At The Hotel



2 Role play

Checking out

1. Read:

Traveller

I'd like to check out.
My room was on the non-smoking floor.
I'm from room 1003.
Could I check my bill?
What does this amount mean?
Put it on my bill, please.
I'd like to tell you that the TV set in this room doesn't work.
Will you call me a taxi to the airport?
Here you are.



Receptionist



What room are you from?
Check out is at midday.
Could I see the receipt?
One towel is missing in your room.
You'll have to pay for it.
I'll send somebody to repair it.
Sign in the register, please.
You can pay by cash or credit card.
Could you sign here, please?
Have a nice trip.

2.Answer the Receptionist's questions:



- Good morning. Can I help you?
-What's your room number?
-Yes, it is on the non-smoking floor, isn't it?
-Would you check your bill?
-Is everything correct?
-It is an extra charge for the missing towel.
-Do you have any complaints about the appliances in the room?
-I'll send somebody to repair it.
-How would you like to pay: cash or by credit card?
- Sign each cheque here, please.
-Taxi is waiting for you. Have a nice trip.

Traveller

- _____
- _____
- _____
- _____
- _____
- _____
- _____
_____
- _____
- _____
_____
- _____
- _____

3. Made a dialogue with the prompts:

Traveller

You are leaving the hotel and you need to check out. You need:
- to name the room number;
- to check the bill;
- to get an explanation of the extra charge.



You return the key and ask:
- to check the TV set in the room because it doesn't work;

Receptionist

You greet the traveller.
Ask him the room number.
You have to show him the bill.
Ask the traveller:
- if everything is correct in the bill;
-explain the extra charge for the missing thing;
- how he/she would pay;
-if he/she needs a taxi;
-wish him/her a nice trip.



LIVEWORKSHEETS