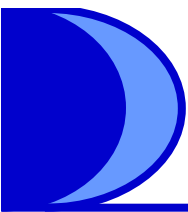




7) ACCEPTING FOR PAYMENTS



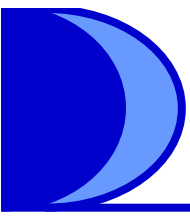
WHEN TO USE IT	EXPRESSION
Will you be putting this on your credit card?	Use this expression to ask how the customer is going to pay by cash or credit card.
The total comes to \$123.67, including tax.	Telling the customers total bill including the tax.
There is an extra room charge on your bill	Aside from the room they have rented, they also ordered other things such as room service, or hotel's restaurant orders.
An additional of \$___ is charged on your bill for _____.	Extra payment for checking out late/ adding one person in the room/ extending one day of your stay
For from \$__, here's your change.	Giving the full information of the whole paid amount and change.
Could you give me a smaller bill? I don't have a change for that.	Asking the customer to pay a smaller amount of bill so it's easy to give a change.
I'll just need you to give me your room key, please.	Taking the key of the room the customers have accommodated.



7) ACCEPTING FOR PAYMENTS



WHEN TO USE IT	EXPRESSION
Are you ready to check out?	Asking the customer if their things are ready to be taken out from the room and if they are ready to pay everything.
What room were you in?	Asking the customers room number
Your bill's _____.	Telling the customers total bill or payment for their stay in the hotel.
How was your stay?	Asking the customer if they have enjoyed their stay.
How would you like to pay?	.Asking the customer how they would like to pay for their bill, Cash or credit.
I'll just need your room keys, please.	After paying everything the customer needs to sign a receipt or hotel's checking out papers.
I'll have one of our bell boys take care of your valuables.	Giving help to the customers with their baggage's or things by calling the hotel bell boys.



7) ACCEPTING FOR PAYMENTS

Activity: What to say when...

1. You ask the customer the manner
She'll pay the bill.
2. You ask the customer to pay
in smaller amount.
3. You tell the customer to leave
the room key.
4. You're asking the room
number where the customer
stays.
5. You're asking the customer
if her things are ready to
be taken.

