

# ENL 1201 English for Hotel 1

Check-Out

## Check Out

- **Dialogue 1**

- **Receptionist: Good morning, sir. Can I help you?**

กุด ม้อนิง เชอ แคน ไอ เฮ็ลพ ยู  
อรุณสวัสดิ์ค่ะ มีอะไร ให้ ฉัน ช่วย ไหม

- **Guest: Good morning. I'd like to check out, please.**

กุด ม้อนิง ไอเด ไลค ทู เช็ค เอาท พลีส  
อรุณสวัสดิ์ ผม ต้องการ เช็คเอาท์ ครับ

- **Receptionist: What's your room number?**

ว้อทส ยัว รูม นัมเบอร์  
หมายเลข ห้อง ของคุณ คือ อะไร





- **Guest: Room 223.**

รুম ทู เทวินที ตรี  
ห้อง 223.

- **Receptionist. Have you consumed anything from our mini-bar?**

แฮฝ ยู เคยินซุมด เอ็นนิง ฟรอม เอ้าเวอะ มินิ บาร์  
คุณ ได้ ดืม สิ่งใดๆ จาก มินิ บาร์ ของเรา หรือเปล่า

- **Guest: Yes, two cans of beer and five bottles of water.**

เย็ส ทู แคนส ออฟ เบียร์ แอนด ไฟฟ บ้อทเทิลส ออฟ ว้อเทอะ  
ครับ เบียร์ สอง กระจบอง และ น้ำ ห้า ขวด

- **Receptionist: So the total comes to 3,200 baht.**

โซ เดอะ โท้เทิล คัมส ทู ตรี เอ้าเซินด แอนด ทู ฮันเดริด บาท  
จัน ทั้งหมด อยู่ที่ 3,200 บาท

- **Guest: Here's my credit card.**

เฮ็ยส มาย เครดิท คาร์ด  
นี่ คือ บัตร เครดิต ของผม



- **Receptionist: How was your stay?**  
ฮ่าว เว็ส ยัว สเต  
การ พักค้างคืน ของคุณ เป็น อย่างไรบ้าง
- **Guest: It wast great.**  
อิท เว็ส เกรท  
มัน เยี่ยม มาก
- **Receptionist: I'm glad you liked it. Would you sign your name here for me?**  
โอม แกลด ยู ไลคท อิท วุด ยู ไชน ยัว เนม เฮีย ฟอ มี  
ฉัน ดีใจ ที่คุณ ชอบมัน ช่วย เซ็น ชื่อ ของคุณ ตรงนี้ ให้ฉัน หน่อย
- **Guest: Sure.**  
ซูร์  
ได้ครับ
- **Receptionist: Here is your receipt. Thank you for staying with us. Have a good day.**  
เฮีย อีส ยัว รีซีท แฉงคิ้ว ฟอ สเตยিং วิธ อัส แฮฟ อะ กุด เด  
นี่ คือ ใบเสร็จ ของคุณ ชอบคุณ ที่ พักค้างคืน กับ เรา ขอให้ เป็น วัน ที่ดี
- **Guest: Thank you. You too.**  
แฉงคิ้ว ยู ทู  
ขอบคุณ คุณก็เช่นกัน

## Check out message

Hi, James Smith! 🙌

The check-out time is until 11:00.  
If you wish to store your luggage,  
we can do that for you.

Thank you,  
Hotel Central team



Ok, thank you. Can you  
arrange a transfer to  
the airport?



I would like  
to...

Do you  
need...?

- **Dialogue 2**
- **You:** Hi, I'd like to check out now. Here is the key to my room.  
**Checkout:** Thank you. Let me just print you a receipt. Here you go!  
**You:** Thanks.
- **Checkout:** Do you need a taxi or any help with your bags?
- **You:** No, I am fine, thank you.
-

Here you go

Yes, of course

Could you...

Have a safe trip

- **Dialogue 3**

- **You:** I'm leaving now. Here is my key.

**Checkout:** Thank you; just one second and **I'll** give you your receipt. Here you go.

**You:** Thank you.

**Checkout:** Did you enjoy your stay?

**You:** Yes, for the most part.

**Checkout:** I hope **you will** be back to visit us again **soon**.

**You:** If I am in town again for business **I'll** be sure to come back. Could you call me a cab to take me to the airport?

**Checkout:** Yes, of course. If you step out the front doors there should be a cab waiting, but if not, the **doorman will** call one for you. Have a safe trip home.

**You:** Thank you.

- 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.



We'd like to..

Could I have...

Certainly

- **Situation 1**
- **Customer:**'Good morning. **We'd like to check out, please.'**
- **Receptionist:**'Certainly. **Could I have your room number, please?'**
- **Customer:**'510.'
- **Receptionist:**'If I could have the card key, I'll get you your bill.'
-

How would  
you like to....

Include

products

services

- **Receptionist:** '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.'
- **Customer:** 'It looks fine.'
- **Receptionist:** 'So that's €198. **How would you like to pay, cash or card?**'
- **Customer:** 'By credit card. Here it is.'
- **Receptionist:** 'Thank you.'

Sign your  
name

receipt

paid the bill

Could you ..

- **Receptionist:** 'If you could just sign your name at the bottom of this piece of paper.'
- **Customer:** 'Ok.'
- **Receptionist:** 'Thank you. Here's your credit card and your **receipt**, that shows that you have paid the bill.'
- **Customer:** 'Thank you. **Could you call us a taxi** for the airport, please?'
- **Receptionist:** 'To leave now?'
- **Customer:** 'Yes, please.'

I hope you...

- 2 minutes later
- **Receptionist:** 'It'll be here within 5 minutes, outside the entrance. I hope you enjoyed your stay and have a good journey.'
- **Customer:** 'Yes we did and thank you.'

Can you  
recommend

Can you show  
US...

- **Situation 2**
- **Receptionist:** 'How can I help you madam?'
- **Customer:** 'Can you recommend any good restaurants? We'd like to eat Indian food tonight.'
- **Receptionist:** 'There a couple of excellent Indian restaurants in the centre of the city near the river. The Bengal Palace and the Delhi Belly.'
- **Customer:** 'Can you show us where they are on a map?'
- **Receptionist:** 'If you look at this map, there's the Bengal Palace here and the Delhi Belly is here.'

Is it safe..?

Walk around

How can we get to...?

Take the bus

Get off

- **Customer:**'Is it safe to walk around there at night? Are there problems in the city centre with thieves?'
- **Receptionist:**'It's perfectly safe, but don't go into the park. Some people have been mugged there.'
- **Customer:**'How can we get to the centre from here? Can we walk or is there a bus.'
- **Receptionist:**'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.'

Frequent

Regularly

Every

- **Customer:** 'Is it a frequent service? Do buses regularly go to the city centre from here?'
- **Receptionist:** 'Yes, it runs every 15 minutes until midnight. The next bus should arrive outside the hotel at 7.22.'
- **Customer:** 'Thank you so much.'
- **Receptionist:** 'Is there anything else I can help you with?'
- **Customer:** '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?'

# Corner leave

- **Receptionist:** '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.'
- **Customer:** 'Thank you very much.'
- **Receptionist:** 'My pleasure.'



- **Answer the question**



**Check Out**



**Check Out**

superenglish

- A polite phrase that is used when you want somebody to phone and reserve a taxi for you, is
- A phrase that you ask when you want to know how to travel to a place, is
- A question that is used when you want to know how regularly/often buses go to a place, is
- A polite way to say 'we're leaving the hotel and we want to pay the bill', is
- 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

- A phrase where you ask somebody if a place is dangerous to visit, is
- A document that lists everything that you have used or had in a hotel and have to pay for, is called a
- A question where you ask if there is a place close to buy things like bottles of water, candy/sweets etc..., is
- A question that a receptionist in a hotel asks a customer/guest to know which room they are/were in, is
- A phrase that a receptionist uses to ask a guest in what way they want to pay their hotel bill, is

- <https://www.hospitality-school.com/dialogue-guest-check-out/>
- [https://www.audioenglish.org/english-learning/english\\_dialogue\\_hotel\\_checking\\_out\\_1.htm](https://www.audioenglish.org/english-learning/english_dialogue_hotel_checking_out_1.htm)