



NEW BUSINESS ENGLISH 5

Lesson 40
Getting Ready for the Departure



LEARNING GOALS

- ◆ Checking Out of a Hotel
- ◆ Checking the Bill



What would you say?

Scenario: You are checking out of the hotel. How do you ask for the bill from the hotel staff?



**Hello, Madam/ Sir.
How may I help you?**

Situational Dialogue

▶ Kenzo checks out of the hotel.

Hotel Receptionist



Kenzo Hara





Good morning.
I'd like to check out, please.

Sure, sir. How was your stay?

It was wonderful. Thank you.

My pleasure. Here is your bill.





The total seems higher than I expected. May I ask what these additional charges are on the bill?

Let me check ... Well, this payment is for the snacks and drinks you had from the minibar. And the extra charge is a phone call that was made to Japan.





Alright! I see now. Everything is fine.
Is it okay to pay by credit card?

No problem.

And could I ask for
the receipt as well?

Certainly.



Key Vocabulary

Learn the new words and answer the questions.



total

(n.) the amount you get when several smaller amounts are added together

e.g. The **total** purchase I made today was \$2,598.



additional

(adj.) something extra

e.g. I reviewed all the **additional** charges on the receipt.



charge

(n.) the amount of money that you have to pay for something

e.g. I was surprised to see the additional **charges** on my bill.

Dialogue Review

Have a role play and answer the questions.



Kenzo checks out of the hotel.

Kenzo: Good morning. I'd like to check out, please.

Receptionist: Sure, sir. How was your stay?

Kenzo: It was wonderful. Thank you.

Receptionist: My pleasure. Here is your bill.

Kenzo: The total seems higher than I expected.

May I ask what these additional charges are on the bill?

Receptionist: Let me check ... Well, this payment is for the snacks and drinks you had from the minibar. And the extra charge is a phone call that was made to Japan.

Kenzo: Alright! I see now. Everything is fine. Is it okay to pay by credit card?

Receptionist: No problem.

Kenzo: And could I ask for the receipt as well?

Receptionist: Certainly.



Kenzo checks out of the hotel.

Kenzo: Good morning. **I'd like to check out, please.**

Receptionist: Sure, sir. How was your stay?

Kenzo: **It was wonderful. Thank you.**

Receptionist: My pleasure. Here is your bill.

Kenzo: **The total seems higher than I expected.**

May I ask what these additional charges are on the bill?

Receptionist: Let me check ... Well, this payment is for the snacks and drinks you had from the minibar. And the extra charge is a phone call that was made to Japan.

Kenzo: Alright! I see now. Everything is fine. Is it okay to pay by credit card?

Receptionist: No problem.

Kenzo: And could I ask for the receipt as well?

Receptionist: Certainly.



1. Checking Out



2. Checking the Bill

Learning Goals

Learn the key expressions and sentence structures.

∴ Checking Out

- I'd like to check out, please.
- I'm checking out of + **(room number)**.
- The accommodation/ stay/ room has been + **(adjective)**. Thank you.

Example Sentences:

- I'm checking out of Room 301.
- The accommodation has been outstanding. Thank you!

Receptionists usually ask the following during checkout:

- room number
- key(card)
- accommodation feedback
- payment method



How would you describe your most recent hotel stay?

Learning Goals

Learn the key expressions and sentence structures.

∴ Checking the Bill

- The total seems **(higher/ lower)** than I expected.
- I thought my bill was supposed to be **(amount)**.
- May I ask what these + **(noun)** are on the bill?
- May I pay + **(payment method)**?

Example Sentences:

- The total seems lower than I expected.
- I thought my bill was supposed to be \$300.
- May I ask what these recorded items are on the bill?
- May I pay in cash/ by credit card?

“bill” vs “receipt”

- **bill**
 - a record of products/ services that have **not yet been paid for**
- **receipt**
 - a record showing the list of items/ services that you have **already paid for**



What other charges are usually included in your hotel bill?

Semi-open Dialogue

Have a role play.

Scenario: You are going to check out of the hotel. Your total payment should be \$175. Check and pay your bill.



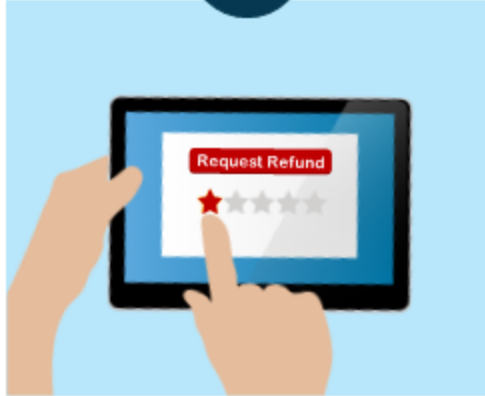
∴ You can refer to the following hints:

- I'd like to + (verb), please.
- The accommodation/ stay/ room has been + (adjective).
- The total seems (higher/ lower) than I expected.
- I thought my bill was supposed to be (amount).
- May I ask what these + (noun) are on the bill?

Learn why you should keep your receipts.

∴ 3 Reasons to Keep Your Receipts

1



**to ask for refund
for poor service**

2



**to reimburse
expenses**

3



**to track
your spending**



What kinds of receipts do you usually keep?

Overview

Keywords and expressions:

total/ additional/ charge

I'd like to check out, please.

I'm checking out of + (room number).

The accommodation/ stay/ room has been + (adjective). Thank you.

The total seems (higher/ lower) than I expected.

I thought my bill was supposed to be (amount).

May I ask what these + (noun) are on the bill?

May I pay by (payment method)?

