

СПб ГБОУ СПО «Петровский колледж»

**Методические указания по развитию навыков
устной диалогической речи по английскому языку**

Часть 1. Тема: «Регистрация гостя в отеле».

Часть 2. Тема: «Выезд (выписка) гостя из отеля».

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Пояснительная записка

Предлагаемые Методические указания являются сборником упражнений и ситуаций, имеющих коммуникативную направленность и предназначенных для развития навыков устной речи по теме: «Регистрация гостя в отеле» и «Выезд гостя из отеля». Данный сборник рекомендован для студентов колледжей, специализирующихся в сфере сервиса и гостеприимства. Он будет полезен всем, кто стремится усовершенствовать языковые компетенции в сфере профессионального туристского и сервисного образования.

Цель сборника состоит в обучении устному общению на английском языке как в профессиональной деятельности, так и в непосредственном общении с носителем языка.

Сборник содержит глоссарий, упражнения и ситуации, направленные на расширение словарного запаса, углубленную работу над речевыми образцами и клише, активное овладение лексическими единицами, необходимые для формирования коммуникативной компетенции.

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Часть 1. Регистрация гостя. Part 1. Checking in.

Staying in a hotel is a very common experience, both on holiday and when on business. When staying in a hotel, you have to speak to the people who work at the reception when you first arrive (check in). And as English is spoken in most hotels in the world, it is important to know and understand phrases that can be used in these situations. In the Bank of useful words and expressions given below you will find things that are commonly used when both arriving/checking in at a hotel and when asking for information. These can be used by both customers/guests in a hotel and the staff/employees of a hotel. Make sure you are familiar with these words and phrases.

Bank of useful words and expressions:

arrival – прибытие, приезд

to arrive – прибывать

availability – наличие свободных номеров

available – свободный (номер)

booking / reservation – бронирование, резервирование (бронь)

to book/ reserve – забронировать

check in – регистрация

a dime – мелкая монета (США)

ID - удостоверение личности / документ

luggage / baggage / bags - багаж

a porter / bellboy /bell captain- портье, носильщик

a wake up call... - звонок в номер (чтобы разбудить)

to fill in / out – заполнить (форму/ бланк)

to settle the account – оплатить счет

to sign –подписывать

Breakfast is served... - Завтрак с... (завтрак предоставляется....)

Can I see your passport, please? – Могу я взглянуть на ваш паспорт?

Could I have (see) your passport/address/telephone, please? – Не могли бы вы дать свой паспорт/адрес/телефон, пожалуйста?

Could you sign, please? – Вы не могли бы расписаться здесь?

Could you just write ‘NONE’ in that space, please? – Можно ли здесь написать ‘НЕТ’

Do you have a reservation? / Do you have a reservation with us? – У вас есть бронь?

Do you have any form of identification, please? – У вас есть какое - нибудь удостоверение личности

Do you have any preferences... – У вас есть какие-нибудь пожелания/предпочтения...

Do you mind a view from the window? - Все равно какой вид из окна?

Driving licence (license Am) will do. – Водительское удостоверение подойдет.

Here is your key. – Вот ваш ключ.

How can/may I help you? What can/may/I do for you? – Чем помочь?/ Я могу сделать что-нибудь для вас?

I haven't got a car- what should I put here? – У меня нет машины, что мне здесь написать?

It's good/nice to see you again..... /How nice to see you again.....– Рады Вас приветствовать вновь...

I'll check the availability... - Я проверю наличие...

Is it just for tonight?– Только на сегодня?

It's all right, sir, you can leave that blank... - ...можно не заполнять...

What are you putting down as ‘Purpose of visit’? – Что писать в ‘Цель поездки’?

What are you putting down as ‘Purpose of visit’? – Что писать в ‘Цель поездки’?

Will you fill in this form, please?–Заполните этот бланк, пожалуйста

Would you like a room with shower or a bath? / with a sea view? – Вы хотите номер с ванной или душем? / с видом на море?

Your signature here, please. – Вашу подпись, пожалуйста.

Your room number is... - Ваша комната... номер...

1. Now, if you understand the offered words and phrases dealing with check in procedures, start practising them by doing very simple things. First look at how the callers give short answers to the questions of the reservations clerk as in the example:

Example:

- Have you stayed with us before? (No)
- *No, I haven't.*
- Will you be paying by credit card? (Yes)
- *Yes, I will.*
- You have an account with us, don't you? (Yes)
- *Yes, we do.*

Now, using short answers in the brackets, answer the questions:

1. Do you have a reservation? (No)
2. Is it just for the one night (Yes)
1. Would you like one of our Executive rooms? (Yes)
2. Is there one available on the ground floor? (No)
3. Will you be staying tomorrow as well? (No)
4. Is that a company booking (Yes)
5. Have they confirmed their booking? (Yes)
6. Do you have a room with a view? (Yes)

2. Notice the way we use tag questions to ask for confirmation:

Example: - It was Miss King, *wasn't it?*

- You have an account with us, *don't you?*

- But the guests haven't stayed with us before, *have they?*

Now add tag questions to the following statements:

1. There isn't a doctor in the hotel, _____?
2. You wanted to pay in cash, _____?
3. You haven't spoken to the duty manager yet, _____?
4. We couldn't have a receipt for that, _____?
5. It's more expensive in high season, _____?
6. You're setting by credit card, _____?
7. We can sign the agreement today, _____?

8. They're not postponing the conference, _____?

3. Put the words in the correct order to make a sentence, as in the example.

Example: can/How/help/you/I? – *How can I help you?*

1. Can/I/What/you/for/do?
2. Long/How/going/ are/to/stay?
3. Room/kind/ you/ like/What/of/would?
4. Like/Would/room/a/sea view/with you?
5. I/passport/Can/you/please/have?
6. A/you/reservation/Do/have?
7. Form/Will/fill/you/please/in/this?
8. You/Could/me/your/name/tell/please?
9. Sign/Will/here/you?
10. Breakfast/want/Do/you/room/in/your?

4. Match the line in A (1-6) with the line in B(a-f). The example is given to you.

Example: 4-f

A	B
1. Do you have rooms for tonight?	a. Only a driving licence.
2. Do you mind a view from the window?	b. Yes, I like large rooms.
3. Do you have any form of identification?	c. A room with a sea view, if possible.
4. Would you like a room with a shower or a bath?	d. Yes, we do.
5. Do you have any preferences?	e. Here you are.
6. Can I see your passport, please?	f. A shower will be OK.

5. Look at the questions (1 - 8) given below. Think of possible guest's replies . (you may invent them). One example is given .

Example: - Do you have a reservation?

-Yes, I do. I sent you a fax last week.

1. - What can I do for you?

- ...

2. – Would you like a single or a double room?

- ...

3. – How long are you going to stay?

- ...

4. – Could I have your name, please?

- ...

5. – Do you mind a view from the window?

- ...

6. – Would you like a room with a shower or a bath?

- ...

7. – Will you give me your passport, please?

- ...

8. – Shall I ask the porter to help you with your luggage?

- ...

6. Focus on the polite forms and make sure you use them when changing the given sentences (1 - 7). Never hesitate before PLEASE. You may do this activity in pairs.

Polite forms

Would you like to sit down? – Не хотите ли вы.....?

Could you tell me...? – Не могли бы вы сказать...?

Will you follow me? – Не проследуете ли за мной?

Shall I go? – Можно идти?

Example: - Show me your passport!

-Could you show me your passport, please?

1. Sign here!
2. Give me the key
3. Help me with the luggage!
4. Open the window!
5. ...a single or a double room?
6. Your name! Your address!
7. ...a room with a shower or a bath?

7. Read the following two conversations between a customer/guest and a receptionist in a hotel. In the first situation, a customer is arriving/checking in at a hotel to get the key to the room. In the second situation, a customer wants a room at a hotel, but there are none available. Focus on the words/phrases in BOLD, consult the Bank of useful words and expressions and translate these dialogues.

Situation 1.

R: Good morning. How can I help you?

C: Good morning. **I have a reservation in the name of Smith.**

R: Let me look on the system. Yes, Smith. A single room for 2 nights, bed and breakfast?

C: That's correct.

R: **Could I see some ID, please?** A passport or an identity card are both fine.

C: Here you go.

R: Perfect. **Could you please fill out form** with your details. Your name and address etc...

2 minutes later

R: That looks fine. Could you please **sign** at the bottom of the form. Your signature. Perfect. Your room includes breakfast in the morning. **Breakfast is served between 7.30 am and 10 am** in the restaurant in front of the reception. On the last morning of your stay you have to check out before 11 am.

C: I have an important meeting tomorrow morning. So, **could I have a wake up call** tomorrow at 6 am?

R: Certainly

C: **Does the room have** Wi-Fi?

R: Yes, all the rooms have Wi-Fi, cable televisions and air conditioning. I'm afraid that your room isn't ready yet, sir. It should be ready for midday. If you like, you can wait in the hotel lounge and I will call you when it's ready.

C: That's ok. I have to meet somebody now. **Could I leave my bags here?**

R: No problem, sir. Leave them with me and I'll look after them for you until you return.

C: Thank you.

Situation 2.

R: Good evening. How can I help you?

C: Good evening. **Do you have any rooms available** for tonight?

R: Do you have a reservation?

C: No, we don't

R: A double or single room?

C: A double room for one night.

R: **Let me just check our system.** I am afraid that we are fully booked tonight, madam. There are no rooms available, sorry.

C: Ok, **could you recommend another hotel?**

R: You could try the Bristol Hotel.

C: **Would you mind calling them** to see if they have any vacancies?

R: No problem.

3 minutes later

R: Yes, they have some rooms available.

C: Excellent. Where is the hotel?

R: It's in centre near the castle.

C: **Could you show us on a map, please?**

R: Certainly. We are here and the Bristol Hotel is here. It's about 5 minutes by car.

8. Quiz: Arriving/Checking in at a Hotel

Below are definitions/descriptions of each of the words in bold from the above text. Now choose the word/phrase once. You may do this activity individually or in pairs.

1. A phrase where a customer asks the hotel to ring their room early in the morning, is _____.
2. A very polite phrase where a customer asks a receptionist to ring another hotel for them, is _____.
3. A phrase that a receptionist uses when they want a customer to confirm/prove their identity, is _____.
4. A phrase a customer asks when they want to have a room in a hotel, is _____.
5. A phrase a receptionist uses when they want a customer to write their details (name, address etc...) on a hotel document, is _____.
6. A polite phrase a customer uses when they want a receptionist to circle or mark where a place is on map, is _____.
7. A phrase that tells you 'when you can eat breakfast' in a hotel, is _____.
8. A polite phrase which means 'can you suggest another hotel', is _____.
9. A phrase where you ask what equipment/facilities (e.g. air conditioning) that a room has, is _____.
10. A verb that means to write your name /signature to confirm something, is _____.
11. A polite way to say 'you have a room in the hotel for me', is _____.
12. A phrase a hotel receptionist uses when they need to check/confirm something on their computer, is _____.
13. A phrase a customer uses when they want to leave their luggage with the hotel receptionist, is _____.

9. Situation 3.

Consuela Rodriguez is checking in to the Inn Hotel. Read the conversation between the guest (G) and the Front Desk Clerk (C) .

C.- Good afternoon. Can I help you?

G.- Yes. Do you have any vacancies starting tonight?

C.- Yes, ma'am, we do. How long would you like to stay?

G.- For four nights.

C.- What kind of room would you like?

G.- A single, if possible.

C.- Let me see... Yes, we do have one at \$90 per night. Will you be paying by credit card?

G.- Yes. MasterCard. Here you are.

C.-That's Ms. Rodriguez? I'll just take an impression of your card. Would you please complete the guest registration card?

G.- Certainly.

C.- Here's your credit card, Ms. Rodriguez, and your room key, your room is 505.

G.- Thank you.

C.- This your room charge card. You'll need this if you charge anything in the restaurant or lobby shops. Could you sign it here?

G.- OK.

C.- Right. Your room is on the seventh floor. The bell captain will take your bags up to your room.

G.- Thank you. Oh, is the restaurant still serving lunch.

C.- Our main restaurant closes at two-thirty, but you can get something to eat in the All-Day Coffee Shop. It's located across the lobby.

G.- Thank you very much.

C.- You're very welcome. Enjoy your stay with us.

10. Look at the conversation in Situation 3 (page 10) and fill in the missing information.

Name _____
Room number _____
Type of room _____
Cost per night _____
Number nights _____
Payment method _____
Total cost _____

11. Answer the questions to Situation 3 in which a guest is checking in.

- 1) What hotel is Consuela arriving at?
- 2) Are there any vacancies in the hotel?
- 3) How long is Consuela going to stay at the Inn Hotel?

- 4) How will she be paying?
- 5) What kind of room does she prefer?
- 6) What floor is Consuela`s room on?
- 7) What does the Front Desk Clerk give Consuela?
- 8) Who takes the bags up to Consuela`s room?
- 9) What time does the main restaurant close?
- 10) Is there any other place to get something to eat?

12.Situation 4.

Read the dialogue and translate the Russian sentences into English.

Receptionist: Good afternoon, can I help you?

Guest: Yes, please. *У вас есть свободный номер?*

R: Yes, we do. *Что вас интересует?*

G: A room for two persons and a child. We are three. Is it possible?

R: Sorry, *сейчас я проверю наличие*. Well, I can offer you a double room with an extra bed for a child.

G: That`s great!

R: *Как долго вы остановитесь у нас?*

G: For three nights, till the second of June.

R: That`s OK. *Не могли бы вы сказать мне ваши фамилии*, please?

G: Sure. We are Mr. and Mrs. Christie.

R: *Позвольте мне взглянуть на ваши паспорта*, please.

G: Sure. Here they are.

R: Well, Mr.Christie, *заполните пожалуйста этот бланк* and sign here?

G: Yes, please.

R: So, Mr. and Mrs. Christie, your room number is 478. It`s on the fourth floor. Here is your key. *Вам нужно помочь с багажом?*

G: Yes, please. Our luggage is really very heavy.

R: This way, please. *Приятного отдыха*.

13. Follow the chart and practice the conversation between a receptionist (R) and a guest (G) . Brainstorm the ideas in Situation 3 and do this activity with your partner.

R

G

1) Greet the G. Identify yourself.

2) Find out availability of a room.

3) Ask about preferences.

4) You want a room for 2 person and a child.

5) Offer a room.

6) Say, you like it.

7) Find out dates.

8) Give the dates.

9) Find out the names.

10) Answer the R's questions.

11) Do the formalities offer the porter's help.

12) Thank him.

13) Finish the procedure.

14.Situation 5.

Complete this short dialogue. The ideas of the conversation in Situation 3 between the Front Desk Clerk (C) and the guest (G) in Situation 3 may help you.

C. What kind of room _____?

G. I'd like a _____.

C. Fine, I have a _____.

G. Does it have _____?

C. No, I doesn't. I has a _____.

G. That's OK.

C. How Long would you like to stay?

G. _____

C. That's good. _____

G. Sure. I'm Clooney. George Clooney. That's C-L-O-O-N-E-Y

C. Thank you. Could I see _____ please?

G. Sure. Here it is.

C. Thank you. So, your room N is _____, it is _____ floor.

G. Good . Is there an elevator?

C. Of course, Mr. Clooney, it is opposite the reception.

G. I see.

C. _____

G. Yes, please, I have 2 heavy bags.

15.Situation 6.

Here are some extracts from a conversation between a receptionist and a guest checking in without a reservation. Put them in the order (from 1 to 10) in which you think it may go.

- a. Would you like an Executive at £125 or a Standard at £95?
- b. And may I take your home address, please?
- c. It's room 760 on the seventh floor.
- d. Hello.
- e. And the name, sir, is...?
- f. Here's your credit card, passport, and here's your key.
- g. This is your registration card. Can you just check through the details, please?
- h. Just the one night?
- i. Because you're not a British citizen, I'll require your passport in order to complete the registration.
- j. How will you be settling your account, sir?

16. Now read a check in conversation to see if your suggested order is the same.

R: Can I help you, sir?

G: Hello, I'd like a room for the night.

R: Do you have a reservation?

G: No, I don't.

R: OK. Just one night?

G: Yes.

R: And one person?

G: One person, yes.

R: Would you like an Executive at \$125 or a Standard at \$ 95?

G: Just a Standard.

R: OK... Do you have a preference for a twin or a double-bedded room?

G: Twin, please.

R: Do you have a preference for smoking or non-smoking?

G: Non-smoking, please.

R: OK. You're in room 760.

G: OK.

R: How will you be settling your account, sir?

G: Visa.

R: By Visa card. May I take an imprint of your Visa card?

G: Here you are.

R: Thank you. And the name, sir, is...?

G: Paul Smith.

R: And may I take your home address, please?

G: It's 5383 Collins Avenue, Miami.

R: And do you have a zip code?

G: 23892.

R: OK, sir. Because you're not a British citizen, I'll require your passport in order to complete the registration.

G: Here it is.

R: Thank you very much.

G: Does the rate include breakfast?

R: No, it doesn't. Breakfast is \$7.50 for continental and \$ 9.95 for English and is served in the Brasserie Restaurant on this floor from 6.30 all morning, or you can order in your room through room service at no extra charge.

G: OK.

R: This is your registration card. Can you just check through the details, please?

G: Yes.

R: And sign here.

G: OK.

R: Thank you. Here's your credit card, passport, and here's your key. It's room 760 on the seventh floor. The elevator is on the right. If you just tell a porter your room number, he'll follow you up with the luggage.

G: Thank you very much.

R: Enjoy your stay.

17. Elicit the ideas of Situation 6 and complete the guest registration card.

<h1><i>Inn Park Hotel</i></h1>	
<h2>Guest Registration Card</h2>	
Name _____	Lastname _____ Title _____
Home address _____	Zip-Code _____
E-mail address(if available) _____	Telephone.No _____
Passport details _____	
Arrival date _____	Time(am/pm) _____
Departure date _____	Time(am/pm) _____
Number of rooms needed _____	Room number _____
Special requests: Wheelchair accessible room _____ Nonsmoking room _____	
King bed _____ Doublebed _____ Twin bed _____	
(Bed types are not guaranteed)	
Rate: Executive-\$125	Standard-\$95
Payment method: MC _____	VISA _____ AM.EXPRESS _____
Credit card number _____	Expiry date _____
Signature (regardless of payment method) _____	
Guarantee: Reservation must be guaranteed by credit card or first night's deposit.	

18. Role play the above Situation 6. You are a Receptionist of the Inn Park hotel. Welcome your guest and go through the check in procedure. Consult the guest registration card (activity 17) and fill it in.

19. Situation 7.

Read the dialogues A and B, roleplay them, filling in the Royal Hotel's registration card.

You'll be playing the roles of Receptionist (R) and Guest (G) who has just arrived at the Royal Hotel, on May 1st.

A.

R. Good afternoon, sir. Do you have a reservation?

G. No, I don't. Er...do you have a double room for two nights?

R. Um...yes we do.

G. Oh, good.

R. I'll just check what rooms we have available. Just a moment, please.

G. Oh, OK, thanks.

R. Yes, now, let's see... um.... Room 414 is free. It's on the fourth floor and it has a sea view and twin beds.

G. Oh, that sounds fine. Er.... How much is it?

R. Well, the cost is \$150 per night, including buffet breakfast.

G. Oh, fine.

R. Would you fill out this registration form, please?

G. Oh, yes, sure, sure....

.....

R. ... thank you very much, Mr. Robert. Could I see your passport, please?

G. Uhuh, er... here it is.

R. Thank you very much. How will you be paying for your room?

G. By VISA.

R. Mm, may I have your credit card, please?

G. Certainly, here you are...

B.

R. Good afternoon, may I help you?

G. Yes, I have a room booked. My name's O'Neill.

R. Ah, yes, Ms O'Neill. Yes, it's a single room with sea view until Saturday, is that right?

G. Yes. Um... and a shower.

R. Oh, yes, yes, all our rooms have showers.

G. Um... how much does that cost?

R. Well, it's \$95 a night but that does include buffet breakfast.

G. OK. I'll be paying by MasterCard.

R. Fine, fine. Would you just fill out the registration form...

....

R. you'll be in Room 301, which is on the third floor. Here's your key and your key card.

G. Oh, thank you. Oh, and what about my suitcase?

R. Your baggage will be taken up to your room for you.

G. Oh, that's good.

R. Have you stayed with us before?

G. No

R. Well, this leaflet tells you all about the hotel and the facilities.

G. Oh, well, thank you very much.

R. Lunch is served from 8 o'clock. Would you like to reserve a table?

G. Oh, yes please. For...um...8.30

R. Fine, and would you like a wake-up call in the morning?

G. No, thanks.

R. OK. The porter will show you to your room.

G. Oh, that's good.

R. If you have any problems, please let me know.

G. All right, and thank you very much.

R. Enjoy your stay with us!

G. Thanks!

Royal Hotel

Registration Card

Surname _____

Forenames _____

Accompanied by _____

Payment method: *cash* *cheque* *company account* *credit card* (No. ____)

Home address _____

Nationality _____

Passport number _____

Car registration number _____

Purpose of visit _____

Signature _____

Special requirements _____

Room number _____ Date of arrival _____ Date of departure _____

20. Read the dialogue dealing with check in procedure (R - receptionist, G - guest). Roleplay it with your partner.

R: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?

G: I have a reservation for today. It's under the name of Hannighan.

R: Can you please spell that for me, sir?

G: Sure. H-A-N-N-I-G-H-A-N.

R: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

G: Yes, it is.

R: Excellent. We already have your credit card information on the file. If you just sign the receipt along the bottom, please.

G: Whoa! Five hundred and ninety dollars a night!

R: Yes, sir. We are a five star hotel after all.

G: Well, fine. I'm here on business anyway, so at least I'm staying on the company's dime. What's included in this cost anyway?

R: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.

G: So what's not included in the price?

R: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

G: Hmm. Ok, so what room am I in?

R: Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

G: Great. Thanks.

R: Should you have any questions or requests, please dial "O" from your room. Also, there is internet available in the lobby 24 hours a day.

G: Ok, and what time is check-out?

R: At midday, sir.

G: Ok, thanks.

R: My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

21. Read the Following situations and role play them using the guest registration forms of situations 6, 7 (the INN PARK HOTEL or the ROYAL HOTEL).

Situation 8.

Task: You meet the guest who has a reservation (he phoned to reserve a room 2 days ago). Check him in. Discuss his preferences and reserve a table in the hotel's restaurant for the next evening (his special requirement)

Your guest's details.

Mr. Charles Davies is arriving on 20th, April, departing on 25th. Single room, shower, sea view, business facilities, area for meeting with his colleagues

Situation 9.

Task: You meet the guests who have a reservation. They sent a fax to reserve a room. Check them in.

Discuss their preferences and reserve a table in the hotel's restaurant for the next evening (their special requirement). Offer them tickets to a concert, opera or ballet.

Your guest's details.

Mark and Linda James are arriving on 18th, April and staying for 5 nights (departing on 23th). It is their 10th wedding anniversary. Double room with a bath. They would like to have some entertainment

Часть 2. Выезд (выписка) гостя из отеля. Part 2. Checking out.

The moment when the guest leaves the hotel we call checking out. Do you know what the receptionist and the guest discuss at the front desk? How can you explain the bill, correct and add information, if necessary? How can you apologize and then politely explain the errors? Are you familiar with the methods of payment? What are the advantages and disadvantages of different ways of payment? Learn to do this and start with the words and expressions given below. Make sure you know them.

Bank of useful words and expressions

amount - количество

balance due – итого

bill - счет

charge / rate / price - стоимость, цена

currency - валюта

discount - скидка

dotted line - пунктирная линия

expiry date - дата истечения срока действия

exchange rate - курс обмена валют

explain - объяснить

item - пункт

to itemise -расположить по пунктам

hire - прокат

to include - включать

to pay in cash/by credit card/with traveller's cheque - платить наличными/кредитной картой/чеком путешественника

"miscellaneous" - "разное"

mistake - ошибка

receipt - чек / квитанция

print out – счет, распечатка счета

wallet - кошелек

to rent - брать напрокат

to settle a bill - оплатить счет

to sign - подписывать

How would you like to pay? / How will you be paying? - Как вы будете оплачивать?

How much did you say that was? - Сколько, вы сказали?

That is \$500 altogether/in total. - Все вместе/общая сумма составляет 500 долларов.

The average price is... - Средняя цена...

Here is your bill /cheque / receipt / change. - Вот ваш счет/чек/квитанция/сдача.

Keep the change. - Сдачу оставьте себе.

Do you accept Visa? - Вы принимаете?

Service and Tax are included. - Обслуживание и налог включены.

We give discounts at weekends. - По выходным мы предоставляем скидки.

The card is valid. - Карта действительна.

I'm afraid there is a mistake. - Боюсь, здесь ошибка.

Let me explain. - Позвольте мне объяснить.

What is this charge for? - Это за что? Эта сумма / плата / ...

What is this item for? - Что это за пункт?

Well, let me explain. - О, позвольте мне объяснить...

1. Now, if you are familiar with the new vocabulary dealing with check out procedures, start practising them by doing very simple things. First, put the words in correct order to make a sentence as in the example.

Example: We\give\will\a\discount\you. - *We'll give you a discount.*

1. will\I\the\settle\now\bill.
2. I\to\in\a\am\hotel\work\going.
3. sister\My\tomorrow\arrives.
4. to>We\going\in\are\pay\cash.
5. going\He\is\check out\to /tonight.
6. will\The\give\computer\us\data\the

2. Now use “not “ for making the above sentences negative as in the example. See activity 1.

Example: We'll give you a discount. - *We won't give you a discount.*

3. Read and check understanding of the sentences (1 – 12) and fill in the missing words. Use the Bank of useful words and expressions given above.

Example: ... here, please. - *Sign here, please.*

1. Most guests pay by ...
2. A guest who comes from another country wants to change foreign ...
3. Does it ... breakfast?
4. Service and Tax are not ...
5. The ... price is \$1050.
6. What is the ... for a single room?
7. Check the ... date to make sure that the card is ...
8. What is this ... for? I didn't order any magazines or newspapers! There is a ...
9. I'm leaving today, so I'd like to ... a bill.
10. Do you have ... at weekends for families?
11. Do you ... Visa?
12. Let me ... The next item is for the Room Service.

4. Think of your possible reply to the guest's words. You may imagine the situation. Do this activity in pairs. If necessary use the following : *of course / sure / certainly*.

Example: – Is the service included?

– *Yes, of course, it is. The Service and Tax are included.*

1. – Do you accept Master Card?

–

2. – How much is it altogether?

–

3. – Is it all right, if I pay tomorrow?

-
4. – What is this item for?
-
5. – I'd like to settle the bill.
-
6. – I'm afraid I've got only dollars, not local currency.
-
7. – I seem to have left my wallet in the room.
-
8. – I was expecting a 25 % discount on my bill, but you haven't given me any.
-
9. – I'm afraid the bill is wrong. There is a mistake. I didn't make any long-distance calls!
-

5. Use your imagination and match the line in A (1-6) with line in B (a-f), as in the example.

Example: *1 - c*

A

1. I'd like to settle my bill now.
2. Can I pay in dollars?
3. What's this item for?
4. How much did you say that was?
5. It seems too much money.
6. Do you accept visa?

B

- a. Yes, sir. We take all foreign currency.
- b. I'll check it for you.
- c. Here you are sir.
- d. That's \$500 altogether.
- e. Yes, we do.
- f. That's for telephone call.

6. Focus on the polite forms and make sure you use them when changing the given sentences. Never hesitate before PLEASE. You may do this activity in pairs.

Polite forms.

How would you like to pay? - Как вы будете оплачивать?
Would you like to sit down? – Вы не хотите сесть?
Could you tell me...? - Не могли бы вы сказать...
Will you sign here? - Не подпишетесь здесь?
Shall I sign here? - Я могу поставить подпись здесь?
Can I help you? – Я могу вам помочь?
Could you help me... – Вы могли бы мне помочь....

Example: - Show me your passport!

Could you show me your passport, please?

Pay now!

Sign here!

Give me a discount!

There's mistake.

Accept visa?

Where is my bill?

Order a taxi for me!

Call the porter!

Help with luggage!

- 7. Read the following two conversations. In both, a customer/guest in a hotel is talking to the hotel's receptionist. In the first situation, a customer is checking out of a hotel. In the second situation, a customer is asking the receptionist for information about the city/town. Focus on the words/phrases in BOLD and think about their meaning.**

Situation 1.

C: Good morning. **We'd like to check out, please.**

R: Certainly. **Could I have your room number, please?**

C: 510

R: If I could have the card key, I'll get you your bill.

1 minute later

R: Here's your **itemised bill**. It includes the cost of the room and a list of all the products and services that you have used during your stay in the hotel.

C: It looks fine.

R: So that's €198. How **would you like to pay, cash or card?**

C: By credit card. Here it is.

R: Thank you.

1 minute later

R: If you could just sign your name at the bottom of this piece of paper.

C: Ok.

R: Thank you. Here's your credit card and your **receipt**, that shows that you have paid the bill.

C: Thank you. **Could you call us a taxi** for the airport, please?

R: To leave now?

C: Yes, please.

2 minutes later

R: It'll be here within 5 minutes, outside the entrance. I hope you enjoyed your stay and have a good journey.

C: Thank you

Situation 2.

R: How can I help you madam?

C: **Can you recommend any good restaurants?** We'd like to eat Indian food tonight.

R: There are a couple of excellent Indian restaurants in the centre of the city near the river. The Bengal Palace and the Delhi Belly.

C: Can you show us where they are on a map?

R: If you look at this map, there's the Bengal Palace here and the Delhi Belly here.

C: **Is it safe to walk around there** at night? Are there problems in the city centre with thieves?

R: It's perfectly safe, but don't go into the park. Some people have been mugged there.

C: **How can we get to** the centre from here? Can we walk or is there a bus.

R: You can walk, but it's about 40 minutes. Or you can take the number 52 bus from the bus stop in front of the hotel and that will take you to the centre. Get off at the bus stop at the railway station.

C: **Is it a frequent service?** Do buses regularly go to the city centre from here?

R: Yes, it **runs every** 15 minutes until midnight. The next bus should arrive outside the hotel at 7.22.

C: Thank you so much.

R: **Is there anything else I can help you with?**

C: Yes, there is. We need to buy a bottle of water. **Is there a corner shop near?** Or a supermarket where we can buy one?

R: There's a corner shop which sells bottles of water just down the road. When you leave the hotel, go right and it's about 150 metres down the road.

C: Thank you very much.

R: My pleasure.

8. Quiz: Leaving/Checking out & Asking Questions in a Hotel.

Below is a definition/description of each of the words in bold from the above text (two conversations). Now choose the word/phrase and use it only once.

1. A phrase that you ask when you want to know how to travel to a place, is _____
2. A polite phrase that is used when you want somebody to phone and reserve a taxi for you, is _____
3. A phrase where you ask somebody if a place is dangerous to visit, is _____
4. A document that lists everything that you have used or had in a hotel and have to pay for, is called a _____
5. A questions that is used when you want to know how regularly/often buses go to a place, is _____
6. A questions where you ask if there is a place close to buy things like bottles of water, candy/sweets etc..., is _____
7. A question that a receptionist in a hotel asks a customer/guest to know which room they are/were in, is _____
8. The piece of paper you receive after paying a hotel bill, is called a _____
9. A polite phrase that is used by a receptionist to ask a guest if there are more things they can assist them with or do for them, is _____
10. A phrase that a receptionist uses to ask a guest in what way they want to pay their hotel bill, is _____
11. A phrase that tells somebody 'how regularly/often' buses go to a place, is _____
12. A polite way to say 'we're leaving the hotel and we want to pay the bill', is _____
13. A way to ask for somebody's advice/suggestion on a place to eat food in, is _____

9. Situation 3.

First read this short dialogue and choose the correct word to make a checking out conversation between a receptionist (R) and a guest (G). The first one has been done for you.

G: I'd like to **check out** / *leave* now, please.

R: Certainly, madam. May I *have* / *know* your room number?

G: Yes, it's 429 and the name is Ann Debt.

R: *I'll* / *I'm going to* get you the bill straight *up* / *away*.

G: Thank you.

R: *Here* / *Here you are*, madam. Would you like to *know* / *check* it?

G: What are these items *from* / *for*?

R: Room Service, I think, but *I'll* / *I'm going to* check, if you like.

G: No, don't *mind / worry*, that *can / must* be right. Everything *appears/seems* fine.

R: How would you like to *pay / buy*?

G: Do you *accept / give* Visa?

R: Yes, *we do / it is*.

G: Here you are.

10. Answer the questions to Situation 3 (activity 9). After that practise this short dialogue.

1. What do we call the moment when the guest leaves the hotel?
2. What are the receptionist and the guest discussing at the front desk?.
3. When would the guest like to get the bill?
4. Is it a good idea to check the bill?
5. What methods of payment is offered?
6. What are the advantages and disadvantages of different ways of payment?

11. Situation 4.

Read these short dialogues and translate into English the Russian sentences and phrases (G - guest, R - Receptionist). You may find prompts in the word bank on p.1.Role play these dialogues.

G: I'd like to settle my bill now, please.

R: (Вот Ваш счёт), madam.

G: What's (этот пункт) for, please?

R: That's for telephone calls.

G: It can't be right. (Я не звонила столько раз). It seems too much money.

R: Just a moment, madam. (Я проверю сейчас же). Oh, it is really 126 dollars. I'm afraid (здесь нет ошибки).

G: And what about this? You've got me down for dinner on four nights. But (меня не было) on the 6th.

R: I beg your pardon, (здесь ошибка). I'll just put it through the computer again.

R: Your bill, sir.

G: Thank you. (Я могу оплатить) in Marks?

R: Yes, sir. That'll be OK, we (принимаем любую иностранную валюту).

G: Oh, I think (в счёте ошибка). We didn't have laundry service.

R: One moment, sir, I'm sorry, this isn't your bill. I confused you with another room. I'll get you the right bill. (Я очень сожалею об этом).

12. Imagine that you are seeing off your guest/friend/business partner. Think, which words you use to say good bye to him/her. Pronounce them correctly.

See you again

So long

See you soon/on Monday

Would you like my card?

May I have your card?

It's been nice/good to meet you.

I hope you enjoyed your stay.

I hope the room was OK.

I'm in a hurry, I have to go.

Take care.

Goodbye.

Bye-bye.

13. Brainstorm ideas with saying good-bye (activity 12). Read and practise these short dialogues.

Conversation A

Consuela Rodriguez: Well, good-bye, Ryan. Don't forget, if you're ever in Mexico City, you should come and see us.

Ryan Thomas: I will. And we'll see you again next year?

CR: Of course.

RT: I hope the hotel was OK.

CR: Oh, yes. It was fine. Except for the last few years. It's been full of people for the Engineer's Convention!

Conversation B

Max Devereux: So, I'll look forward to seeing you in Seattle.

Michael Robertson: Yes, I'll call your secretary to arrange a meeting.

MD: I certainly think we can do business together, Michael.

MR: I hope so

Conversation C

Bell Captain: Excuse me! Mr. Meeks!

Wilbur Meeks: Ah, yes?

BC: The Front Desk Manager wanted to speak to you before you leave, sir.

WM: I'm in a hurry, I have a plane to catch.

BC: It will only take a moment, sir. There's something about a cleaning charge your carpet ...

Conversation D

James McGovern: Thank you again, Dr. Santos. It's been a pleasure having you here. And thank you for your impressive speech!

João Santos: Well, thank you for all your help.

JM: That's what I'm here for.

JS: Well, it's been nice to meet you. Good-bye.

14. Look at the list below, then read the three dialogues (№ 1, 2, 3) which take place in a hotel. Each dialogue is about one of the following situations (a-e) involving money. Write the number of the dialogue by the situation (1-5). Roleplay dialogues of your own invention based on familiar situations.

- a. paying the bill in the restaurant
- b. buying goods from a hotel shop
- c. checking in
- d. changing money
- e. checking out

Dialogue 1

C: That'll be \$37.20, please, sir. How would you like to pay?

G: Oh, I don't know. Do you accept credit cards...or a cheque?

C: Yes, or it can be added to your bill.

G: Oh, yes. Can I charge it to my bill?

C: Certainly, sir. What room are you in?

G: Room 408. Here...here's my key card.

C: Right, thank you. That's fine. Could you just sign here, please?

G: OK...Could you wrap them for me?

C: Of course. I can arrange for them to be sent as well, if you like.

G: That's an idea – it'll save carrying them. How much do you charge?

C: Well, it's...

Dialogue 2

C: Good morning, madam. How can I help you?

G: I'd like to check out, please.

C: Certainly, madam. I'll get your bill. What room are you in?

G: 702.

C: Here you are, madam. Would you just like to check it through?

G: Yes...Can you tell me what this item is for?

C: That was the morning papers you had.

G: But I don't think I ordered any papers.

C: Didn't you? I'd better check my computer... You're quite right. Those papers were sent to 703. I'm very sorry about that, madam.

Dialogue 3

C: Hello, can I help you?

G: Yes, I'd like to change some dollars. Can you tell me what the exchange rate is?

C: Cash or traveller's cheques?

G: Cash

C: Right, the rate is one dollar forty to the pound.

G: OK. Is commission charged on that?

C: Yes, we charge a flat rate of £2 per transaction.

G: OK. I think I'll change two hundred dollars. How much will I get exactly?

C: Right, sir, let me just calculate it ... 200 divided by one point four equals ... 142 pounds eighty-six less two pounds commission ... That comes to 140 pounds and eighty-six pence.

G: Good. That should be enough. Here you are ...

15. Here are some extracts (a – j) from a conversation between a cashier and a guest checking out. Put them in the order (from 1 to 10) in which you think it may go. You may do this activity individually and then compare your ideas with your partner. After that you can check yourselves in Situation 3.

- a. Yes, certainly, Mr. Cook here you are. The individual charges are itemised and the receipts are here.
- b. Thank you very much, Mr. Cook. I do hope you enjoyed your stay with us.
- c. 'WATER SPORTS' - that's either renting a windsurfer or a sailboat.
- d. Oh, yes, I must have done.
- e. Goodbye, Mr. Cook. Have a good journey...
- f. Thank you very much, Mr. Cook... Could you just sign here on the dotted line?
- g. Yes, certainly.
- h. Can I have my bill, please?
- i. Oh, yes, I rented a sailboat - I thought it was free, though.
- j. No, I'm afraid not - according to the receipt here you had it out for two hours.

16. Situation 5.

Now read a check out conversation to see if your suggested order is the same. (G - guest, C - cashier).

G: Can I have my bill, please?

C: Yes, certainly, Mr. Cook, here you are. The individual charges are itemised and the receipts are here.

G: OK... Oh, can you just explain what the extras are?

C: Yes, certainly, 'PALM BEACH' is the name of the main bar, and you had drinks at the bar on the 5th and again in the 6th. Let's see, all... all the receipts are here, yeah, here's the check you signed on the 5th and here's the one from the 6th.

G: OK, what about 'SPORTS'?

C: Did you play tennis on the 5th?

G: Yes, that's right.

C: Well, that charge is for the hire of the court and tennis equipment.

G: I see, what is 'BERMUDA PLAN'?

C: That's your room charge - it's the charge for your room and for full American breakfast. R 101 means Room 101.

G: Right. And what about 'POOL SIDE'?

C: Did you have a drink at the snack bar beside the swimming pool?

G: Oh, yes, I must have done. And then there's 'TELEX AND FAX' - I did send a fax. And 'ROOM SERVICE' - I understand that. And Palm Beach again, and then what's this?

C: Oh, that's... that's 'COFFEE HOUSE' - did you have lunch in the Coffee House on the 6th?

G: That's right, I did. OK, what's this next one?

C: 'WATER SPORTS' - that's either renting a windsurfer or a sailboat.

G: Oh, yes. I rented a sailboat - I thought it was free, though.

C: No, I'm afraid not - according to the receipt here you had it out for two hours.

G: Yes, I did. OK, the rest are the same again - except for this one: 'MISCELLANEOUS'. What do you think that is?

C: Oh, I have no idea, I'm afraid. I'll just check that receipt for that...

Yes, here it is: it's for a guide book, which you bought from the Front Desk.

G: Oh, yes, I remember. Right, good. Here's my Visa card.

C: Thank you very much, Mr. Cook. Could you just sign here on the dotted line?

G: Certainly yes... There you are.

C: Thank you very much, Mr. Cook. I do hope you enjoyed your stay with us.

G: I did, yes. Thank you.

C: And we hope to see you again before too long.

G: I hope so, too. Goodbye.

C: Goodbye, Mr. Cook. Have a good journey...

17. Look at the bill of an imaginary Sunset Beach Resort. Imagine that you're a cashier explaining this bill to a guest.

Give explanations of various charges on the bill, meaning of abbreviations, reasons for the charges, whether service is included... . Be positive. Practise this conversation.



Date	Reference	Description	Amount
05 Jan	4668	PALM BEACH	7.50
05 Jan	1955	SPORTS	12.00
05 Jan	R 101	BERMUDA PLAN	180.00
06 Jan	3891	POOL SIDE	6.30
06 Jan	12345	TELEX & FAX	18.00
06 Jan	3291	ROOM SERVICE	10.00
06 Jan	4668	PALM BEACH	5.50
06 Jan	9832	COFFEE HSE	12.00
06 Jan	1291	WTR SPORTS	15.00
06 Jan	R 101	BERMUDA PLAN	180.00
07 Jan	3892	POOL SIDE	8.00
07 Jan	29871	PALM BEACH	9.00
07 Jan	12010	MISCELLANEOUS	15.00
07 Jan	R 101	BERMUDA PLAN	180.00
		BALANCE DUE....	658.30
		SUMMARY OF CHARGES:	
	3	PALM BEACH POSTING (S) =	22.00
	1	SPORTS POSTING (S) =	12.00
	2	POOL SIDE POSTING (S) =	14.30
	1	TELEX & FAX POSTING (S) =	18.00
	1	ROOM SERVICE POSTING (S) =	10.00
	1	WTR SPORTS POSTING (S) =	15.00
	3	ROOM CHARGE POSTING (S) =	540.00
	1	COFFEE HSE POSTING (S) =	12.00
	1	MISCELLANEOUS (S) =	15.00

18. Follow the chart and roleplay the check out conversation between a cashier (C) and a guest (G). Consult the dialogue in Situation 3 and the imaginary bill of 'Sunset Beach Resort' (given above).

C

G

1) Greet the guest.

2) Identify yourself.

Ask for the bill.

3) Prepare the bill.

Offer to give explanations.

4) Look through the bill and ask what "Palm Beach" means.

5) Explain, giving detailed information.

**6) Ask about items "Sports",
"Bermuda Plan",
"Poolside",
"Watersports"**

7) Explain.

8) Find out about "Miscellaneous".

9) Check the receipts and explain.

10) Agree with the C.

11) Choose the payment method.

12) Offer your Visa card

13) Do the formalities

14) Thank the C

15) See off your G.

19. Situation 6.

Practise this short dialogue and perform it (C – cashier, G – guest).

C: Good afternoon. What can I do for you, sir?

G: I'd like to check out now.

C: Your name and room number, please?

G: John Smith. Room 678.

C: Just a moment, sir. I'll draw up your bill...here's your bill, sir.

G: And what's amount for?

C: That's for the phone calls you have made from your room. And that is for the in-house movies.

G: I see. May I pay by traveller's cheques.

C: Certainly, sir...Thank you. Here's your receipt.

G: Thank you. May I leave my luggage here until I'm ready to leave this afternoon? I'd like to do some shopping.

C: Yes, sir. How many bags do you have?

G: Just these two. I'll be back at around 3 o'clock.

C: That's fine. Have a nice day, sir.

20. Translate these short dialogues (A and B) dealing with checking out procedure. You can do this activity individually or in pairs.

A

– Я сегодня улетаю. Не могли бы вы приготовить мне счет.

– Да, конечно. Ваша фамилия и номер комнаты?

– Я из 380 номера. Моя фамилия Слоуп.

– Вот, пожалуйста, ваш счет.

– Вы не могли бы сказать, сколько там всего, я забыл очки в номере.

– Нет проблем. Всего 835 долларов. Здесь все включено.

– Кажется, там ошибка, слишком большая сумма.

- Позвольте мне объяснить. Этот пункт за услуги прачечной, этот за журналы.
- Но я не получал журналы!
- Сейчас я проверю. Да, вы правы. Это моя ошибка.

В

- Я бы хотел оплатить счет. У меня билет на поезд завтра утром.
- Вы бы не могли назвать ваше имя и номер комнаты?
- Меня зовут Глайд, я из номера 618.
- Вот вам счет, пожалуйста.
- Там все включено?
- Да, все услуги и налог включены. Общая сумма составляет \$900.
- Там нет ошибки?
- Позвольте я объясню. У вас 20% скидка, т.к. вы останавливались на выходные семьей.
- Ничего, если я оплачу завтра? Я, кажется, забыл кошелек в номере

22.Situation 7.

Use your imagination, it doesn't have to be true. Roleplay a dialogue of your own invention based on the hotel printout given below. One of you is a cashier explaining this bill to a guest. You have to be positive.

DATE	REFERENCE	DESCRIPTION	AMOUNT
11 Jul	124	RESTAURANT	48.90
11 Jul	R 312	ROOM CHARGE (CONTINENTAL	120.00
11 Jul	R 312	PLAN)	2.40
11 Jul	028	TELEPHONE	94.50
11 Jul	983	CAR HIRE	10.00
11 Jul	182	TV/VIDEO	9.50
11 Jul	R 312	COCKTAIL BAR	5.00
11 Jul	127	MINIBAR	67.00
12 Jul	R 312	RESTAURANT	120.00
12 Jul	381	ROOM CHARGE (CONTINENTAL	8.50
12 Jul	781	PLAN)	78.00
12 Jul	104	COFFEE SHOP	2.80
12 Jul	351	OPERA TICKETS	4.20
13 Jul	129	NEWSPAPERS & MAGAZINES	12.50
13 Jul	R 312	TOILETRIES	5.20
13 Jul	R 312	TENNIS	120.00
13 Jul	983	MINIBAR	10.00
13 Jul	356	ROOM CHARGE (CONTINENTAL	45.99
		PLAN)	
		TV/VIDEO	
		GIFT SHOP	

SUB TOTAL...	764.49
SERVICE CHARGE 12,5%	95.56
LOCAL TAXES 2,5%	19.11
BALANCE DUE...	879.16

22. Read the dialogue dealing with check out procedure (R - receptionist, G - guest). Roleplay this conversation with your partner.

R: Did you enjoy your stay with us, sir?

G: Yes, very much. However, I now need to get to the airport. I have a flight that leaves in about two hours, so what is the quickest way to get there?

R: We do have a free airport shuttle service.

G: That sounds great, but will it get me to the airport on time?

R: Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.

G: Fantastic. I'll just wait in the lounge area. Will you please let me know when it will be leaving?

R: Of course, sir. Oh, before you go would you be able to settle the mini-bar bill?

G: Oh yes, certainly. How much will that be?

R: Let's see. The bill comes to \$37.50. How would you like to pay for that?

G: I'll pay by my Visa thanks, but I'll need a receipt so I can charge it to my company.

R: Absolutely. Here we are, sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.

G: That would be great, thank you.

R: Would you like to sign the hotel guestbook, too, while you are waiting?

G: Sure, I had a really good stay here and I'll tell other people to come here.

R: That's good to hear. Thank you again for staying in The Grand Woodward Hotel.

23.Situation 8.

Pairwork. This role play is in two parts so that you both get a turn at being the cashier. Read the situations carefully, brainstorm ideas with checking out procedure and practise the dialogues (A and B).

A

1. You are a <u>cashier</u> . Explain to the client how much he or she has to pay.	2. You are a <u>client</u> . Imagine that you don't trust the cashier's arithmetic. Write down the prices the cashier tells you – and make sure he or she gets the final total right.
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Date_____Room_____	
N ^o _____Surname_____	
Two nights accommodation = – \$44 per night	
Three dinners – \$24 each =	
Four bottles of wine – \$12.50 each =	
Five local telephone calls – 50¢ each =	
Six glasses of beer – \$3.40 each =	
TOTAL =	

B

1. You are a <u>client</u> . Imagine that you don't trust the cashier's arithmetic. Write down the prices the cashier tells you – and make sure he or she gets the final total right.	2. You are a <u>cashier</u> . Explain to the client how much he or she has to pay.
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Date_____RoomNo_____Surname_____		
Two nights accommodation – \$ 55 per night	=	
Three lunches – \$19 each	=	
Four dinners– \$29 each	=	
Five bottles of house red– \$11.95 each	=	
Six bottles of mineral water– \$3.50 each	=	
TOTAL	=	

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