



## Unit11. チェックアウト

### Check out (2)



#### (1) Conversation

I want to check out

Receptionist: Good morning, ma'am.

What can I do for you today?

Guest: I want to check out please. Here's my room key.

Receptionist: Here's your bill, ma'am. How's your stay?

Guest: I enjoyed my stay.

Receptionist: We're certainly glad you did, ma'am.

We hope to serve you again soon.

Guest: Yes, certainly.

Would you mind giving me a discount the next time I check in?

Receptionist: We have promos every summer, ma'am.



### Would you mind explaining me...?

Guest: I want to check out please.

My room number is 1001.

Receptionist: Here's your bill, ma'am.

Guest: Would you mind explaining me what these extra charges are for?

Receptionist: Ma'am, 200 for the movie, 400 for three outgoing calls and 900 for the consumed wine.

Guest: What? It can be right.

I only made two phone calls and I asked for a movie but I didn't turn on the TV.

Why should I pay for it?

Receptionist: Ma'am, it is already noted on your bill because you requested for the service but unable to cancel the request.

Guest: I'd like to talk to your manager now!

## (2) Activity 1

Picture Story

## (3) Activity 2

Discount Tips



>>Memberships in some organizations can also help lower the bill. But if a hotel won't budge on price, try for free amenities such as room upgrades, a shoe shine, or a discount coupon for dinner.

REMEMBER: Everything is negotiable at a hotel, just ask it in a polite and friendly manner.

(4) Describe the pictures

