

March 4 - 12:30 – 13:30

Topic: WELCOMING GUEST & GIVING INFORMATION AND CHECKING OUT GUEST



Target Vocabulary/Phrases:

- Check out
- Service Charge
- Exchange rate
- Cuisine
- Queue

Target Expression:

- ✓ Let me help you with your luggage..
- ✓ What kind of cuisine are you looking for?
- ✓ How was your stay?
- ✓ Please give us a minute to check the...
- ✓ Are you heading to...

Practice 1:

CONVERSATION ON WELCOMING GUEST & GIVING INFORMATION

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| Concierge: | Welcome to the Grand Hotel. Let me help you with your luggage. Are you going to check-in? |
| Guest: | Yes. Thank you. And I was informed that I could ask you about places around the city. |
| Concierge: | Of course! That is my job as a concierge we are here to help you find places to visit such as restaurants, museums, shopping areas or anywhere you want to go. |
| Guest: | Can you please recommend a restaurant within the area for dinner? |
| Concierge: | What kind of cuisine are you looking for? How much are you willing to spend? |
| Guest: | Since I am here in Japan, so I would like to try Japanese food but nothing too expensive please. |
| Concierge: | If you are looking for something local and affordable, there's a ramen restaurant at the corner of the street. They serve noodles and gyoza. If you want to eat sushi, then I suggest you try Nemuro Hanamaru. It's a sushi restaurant. It's moderately priced around Y500 to Y700 per person. |
| Guest: | That sounds perfect! Can you reserve a seat for 2 people? |
| Concierge: | Unfortunately, they do not accept reservations. They implement a first come, first serve policy. I suggest for you to be there at least 30 to 40 minutes before dinner time as you need to queue. |
| Guest: | Thank you so much for giving me a heads up! |
| Concierge: | You're going to have a great time! |

Practice 2:
CONVERSATION ON CHECKING OUT GUEST

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| Guest: | I would like to check-out. My room number is 809. |
| Receptionist: | Have you brought your luggage already? How was your stay? |
| Guest: | Yes, we did. It was great! We enjoyed using your swimming pool and gym best. |
| Receptionist: | It's good to hear that. Can you please give us a minute to have your room checked? You can have a sit and we'll call you once we're done. |
| Guest: | Sure. **** |
| Receptionist: | Ms. Williams, your room has already been cleared. Would need you mind going to the front desk again to sign a form as well as settle the bill? |
| Guest: | Okay. No problem. Can I pay using cash? Do you accept US dollars? |
| Receptionist: | Yes, of course. The current exchange rate is ¥107 to \$1. The total in USD is \$115.34. Please sign this form and as for your total bill for your two-night stay is ¥12,342. That already includes the service charge and accommodation tax. |
| Guest: | Okay. Here's \$200. |
| Receptionist: | Here's your change ma'am. Are you heading to the airport? |
| Guest: | Yes, we are. We are planning to take the free airport shuttle. What time will be the next one? |
| Receptionist: | The next airport shuttle will be leaving at 13:30. I'll inform the concierge that you are planning to join it so they can inform you once it is here. |
| Guest: | That would be great! |