Complete the dialogue with missing words/ phrases: *apologize, charge, charges, check, enjoy, glad, How, minibar, number, printout, receipt, to see, valet, would like*

Receptionist: Good morning madam! can I help you?

Guest: Good morning! I to check out. I know I am a bit late.

Receptionist: That is no problem. The front office is quite busy this morning. Did you your stay?

Guest: It was wonderful. I have really enjoyed it.

Receptionist: I am you liked it. Can I have your room please?

Guest: 405.

Receptionist: I notice there are some to your room. It says you have had two cans of Cola from the and you have used our spa services.

Guest: I have used the spa, but I didn't have anything from the minibar. This must be a mistake.

Receptionist: Let me with the housekeeping.

(after a minute)

Receptionist: I for the minibar. It was our mistake.

Guest: It's all right.

Receptionist: Here is your . Two-night accommodation in a standard single room with breakfast is €145. I have added the spa services. The total price amounts to €205 tax.

Guest: This seems about right.

Receptionist: Shall I your card or will you pay in cash?

Guest: I'll pay by credit card. Diners.

Receptionist: Here is your and a slip. Could you sign the slip here please? And can I please have your key card?

Guest: No problem. Here you are. Can you tell the to pull my car from the garage?

Receptionist: Right away. Shall I call for a bell boy to help you with the luggage?

Guest: That would be lovely!

Receptionist: Thank you for staying with us and I hope you again. Have a safe trip home.

Guest: I will. Thank you! Goodbye!

Receptionist: Goodbye!

LIVEWORKSHEETS