

# Check-out

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UNIT 7

# REVISION

## Check-in at a hotel

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- Welcome the guest
- Check the guest's reservation status
- Create the registration record
- Assign/allocate the room and rate
- Establish the method of payment
- Give/issue the room key (card)
- Fulfil special requests



# REVISION

## create registration record

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### **fill in registration card/form:**

information about the guest (name, address, phone number)

length of stay (arrival and departure date)

method of settlement (credit card number)

special requests

signature

-reg. cards are kept in the room rack or attached to the guest's folio



# Check-out (the guest actions):

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- to review the account
- to pay any outstanding account balance
- to return the key (card)
- to get the invoice

\*outstanding – not paid yet

\*invoice = bill

receipt /ri'si:t/ - bill

recipe /resipi/ - how to cook something



# Check-out (the front desk agent actions)

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- to check for mail, messages; if the safe deposit box is empty etc.
- to check the account balance
- to make the final account (also check if the mini bar, restaurant)
- to establish the method of paying and accept payment
- give the invoice to the guest
- to take the key (card) from the guest
- to thank the guest
- to change the status of the room



Reading comp. p. 63

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# Vocab.

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PIA – paid-in-advance

in-house credit

to post charges to guest's accounts

to make additional recent charges

Present a final account for review and settlement

To establish credit

To bring account balance to zero = zeroing out

Occupied, on-change status

PIA (paid-in-advance) guest a guest who pays his or her room charges in cash during registration. PIA guests are often denied in-house credit.

credit - a method of paying for goods or services at a later time (usually paying interest as well as the original money)

-in-house credit

-to establish credit by presenting a credit card

-to be given in-house credit



# late check-out

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check-out time should be placed at the reception and bedroom doors

usually between 10 am and 2 pm

if guests stay longer, they will be charged (fees or full daily rate)

Essential vocabulary p. 65

# account

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= an agreement with a shop/company that allows customers/guests to buy things and pay for them later

to charge it (e.g. service, sum of money) to one's account

to put a charge to one's account

to pay/settle one's account

to post additional recent charges to the guest's account.

To zero out account

# bill

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=a written list showing how much you have to pay for services you have received

an electricity/gas/phone bill

to pay the bill

Could we have the bill, *please*?

to bill smb. to give or send someone a bill asking for money

# Charge

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=the amount of money that you have to pay for something (e.g. service).

*Is there a charge for children or do they go free?*

additional charge

extra charge

free of charge

To post a charge to the guest's account

to charge somebody for something

to ask an amount of money for something, especially for an activity or service.

*They charged you 20 euros just to get in the nightclub.*

# PIA (paid-in-advance) guest

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**Guests who pay their room charges in cash during registration**

# invoice

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List of things provided, together with their cost, for payment at a later time

# room status

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occupied – guest is registered to the room

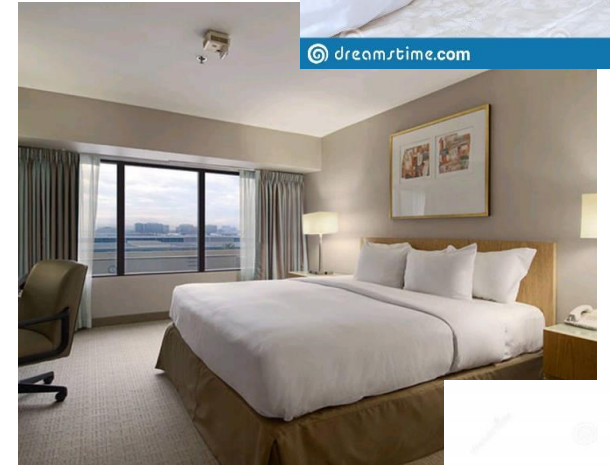
on-change – guest has left but the room hasn't been cleaned yet

skipper – the guest has left without paying

vacant & ready – the guest left and the room is cleaned and is ready for a new guest.

out of order – the room needs to be fixed

late check-out – the guest is allowed to check out later





practice

# p. 66 currency/traveller's cheque/change/discount/ deposit/cash/credit card/receipt/bill/cheque

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- |           |   |                       |
|-----------|---|-----------------------|
| 1. _____  | A piece of paper showing you paid for something                           | receipt               |
| 2. _____  | money in coins and notes  | cash                  |
| 3. _____  | a small plastic card that allows you to buy without cash                  | credit card           |
| 4. _____  | money used in a country   | currency              |
| 5. _____  | the first payment for something, the rest is paid later                   | deposit               |
| 6. _____  | reduction in price  | discount              |
| 7. _____  | a piece of paper showing how much you owe                                 | bill                  |
| 8. _____  | a piece of paper which you fill in so the bank will pay from your account | cheque                |
| 9. _____  | a cheque you can change into money when you travel abroad                 | traveller's<br>cheque |
| 10. _____ | coins of small value  | change                |

# discount/cheque/cash/bill/discount/VAT/ deposit/rate/currency/receipt

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1. I have no \_\_\_\_\_ on me now, can I pay tomorrow?
2. How much \_\_\_\_\_ can you take out of the country?
3. I'd like to pay by \_\_\_\_\_ rather than in cash.
4. The hotel offers special weekend rates: two nights will get a 10% \_\_\_\_\_
5. The guest paid the room and asked for a \_\_\_\_\_
6. You must pay a \_\_\_\_\_ to the hotel if you want them to keep a room for you.
7. A service charge is added to the \_\_\_\_\_
8. The hotel offers 30% \_\_\_\_\_ for children under 12.
9. Prices are per person per night and include full English breakfast, service charge and \_\_\_\_\_
10. Weekly \_\_\_\_\_: guests have seven nights for the price of five

Cash, currency, cheque, discount, receipt, deposit, bill, discount, VAT, rate

# PAST SIMPLE

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# TO BE

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was/were

wasn't/weren't

inversion

The front office was very busy in the morning.

The front office wasn't very busy in the morning.

Was the front office very busy...?

# -ED/past simple 2. col.; DID infinitive; DIDN'T infinitive

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Mr Smith booked a room.

Mr Smith didn't book a room

Did Mr Smith book a room?

She kept her belongings in the safe.

She didn't keep her belongings...

Did she keep her belongings...?

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Have  
Eat  
Drink  
Do  
Put  
Take  
Lose  
Write  
send

Pay  
Leave  
Cost  
Bring  
Get  
Make  
Take  
Break

# Past simple

1. This transportation charge is for the car you (order) last week.
2. There are three phone calls here. I think I (make) only two phone calls.
3. I'm sure I (pay) for the drinks at the bar.
4. I (arrive) on the 14<sup>th</sup> of March, and today is the 17<sup>th</sup> , so I (stay) for three nights, not four.
5. You (buy) drinks at the bar on the 3<sup>rd</sup> , here's the receipt.
6. You (hire) a boat on the 21<sup>st</sup>, \_\_\_\_\_ (\*question tag)?
7. -What does this charge "Coffee House" mean?

-Oh yes. (you/have) lunch there on the 4<sup>th</sup>? There is a check you (sign)

1. Your credit card is not valid, it (expire) on the 6<sup>th</sup> of May.
2. I (lose) my wallet. I (leave) on the chair near the pool, but when I (get) got out of the water, it (not be) there.
3. I (not take) any drinks from the mini-bar.