

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 \$111.50 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

checking out

fridge

thwarted

tax

Let's Talk

1. What do you do when you are thwarted with the service in the hotel
2. Site 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? Why?

