Essential vocabulary

A. Learn the following nouns and phrases with them. Use them in your own sentences.

account an agreement with a shop or company that allows you to buy things and pay for them later

to review one’s account

to pay / settle one’s account (in full)

to put a charge to one’s account

to post additional recent charges to the guest’s account to charge it (a sum of money) to one’s account

(= The amount you have spent is recorded and you pay for it at a later time.)

to zero out account

bill a request for payment of money owed, or the piece of paper on which it is written

an electricity/gas/phone bill

to pay the bill

*They* sent us a bill for *the work they had done.*

*They* asked the waitress for the bill.(=US *check*)

Could we have the bill, *please?*

to bill smb. to give or send someone a bill asking for money

balance the amount of money you have in a bank account, or the amount of something that you have left after you have spent or used up the rest outstanding (= not yet paid) account balance

charge (verb) to ask an amount of money for something, especially for an activity or service.

*The bank charged commission to change my traveller’s cheques.*

*They charged you 20 euros just to get in the nightclub.*

charge (noun) the amount of money that you have to pay for something, especially for an activity or service

*Is there a charge* for *children or do they go free?*

*There’s an* admission charge of *$ 5.*

*They fixed my watch* free of charge

to make a charge

additional recent charges

to post a charge to the guest’s account

credit a method of paying for goods or services at a later time (usually paying interest as well as the original money)

in-house credit

to establish credit by presenting a credit card to be given in-house credit

PIA (paid-in-advance) guest a guest who pays his or her room charges in cash during registration. PIA guests are often denied in-house credit.

invoice list of things provided, together with their cost, for payment at a later time

1. Common ROOM STATUS terminology

During the guest’s stay, the housekeeping status of the guestroom changes several times. Here are some typical room status terms.

* + Occupied: a guest is registered to the room.
  + On-change: the guest has departed, but the room has not yet been cleaned and prepared for sale.
  + Skipper: the guest has left the hotel, but they have not settled their account.
  + Vacant and ready: the room has been cleaned and inspected and is ready for an arriving guest.
  + Out of order: the room cannot be assigned to a guest because it needs maintenance, refurbishing or extensive cleaning.
  + Late check-out: the guest is allowed to check out later than the hotel’s standard check-out time.

1. Common methods of room rate payment:

cash, personal checks, credit cards, direct billing, special programs