



*Receptionist:* Hello, Mr Mugharjee. Your wife has already paid your bill. In fact, she just left. What can I do for you?

*Mr Mugharjee:* Could you please look at our bill again? I've just had a closer look at it and I noticed that you charged us nearly 200 euros for our phone calls to India. How is this possible?

*Receptionist:* Well, let me see. Yes, that's correct. You used a total amount of almost 300 telephone units and each unit costs 60 cents.

*Mr Mugharjee:* Yes, but I thought we had a flat rate for our telephone. You said this when we checked in.

*Receptionist:* That's right, Mr Mugharjee. But we also advised you to make your phone calls by using the laptop and the headset in your room. The flat rate only applies to the internet but you used the normal hotel telephone line instead.

*Mr Mugharjee:* Oh, I see. Well, that's annoying but I suppose we made a mistake there. How about these beverages? We didn't take anything from the minibar.

*Receptionist:* You're absolutely right. These are the drinks you had in the restaurant. We put them on your bill, of course.

*Mr Mugharjee:* I see. Well, I've got one last question. Why are there three different sums listed at the bottom?

*Receptionist:* Let me explain this to you. This sum shows the VAT rate in percent and the amount. The second sum is the total amount excluding VAT and this is the total including VAT.

*Mr Mugharjee:* OK. Thanks for clearing this up.

*Receptionist:* That's fine, Mr Mugharjee. It's our job to explain things that are not clear to our guests.

*Mr Mugharjee:* Thank you very much.

*Receptionist:* You're welcome. Have a good flight back home. Goodbye.

*Mr Mugharjee:* Thank you. Goodbye.

