



At the end of the lesson, the student will be able to:

* communicate with a teller smoothly when checking out from a hotel and use relevant vocabularies.



Dialogue

A: Are you **checking out** now?

B: Yes . Sorry we're late.

A: That's okay. How was everything?

B: The room was great, the beds were really comfortable and we weren't expecting our own **fridge!**

A: I'm glad you liked it.

B: The kids were **thwarted** that the pool wasn't open this morning though.

A: I apologize for that. Will you be putting this on your credit card?

B: No, I'll pay in cash.

A: Ok. So the total comes to \$123.67 including **tax**.

B: I thought it was \$1115 even. That's what they said yesterday when we checked in.

A: Yes, but there's an extra room charge on your bill.

B: Oh, I forgot. My husband ordered a plate of nachos. Sorry.

A: No problem. So.. from \$140, here's your change. Now, I'll just have to ask you for your room key.



Vocabulary

fridge



Let's Talk



1. What do you do when you are thwarted with the service in the hotel?
2. Cite three essential amenities in a hotel for you. Why are they important?
3. Which do you prefer to bring with you, credit card or cash? Why?
4. Are Japanese very particular about the quality of the accommodation and service in a hotel?
5. What is the most famous hotel in Japan? What makes it famous?