Practice

1. Read the definition of the word on the right and write the proper word from the box on the left.

authorization code / American plan / change / modified American plan / invoice / denial code / expiry / gratuity

the money that you get back when you have paid for something with more money than it costs

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

when something which lasts for a fixed length of time comes to an end

official permission from a bank for credit card trans-action

when someone is not allowed a credit card transaction

a sum of money given as a reward for a service

a hotel room combined with breakfast and another meal either in the evening or in the middle of the day

when all your meals are provided at the hotel or rooms that you are paying to stay in

1. Translate into Serbian.
   1. What is the expiry date of your credit card?
   2. What is the period of validity of your passport?
   3. The guides sometimes receive gratuities from the tourists, which supplement their salaries.
   4. I expect to pay about d350 for a week’s half board accommodation in a three-star hotel.
   5. The price of the holiday includes flights, full board, and all extras.
2. British or American English? Divide the words into two columns.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| full board | | half board | modified American plan | | | American plan |
| expiry date | | expiration date | | traveller’s cheque | | traveller’s check |
| hire | rent | check | bill | itemize | itemise | authorization |

authorisation

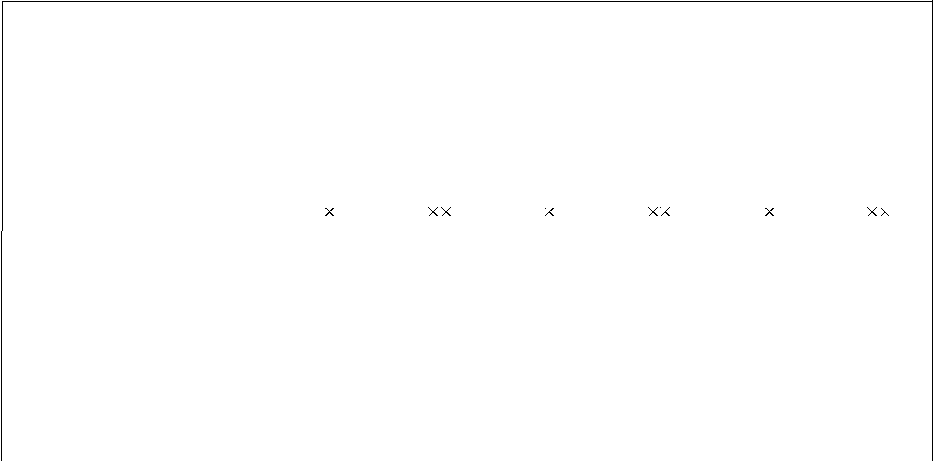
4. Fill in the blanks with the right word.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | I have to pay my | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | now. | | | | | | | |  |  |  |  |  |  |  |
| 2. | I don’t have enough | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | . Will you take a personal | | | | | | | | |  |  |  | ? | |
| 3. |  |  |  |  |  |  | is your receipt, madam. I hope you enjoyed your | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |  | . |
| 4. | | What’s this | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | for? | | | | | | | | | |  |  |  |  |  |  |  |
|  | | That’s for the phone | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  | you | | | | |  | from your room. | | | | | |
| 5. | We don’t accept | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | checks. It’s the policy of the hotel. | | | | | | | | | | | | | |  |  |
| 6. | I’d | |  |  |  |  | |  | |  | | to check | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  | now. My name is John Hopkins | | | | | | | | | |
|  | and I was | | | |  |  | |  | | | |  |  |  |  |  | room 210. | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |
| 7. | Do you accept | | | | | | |  | | | |  |  |  |  |  |  |  |  |  |  |  |  | cards? | | | | | | | | | | |  |  |  |  |  |  |  |
| 8. | | What’s this | | | | | | | |  | | |  |  |  |  |  |  |  |  |  |  |  |  | ? | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | | That’s for the drinks you | | | | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  | from your room. | | | | |  |  |
| 9. | We normally don’t accept | | | | | | | | | | | | | | | | | | |  | |  | |  |  |  |  |  |  |  |  | checks, but since you haven’t got | | | | | | | | | |
|  | enough | | |  | |  | | | | | |  |  |  | , we’ll have to. | | | | | | | | | | | | | | | | | | | |  |  |  |  |  |  |  |
| 10. | You’ll have to show me your passport or some other means of | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |  | . |
| 11. | Here’s your | | | | |  | | | | | |  |  |  |  |  |  |  | , Mrs. Jones. Keep it as proof of payment. | | | | | | | | | | | | | | | | | | | | |  |  |
| 12. | Could you explain the last | | | | | | | | | | | | | | | | | | | | |  | |  |  |  |  |  |  |  |  |  | on the bill? | | | | | | |  |  |
| 13. | All our phone bills are | | | | | | | | | | | | | | |  | | | | | | | |  |  |  |  |  | : they record all phone calls and how | | | | | | | | | | | | |
|  | long they were. | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

1. Write a sentence similar in meanings to the following.
   1. Could you put it on my account, please?
   2. Could you please pay your account in full?
   3. How would you like to pay?
   4. Here’s your bill. Would you like to check it through?
   5. Until what date is your credit card valid?
   6. That’ll be 540 dollars.

1. A Hotel PRICE LIST

Study the price list and answer the following questions.



**HOTEL ORANO\*\*\*\*\***

*JESOLO LIDO VE*

*PRICE LIST 2007*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **BED AND** | | **HALF BOARD** | | **FULL BOARD** | |  |
|  | **PERIOD** | (MAP - Modified | |  |
|  | **BREAKFAST** | | (AP - American plan) | |  |
|  |  | American plan) | |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | **LOW SEASON** |  |  |  |  |  |  |  |
| 01/01-28/02 | | 142 | 132 | 162 | 152 | 172 | 162 |  |
| 01/11-31/12 | |  |  |  |  |  |  |  |
|  | **MEDIUM SEASON** |  |  |  |  |  |  |  |
| 01/03-30/06 | | 155 | 145 | 175 | 165 | 185 | 175 |  |
| 01/09-31/10 | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | **HIGH SEASON** | 190 | 180 | 210 | 200 | 220 | 210 |  |
| 01/07-31/08 | |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

THE PRICES ARE PER DAY PER PERSON, INCLUDING VAT

CRADLE € 35,00

2-7-YEAR-OLD CHILDREN REDUCTION 25%

7-13-YEAR-OLD CHILDREN REDUCTION 15%

THE REDUCTION REFERS TO THE PRICE LIST

* 1. On what does the room rate depend?
  2. What accommodation arrangements does the hotel provide?
  3. What discounts does the hotel provide for families with children?
  4. Does the price include VAT?
  5. How does the price vary according to the season?

EXPLAINING THE BILL

1. A guest is asking questions about the bill. Put the sentences in the proper order. The first and last have been done.

1 | Could you explain these items on my bill, please?

| That’s the usual practice. The laundry is charged separately. | Is everything OK now, madam?

| Why are there two charges for dry cleaning and laundry? | I’ll check again.

| That’s the 10% service charge instead of gratuities.

| Yes, our records show you made three phone calls overseas. | Oh, I see. And did I really make three phone calls overseas? | Oh, did I really?

| Certainly madam. What would you like to know?

* But what’s this 10% charge? 12 | Yes, I think so.

1. Look at the example of a bill for a guest staying at the Gateway airport hotel. Answer the questions that follow.

ROOM 333

RATE 99.00

NO. PERS. 1

FOLIO 1402652

PAGE 1 ARRIVE 03-DEC-2009 DEPART 06-DEC-2009 PAYMENT MasterCard

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Reference | Description | Charges |
| 03 Dec | RT 333 | MAP | 99.00 |
| 03 Dec | 1955 | Bar & Grill | 10.43 |
| 04 Dec | MB935 | Beverages | 5.70 |
| 04 Dec | RT 333 | MAP | 99.00 |
| 04 Dec | BC 678 | Telex & Fax | 6.30 |
| 04 Dec | RS3891 | Room service | 18.00 |
| 05 Dec | 3291 | Bar & Grill | 12.95 |
| 06 Dec | TV7345 | Pay-per-view | 5.00 |
| 06 Dec | HC 659 | Sports | 10.00 |
| 06 Dec | RT 333 | MAP | 99.00 |
|  | 1031 | Coffee | 7.80 |
|  | Sb983 | LD l | 15.00 |
|  |  | G&S Shop | 28.45 |
|  |  | Balance due | ……. |
|  |  |  |  |
|  |  |  |  |



Service and tax are included. Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gratuities at your discretion.

PLEASE LEAVE YOUR ROOM KEY.

Thank you for choosing our hotel!

1. How many people stayed in the hotel?
2. What was the room number?
3. When did the guest arrive?
4. When did the guest leave?
5. What was the room rate?
6. What did the room rate include?
7. What was not included in the room rate?
8. What other charges did the guest make?
9. Did the guest make any long-distance calls? How much did it cost?
10. How did the guest pay the bill?