Unit 8

Check-out: Paying the Bill

# Reading

Read the following dialogues and answer the following questions

* 1. **What questions did the receptionist ask before giving the bill to the guest? Why?**
	2. **What method of payment was used in each case?**
1. | Good morning, madam. May I help you? | Yes, I’d like to check out now.

| What’s your room number? | 221.

| Just a moment, please. I’ll check the files. Are you Mrs Wilson? | Yes, I am.

| Did you have breakfast this morning? | Yes, I did, but I paid cash for it.

| Here is your bill. That’ll be 120 pounds. Service and VAT are included. How would you like to pay?

| I’m paying in cash. Do you accept euros? | Yes, we do. The total in euros is just there. | Here you are.

| Just a moment. I’ll get your change. | No, that’s all right. Keep the change.

| Thank you very much. Here’s your receipt, madam. I’ll send the porter up to get your luggage.

| Thank you. That would be nice. | Thank you. Good-bye.

1. | I’m leaving now. My name is Mr. Fischer. I was in room 360.

| Let me see. The invoice for your room and meals goes directly to your company.

| Yes, that’s right.

| Here’s your bill for the extras. Did you make any phone calls from your room?

| Yes, I did.

| Just a moment. I’ll have to check with the operator. | Here is your bill, sir. Would you like to check it?

| What is this amount for?

| We had to charge you for the broken lamp.

| Oh, yes, I quite forgot. Can I pay with traveller’s cheques? | Certainly *: : :* Here’s your receipt. Thank you.

1. | Good morning. We’re checking out now. Could we have the bill for room

235? I asked for it to be prepared.

* Yes, your bill is ready for you, Mr Hieber. Here you are. Everything is itemised: your room, meals, phone calls, pay-per-view, and the

minibar.

| I don’t understand. What’s this for?

* + That’s for the drinks you ordered from your room.
	+ Do you take credit cards?
	+ Yes, we do. What kind have you got?
	+ American Express.
	+ Can you sign here, please? *: : :* Thank you. Here’s your receipt. We hope to see you again, Mr Hieber. Have a nice trip.
1. | Can I have my bill, please?
	* Yes, of course, Mr. Mansini. Here you are. The individual charges are itemised and the receipts are here.
	* OK. Let me see *: : :* What is SPORTS?
	* Did you play tennis on the 7th?
	* Yes, I did.
	* The charge is for the hire of the tennis court and tennis equipment.
	* Oh, yes, though I thought it was free.
	* No, I’m afraid not. The receipt here shows that you played tennis for two hours.
	* Right. Good. Here’s my Visa card.
	* Thank you very much, Mr. Mansini. Could you just sign here, on the bottom line? *: : :* Thank you. I hope you enjoyed your stay with us.
	* I did, yes. Thank you.
	* We hope to see you again. Have a nice journey.
	* Thank you.
2. | Good evening, Mr Stein.
	* Good evening. I’m leaving the hotel very early tomorrow. Can I check out and pay my bill in the morning?
	* What time are you leaving?
	* At 5 o’clock. My flight leaves at 8 o’clock.
	* Well, it would be best if you could settle your bill tonight.
	* All right. And *: : :* *: : :* could you book me a taxi to the airport, please?
	* Certainly. For 5 o’clock?

word study

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

VAT Value Added Tax: a type of tax in European countries which is paid by the person who buys goods and services

VATable (adjective) describes goods on which VAT has to be paid

itemise (UK) / itemize (US) to list things separately, often including details about each thing

*We asked for an itemized bill, listing all our phone calls and how long they were.*

traveller’s cheque (UK) / traveller’s check (US) a cheque that you buy from a bank or a travel company and that you can use as money or exchange for the local money of the country you visit

hire (UK) / rent (US) to pay to use something for a short period *How much would it cost to hire a car for a fortnight?*

*You could always hire a dress for the ball if you can’t afford to buy one.*

hire (UK) when you arrange to use something by paying for it

*The price includes flights and car hire.*

*There’s a camping shop in town that has tents for hire hired*) *at $10 a week.*

pay-per-view (also PPV) a system for television in which viewers pay for particular programmes which they watch

*pay-per-view television = channels*

voucher a piece of paper that can be used to pay for particular goods or services or that allows you to pay less than the usual price for them

*The voucher is valid between July and December and entitles you to 10% off all overseas flights*