of course. Here you are.

*Receptionist:* Room number 304. I'll print out your bill straight away. Just a moment, please. [...] Did you enjoy staying with us, Ms Gray?

*Sarah:* Yes, I did. In fact I enjoyed it a lot. Your hotel is very nice and quiet. I liked that. And then there're all these lovely restaurants along the beach. I really enjoyed the food here. The local people were very friendly to me. So I had a fantastic holiday.

*Receptionist:* That's great. OK, here's your bill. All in all you have to pay 1,200 euros for the two weeks you've stayed with us. Breakfast is included. You didn't take anything from the minibar and you didn't make any phone calls, so there aren't any additional items on the bill.

*Sarah:* That's fine.

*Receptionist:* How would you like to pay?

*Sarah:* I normally pay in cash, but I'm running out of money at the moment. So I'd prefer to pay by credit card today. Is that possible?

*Receptionist:* No problem, Ms Gray. You may also pay by bank transfer, if you wish.

*Sarah:* Thank you, but I prefer to pay by credit card. Here you are.

*Receptionist:* Thank you, just a moment, please. [...] Please sign at the bottom. Here's your bill and the credit card slip. We hope to welcome you at our hotel again some time. Have a good journey back home.

*Sarah:* Thanks a lot. Bye.

*Receptionist:* Goodbye, Ms Gray.

