# Essential Vocabulary Check-out stages and useful phrases

### Asking the guest for his name and room number

* + - What’s your room number?
		- Were you in room 125?
		- Can you give me your room number, please?

### Asking the guest about additional recent charges and posting them to the account

* + - Did you have breakfast this morning?
		- Did you make any phone calls from your rooms?
		- How many phone calls did you make?

### Presenting the account to the guest for review

* + Here’s your bill. Would you like to check it through?
	+ Would you like to check and see if the amount is correct?
	+ The individual charges are itemized and the receipts are here.
	+ The total amount is 450 dollars. / It comes to 450 dollars.
	+ That’ll be *: : :* / It amounts to *: : :*
	+ Services and VAT are included.

### Explaining the bill item by item

* + That’s for the phone calls you made.
	+ That’s for the *: : :* you ordered from your room.
	+ We had to charge you for the broken lamp.
	+ Well, let me explain.
	+ You had drinks at the bar and here’s the check you signed.
	+ You played tennis, didn’t you? That charge is for the hire of the court and tennis equipment.

### Establishing the method of payment

* + How are you paying, Mr Jones?
	+ How are you settling your account?
	+ Are you paying cash?
	+ How would you like to pay?
	+ What kind of credit card have you got?
	+ I’m sorry we don’t accept personal checks. It’s the policy of the hotel.
	+ You’ll have to show me your passport or some other form of identification.

### Carrying out account payment

* + Here’s your receipt, sir / madam.
	+ Here’s the change.
	+ Could you just sign here on the dotted / bottom line?

### Checking for mail, messages and faxes

### Getting the room key from the guest

### Updating the room status