

1 Complete the sentences with the words from the box.

account	credit	debit	deposit
<i>extra</i>	service charge	subtotal	supplement

- We have been charged an *extra* \$20 for asking for more towels.
- The hotel will my account by £130 because we cancelled too late.
- We add a 10% for parties of six or more.
- I paid for a twin room but they only had a single left. They agreed to my account by €50.
- I had to pay a single room of \$60 per night.
- He always uses his business to pay for his hotels.
- Mr Henderson paid a of €50 for his room before he arrived.
- Before tax, the is £830.

2 Underline the correct alternative.

- I don't have *many* / *much* time; I need to check out in five minutes.
- There are *much* / *a lot of* items on this bill I don't recognize.
- How *many* / *a lot of* drinks did you order?
- We didn't order *much* / *a lot of* these items.
- There aren't *many* / *much* customers in the hotel.
- How *much* / *a lot of* is the total amount?
- The manager found *many* / *a lot of* mistakes on the bill.
- How *a lot of* / *much* is the total for our party?

3 Read the interview with a manager talking about payment queries, and answer the questions.

- What does the manager have to handle?
.....
payment queries
- What was the Portuguese guest given?
.....
- What did the front desk forget to change on the computer?
.....
- What was once added to a group's restaurant bill?
.....
- Who corrected the bill?
.....
- What do some guests forget about?
.....
- What do they show guests which have information about phone calls on?
.....
- What do guests sometimes forget taking?
.....
- Who records what guests take from the minibar?
.....

Name: Hans Fischer
Job: Manager, Front of House, Hotel Nueva
 'When we have payment queries, it's my job to handle them. Sometimes we make a mistake on the guest's bill. For example, yesterday a guest from Portugal was accidentally given the wrong bill. The front desk forgot to change the guest's room number on the computer when he moved to a double room. All I had to do was enter the correct number and I printed the right bill. There was another time when the restaurant added several main meals and beverages to one group's bill by mistake. I spoke to the restaurant manager and he agreed that the bill was wrong, so he removed the extra items.
 Guests can make mistakes too! Often, people just forget about their phone calls. As we have itemized bills for each room, I can show guests the precise date and time of every phone call they make. It also shows other items like snacks and drinks from the minibar. Our customers don't always remember taking them because they are replaced every day. However, our housekeeper keeps a record of every room and what they use from the minibar, so we have all the information in our computer to show to guests.'