

Elementary English for Tourism and Hospitality
LESSON 23 – Checking Out
STUDY NOTES
Characters

Leo:	Receptionist
Mona:	Guest
Jack:	Guest
Justine:	Hotel Manager

The story

Mona and Jack arrive at the reception desk with their baggage to check out.

Language Practice – ‘to go’ and ‘going to’

Below are some short dialogues. Read them out loud and stress the words in bold. Practise the intonation at the end of the questions.

A: **Where** are you **going tomorrow**?

B: We're **going** to the **city**.

A: **Great**. **What** are you **going to do** there?

B: We're **going** to go **shopping**. I **want** to **buy** some **presents** for my **family**.

A: **What** are you **going** to do on **Thursday**?

B: We're **going** to **catch** the **bus** to the **beach**.

A: Are you **going** to go **swimming**?

B: **Yes**. If the **water** is **warm** enough.

A: **What** are your **plans** for **Saturday**?

B: I'd **like** to go **sight seeing**

A: **Perhaps** you should **go** on a **tour**.

B: **That's** a **good** idea.

Grammar – Phrasal verbs

Below are some sentences with 'look' followed by a preposition. They are called phrasal verbs. Each of them has a different meaning.

I will **look into** it for you. (**investigate**)

Would you like to **look at** the menu? (**read**)

I could **look up** the number now, if you like. (**look for the information in a book**)

Look out! That suitcase looks like it might fall on you. (**be careful**)

EXERCISES

1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

bill	cleaning	client
dry	emergency	excellent
fill	invoices	laundry
mountains	print	query
refreshment	satisfaction	separate
statements	survey	wait

2. Matching – 'to go' and 'going to'

Match the beginning of the sentence with the correct ending. Practise saying them with your friends.

1 We're going to	a shopping.
2 What are you going to	b to go swimming?
3 I'd like to go sight	c the city.
4 We're going to go	d do on Thursday?
5 Are you going	e seeing.

3. Fill in the gaps - Look + preposition

Without referring to the notes on the previous page, write the possible answers in the spaces provided. Then check your answers and copy the sentence again.

1. I will _____ it for you.

2. Would you like to _____ the menu?

3. I could _____ the number now, if you like.

4. The Chant

Practise saying this chant out loud.

Will you be paying
 Will you be paying
 Will you be paying
 Separately?

While you are waiting
 While you are waiting
 While you are waiting
 Would you like tea?

Suggested Answers: 2. 1) c 2) d 3) c 4) a 5) b 3. 1) look into 2) look at 3) look up