

CHECK OUT AT A HOTEL

Receptionist: Hi there. Are you _____ now?

Guest: Yes, sorry. I know we're a few minutes late.

Receptionist: That's no problem. It's always really _____ at check out time anyway.

Guest: Oh, really. The last hotel we _____ in charged us for a late check out.

Receptionist: The hotel isn't _____ this week, so it's not a problem. How was everything?

Guest: The room was great. The beds were really _____, and we weren't expecting our own fridge.

Receptionist: I'm glad you liked it.

Guest: The kids were _____ that the pool wasn't open this morning, though.

Receptionist: I apologize for that. We can't get a cleaner in any earlier than 10 am.

Guest: Well we had a nice swim last night anyhow.

Receptionist: Will you be putting this on your _____?

Guest: No. I'll pay _____.

Receptionist: OK. So the total comes to \$123.67, _____.

Guest: I thought it was \$115 even. That's what they said yesterday when we _____.

Receptionist: Yes, but there is an extra room charge on your _____.

Guest: Oh, I forgot. My husband ordered a plate of nachos. Sorry.

Receptionist: No problem. So...from \$140, here's your change. Now, I'll just need to ask you for your _____.

Check your understanding

1. Why does the guest apologize when she arrives at the front desk?

- she forgot to pay
- she is late checking out
- her credit card isn't working

2. Which of the following did the woman's family NOT like about the hotel?

- the pool hours
- the room rates
- the bed linen

3. What was the woman charged for besides the room rate?

- telephone use
- room service
- pool towels