practice

### Work in pairs: one of you is the guest, the other | front desk agent. The guest does not understand some items on the bill (MAP, LD, G & S, Sports, and Beverages). The front desk agent explains the charges to the guest. The following *Useful phrases and Explanations* will help you.

Useful phrases:

Guest:

What’s this charge for? What does LD stand for? What about *Sports?*

Front desk agent / Cashier: Here’s your bill (check), sir (madam). Well, let me explain *: : :*

This charge is for *: : :*

The next item on the bill is *: : :*

And this is the service charge at *: : :* per cent, making a total of *: : :*

Well, if you remember, you had *: : :*

It comes to *: : :* altogether.

The total includes service. / The total doesn’t include service. And here’s your change.

Thank you, madam.

Explanations:

pay-per-view (also PPV) a system for television in which viewers pay for particular programmes which they watch, e.g.:

*pay-per-view television / channels*

*MAP:* Modified American Plan. Under MAP the room rate includes bed,breakfast and lunch or dinner.

*LD:* long distance telephone call

*G* & *S* stands here for Gift and Souvenir shop

*Beverages* denotes here that the guest used the drinks from the mini bar inthe guest room.

*Sports* may denote that the guest played tennis, golf, etc. or used exercisemachines in the fitness centre and the charge is for the hire of the equipment.

### Complete the following dialogue.

**Dialogue 1**

Employee: Good morning, sir.

Guest: Good morning. I’d like to check out now. It’s Mr. Carlson, room 534. Is my bill ready?

Employee:

Guest: Let’s see. The total is 473 euros. Is service included?

Employee: Yes,

Guest: OK, that looks fine. Can I pay by credit card?

Employee:

Guest: Is MasterCard OK?

Employee:

**Dialogue 2**

Guest: Is my bill ready, please?

Employee:

Guest: I’ll pay cash. Let’s see | how much is it?

Employee:

Guest: Yes, Let me see *: : :* Everything is included | lunch, meeting rooms,

laundry *: : :* And what is \American Plan"?

Employee:

Guest: OK. Here you are, 800 euros. That covers the bill. And I’d like to leave a tip for the staff, so please keep the change.

Employee:

### Make up conversations around the following situations.

* 1. Mrs Blacksmith is checking out. She was in room 413. She had breakfast this morning and made a long-distance call from her room. She hasn’t got enough cash but she has traveller’s cheques. The hotel accepts traveller’s cheques.

* 1. Mr Lewis is checking out. He was in room 223. He would like to check through the bill to see if the amount is correct. He wonders what the 1300 dinars are for. The receptionist explains that it is for the laundry. Mr. Lewis is going to pay cash. The receptionist takes the money, gives the guest the change.
  2. Mr Redcliff is checking out. He refuses to pay his bill, because it is too high. He would like to speak to the manager.
  3. Mrs Jones is checking out. She is very surprised when she sees her bill. She did not order breakfast from her room, she did not send for newspapers, she didn’t order drinks. The receptionists checks through the bill once again and finds out that it is the bill of the guest from another room.

### Complete the following sentences with the proper word from the box.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| charges | | | | | gratuities charged | | | | | | | | | | | | | | | | | practice | | | | | |  | identification ready | | | | | | | |
| sign receipt charge | | | | | | | | | | | | | | | | | items | | | | | records | | | | | |  | enjoyed | | | itemized | | | | |
| would | | | | | bottom amounts | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1. | Your bill is | | | | |  |  |  |  |  |  |  |  |  |  |  | , sir. | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2. | How | | |  |  |  |  |  |  |  |  | you like to settle your account, madam? | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. | It |  |  | |  |  |  |  | to $ 390, madam. | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |
| 4. | As you are paying by check, we’ll need some | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  | . |  |  |  |
| 5. | Would you just | | | | | | | |  |  |  | |  |  |  |  |  |  |  |  | here, please? | | | | | | | Yes, at the | | | |  |  |  |  | of |
|  | the form. | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6. | Here’s your | | | | | |  | | |  |  | |  |  |  |  |  | madam. I hope you | | | | | | | | | | | |  |  |  |  | your stay | | |
|  | with us. | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7. | Could you explain these | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  | on my bill, please? | | | | | | | | | | |
| 8. | | Why are there two | | | | | | | | | | | |  |  |  | |  |  |  |  |  |  | for laundry and dry cleaning? | | | | | | | | | | | | | |
|  | | Yes, that’s the usual | | | | | | | | | | | | | |  | |  |  |  |  |  |  |  |  |  | , the laundry is | | | | |  |  |  |  | sep- | |
|  | arately. | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 9. | That’s the 10 % service | | | | | | | | | | | | |  | | |  |  |  |  |  |  |  |  |  | instead of gratuities. | | | | | | | | | | |
| 10. | Our | |  | |  |  |  |  |  |  |  | show you made three long-distance calls. | | | | | | | | | | | | | | | | | | | | | | | | |
| 11. | We asked for an | | | | | | | | | |  | | | | | |  |  |  |  |  | bill, listing all our phone calls and how | | | | | | | | | | | | | | |
|  | long they were. | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 12. | Bell attendants may receive | | | | | | | | | | | | | | | | | |  | | |  |  |  |  |  |  | from guests if the guests are | | | | | | | | |
|  | satisfied with the service. | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |