Sp of check-out

1 greet guests and offer help—(good morning, sir, can I help you?)

--yes. I want to check out.

2 ask about the name and room number—(ok. May I know your name and room number please?)

--yes, John Smith, in Room 1002.

3.prepare the bill and confirm it with the guest—(wait a moment, Mr Smith, let me prepare your bill. It is a single room for 2 days. 800 yuan all together. )

--ok.

4 ask about the payment—(how would you like to make your payment, by cash? Or by credit card)

--credit card, please.

5 get the payment and ask the guest to sign on the slip—(may I have your credit card, please? Would you sign on the slip, please?)

--ok

6 extend best wishes to the guest—(thank you Mr Smith, hope you have a pleasant trip.)