Practice

1. Words dealing with money and methods of payment. Read the definition of the word on the right and write the proper word from the box on the left.

currency / traveller’s check / change / discount / deposit / cash / credit card / receipt / bill /check

a piece of paper that is given to show you have paid for something

money in the form of coins and notes

a small plastic card that allows you to get goods or services without using money

money that a particular country uses

a sum of money which is the first payment for some-thing with the rest of the money to be paid later

reduction in the usual price of something (usually a percentage)

a piece of paper which shows how much money you owe for goods and services

a special piece of paper which you fill in to authorize a bank to pay from your account

a cheque that you can change into foreign money when you are travelling abroad

coins of low value

2. Fill in the blanks with the right word from the box.

discount, cheque, cash, bill, discount, VAT, deposit, rate (2), currency, receipt

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | I’ve no | | |  |  |  |  |  |  |  |  | on me now, can I pay tomorrow? | | | | | | | | | | | |  |
| 2. | How much | | | |  |  |  |  |  |  |  |  |  | may one take out of the country? | | | | | | | | | |  |
| 3. | I’d like to pay by | | | | | | |  |  |  |  |  |  |  |  |  | , please, rather than in cash. | | | | | | |  |
| 4. | In order to encourage weekend booking the hotel has special weekend | | | | | | | | | | | | | | | | | | | | | | | |
|  | rates: two nights will get a 10% | | | | | | | | | | | | | | | | |  |  |  | . |  |  |  |
| 5. | The guest paid the bill and asked the cashier for a | | | | | | | | | | | | | | | | | | | | |  |  | . |
| 6. | You must pay a | | | | | | |  |  |  |  |  |  |  |  |  | to the hotel if you want them to keep a | | | | | | | |
|  | room free for you after reservation cancellation hour. | | | | | | | | | | | | | | | | | | | | | | |  |
| 7. | A service charge is usually added to the | | | | | | | | | | | | | | | | | |  |  | | | . |  |
| 8. | The hotel offers a 30 per cent | | | | | | | | | | | | | |  | | | |  | for a child under 12. | | | |  |
| 9. | Prices are per person per night and include full English breakfast, service | | | | | | | | | | | | | | | | | | | | | | | |
|  | charge and | | | | |  |  |  | | |  | | | . |  |  |  |  |  |  |  |  |  |  |
| 10. | We have a basic rate for all room types. A standard discount includes a | | | | | | | | | | | | | | | | | | | | | | | |
|  | weekly | |  | | | |  |  |  |  |  | : the guest gets seven nights for the price of five. | | | | | | | | | | | | |
|  |  | |  | | | |  |  |  |  |  |  | | | | | | | | | | | | |
| 3. Complete the following phrases dealing with | | | | | | | | | | | | | | | | | | | | | | | |  |
| a) | guest actions during check-out: | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |
|  | to |  | | | | |  | one’s account | | | | | | | | | | |  |  |  |  |  |  |
|  | to |  | | | | |  | outstanding account balance | | | | | | | | | | | | | | | |  |
|  | to |  | | | | |  | one’s account in full | | | | | | | | | | |  |  |  |  |  |  |
|  | to |  | | | | |  | a copy of account statement | | | | | | | | | | | | | | | |  |
|  | to |  | | | | |  | a safe deposit box or in-room safe | | | | | | | | | | | | | | | |  |
|  | to |  | | | | |  | the room key | | | | | | | | | | |  |  |  |  |  |  |
| b) front desk agent actions during check-out: | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | to |  | | | | |  | for mail, messages and faxes | | | | | | | | | | | | | | | |  |
|  | to |  | | | | |  | additional recent charges to the guest’s account | | | | | | | | | | | | | | | |  |
|  | to |  | | | | |  | a final account to the guest for review and | | | | | | | | | | | | | | | |  |
|  |  |  |  |  |  |  |  | settlement | | | | | | | | | | |  |  |  |  |  |  |
|  | to |  | | | | |  | the room key from the guest | | | | | | | | | | | | | | | |  |
|  | to |  | | | | |  | a guest history file | | | | | | | | | | |  |  |  |  |  |  |
|  | to |  | | | | |  | the guestroom status from *occupied to on-change* | | | | | | | | | | | | | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| c) late check-out | | |  |
| to |  |  | check-out time |
| to |  |  | late check-outs |
| to |  |  | check-out time notices |
| to |  |  | late check-out fees |
| to |  |  | an apology |
| to |  |  | a regret |
| to |  |  | a well-reasoned explanation |
| to |  |  | the matter with the guest |

4. Complete the following table, supplying the missing verbs or nouns.

|  |  |  |
| --- | --- | --- |
| verb | noun | Past Participle |
|  |  |  |
|  | settlement |  |
|  |  |  |
| receive |  |  |
|  |  |  |
| charge |  |  |
|  |  |  |
|  | payment |  |
|  |  |  |
| bill |  |  |
|  |  |  |
|  | check-out |  |
|  |  |  |
|  | registration |  |
|  |  |  |
| signature |  |  |
|  |  |  |
|  | inspection |  |
|  |  |  |
| itemize |  |  |
|  |  |  |
|  | expiration |  |
|  |  |  |
| cancel |  |  |
|  |  |  |
|  | denial |  |
|  |  |  |
| verify |  |  |
|  |  |  |
|  | authorization |  |
|  |  |  |

1. How to deal with Credit card payments. Complete the text with the words from the box.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | denial / invalid / | | voucher / expiration / authorization | |  |
|  |  |  | |  |  |
|  | When a guest presents a credit card, the front desk employee should check the | | | | |
| credit card’s | |  |  | date. After that, if the credit card is not | |

expired, the employee should make sure that the credit card is not listed as stolen

or otherwise . The employee either telephones credit

card verification service or consults credit card company’s current cancellation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| bulletin. In this way an | |  |  | code (if | the credit card is |
| valid) or a |  |  | code (if it is not valid) | | is obtained. After |

that front desk employee imprints approved valid credit cards on credit card . The guest signs a credit card voucher when he settles

the account or checks out.

1. Which adjectives can be used with which nouns? Tick the appropriate boxes.

|  |  |  |  |
| --- | --- | --- | --- |
| account | charges | rates | place |

additional

complete

prominent

high

accurate

recent

conspicuous

low

7. Complete the phrases with the proper word.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *†* | To post additional recent | |  |  | to the guest’s account |
| *†* | To pay any |  |  | account balance | |

* To present the final account for review and

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *†* | To | |  |  | the guest’s credit card | |  |
| *†* | To | |  |  | a copy of the account statement | |  |
| *†* | To |  |  |  | check-out time notices in |  | places |
| *†* | To | |  |  | a late check-out fee | |  |

*†* To change room status from to

*†* To bring the guest’s account balance to

1. Translate into Serbian

1. The amount of an *advance deposit* is large enough to cover one night’s room rate and room tax. If a guest fails to register or cancel the reser-vation, the hotel may *retain the deposit* and cancel the reservation for the guest’s entire stay. A variation of this kind of deposit applies to the deposit received to the last night of the stay (in case the guest decides to leave earlier than scheduled).

2. No-show is a guest who made a room reservation, but did not register or cancel the reservation. Billing a *no-show* is a very sensitive issue, and there are a number of reasons for that. First of all, all front office records leading to *no-show* must be accurate. Secondly, as a guaranteed reservation involves a business traveller, the hotel should think twice before billing its best customers. Front office staff should consider all the things that may happen when you are traveling before they bill a *no-show*.

3. Some hotels agree to bill the guest or the guest’s company for charges. A potential guest or a sponsoring company representative may be asked to complete the hotel’s application for credit. A list of approved direct billing accounts is kept at the front desk. At check-out a guest with approved credit signs his or her account. The hotel is responsible for collecting the account.

1. Insert prepositions

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | to stop |  |  |  |  |  | the front desk | | | | | | | | | | | | | | | | | | | |  |  |  |  |
| 2. | to check | |  |  | |  |  | mail, messages | | | | | | | | | | | | | | | | | | |  |  |  |  |
| 3. | to post charges | | | | |  |  |  |  |  |  |  |  | the guest’s account | | | | | | | | | | | | |  |  |  |  |
| 4. | the main duty | | |  | | |  |  |  |  |  |  | the front desk agent | | | | | | | | | | | | | |  |  |  |  |
| 5. | to present the final account | | | | | | | | | | | | | | | |  |  |  |  |  |  |  | the guest | |  |  |  | review and set- | |
|  | tlement | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6. | to establish credit | | | | | | | |  |  |  | |  |  |  |  | presenting a credit card | | | | | | | | | |  |  |  | check-in |
| 7. | to settle the account | | | | | | | | | |  | |  |  |  |  |  |  |  |  | cash or check | | | | | |  |  |  |  |
| 8. | to bring the guest’s account | | | | | | | | | | | | | | | |  |  |  |  |  |  |  | zero | | |  |  |  |  |
| 9. | to get the room key | | | | | | | | |  | | |  |  |  |  |  |  |  |  | the guest | | | | | |  |  |  |  |
| 10. to change the room status | | | | | | | | | | | | | | | |  |  |  |  |  |  | occupied | | |  | |  | on-change | | |
| 11. to prepare room | | | | | | |  |  |  |  |  |  |  | inspection and re-sale. | | | | | | | | | | | | |  |  |  |  |