

Elementary English for Tourism and Hospitality

LESSON 24 – Checking Out

STUDY NOTESCharacters

Leo: Receptionist
 Mona: Guest
 Jack: Guest

The story

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

Expressions - Answering queries regarding invoices

Below are some expressions for answering queries about charges on invoices. As you read them out loud, stress the words in bold.

Expressions for when you need to explain an extra cost.

I **see** the **problem**. It's.....

Oh yes. **This** is the **problem**.

Oh. **This** is it **here**.

Look. **Here** we are.

Expressions for explaining an extra cost. (e.g. for phone calls)

You've been **charged** for your **phone calls**.

This **charge here** is for the **phone calls**.

That's for the **phone calls**.

The **extra cost** is for the **phone calls**.

Language Practice – Closures

Below are some model dialogues for saying goodbye to guests and wishing them a safe journey. Read the dialogues with a friend. Stress the words in bold.

A: **Thanks** for **everything**.

B: You're **welcome**. **Goodbye**, Ms **White**. **Have** a **pleasant** trip.

A: **Thanks** for all your **hard** work.

B: It was **my** pleasure. **Goodbye**, Ms **White**. I **hope** you **have** a **pleasant** trip.

EXERCISES

1. Key vocabulary

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

charge	enjoy	fix	local
newspaper	order	pleasant	problem
require	sight	sign	taxi
terribly	tourist	trip	welcome

2. Writing sentences – Answering queries regarding invoices

Use the words below to write sentences. When you have checked your answers, say them out loud.

Example: **yes / is / problem**

Oh yes. This is the problem.

1. oh / is / here

2. you've / charged / your / phone

3. extra / cost / calls

3. Vocabulary

Choose a word from the box in 1. above to complete each of the sentences. When you have checked your answers, say them out loud.

1. Do you require a _____?

2. I hope you've _____ your stay.

3. Oh yes. I see the _____.

4. When you come to Sydney, give us a ring and we will show you the _____.

5. Have a _____ trip.

6. Oh. I'm _____ sorry. It's a mistake.

4. The Chant

Practise saying this chant out loud.

(I) Hope you've enjoyed
 Hope you've enjoyed
 Hope you enjoyed
 Your stay.

I see the problem
 I see the problem
 I'll fix it right away.

Suggested Answers: 2. 1) Oh. This is it here. 2) You've been charged for your phone calls. 3) The extra cost is for the phone calls. 3. 1) taxi 2) enjoyed 3) problem 4) sights 5) pleasant 6) terribly