

**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!