1. Vocabulary practice

Match the words with their definitions.

Word	Definition
check-out	leaving the hotel
bill	document showing payment
receipt	proof of payment
credit card	card used for payment
feedback	opinion about service
invoice	official payment document

2. Fill in the gaps

Use: bill, check-out, receipt, guest, payment

1. The hotel _____ was ready at the reception desk.
2. The _____ paid by credit card.
3. Check-out starts at 12 p.m.
4. The receptionist gave the customer a _____.
5. Online _____ is available at the hotel.

3. Reading task

Read the text “Hotel Check-out Procedures” and answer the questions:

1. What happens during check-out?
2. What payment methods are available?
3. Why is customer feedback important?
4. What problems may happen during check-out?
5. How should reception staff communicate with guests?

4. Dialogue completion

Receptionist: Good morning. Are you checking out today?
Guest: _____
Receptionist: Here is your hotel bill.
Guest: _____
Receptionist: Thank you for staying with us.
Guest: _____

5. Speaking activity

Role-play:
“At the hotel reception during check-out”.

Student A — receptionist.
Student B — hotel guest.

Use:

- checking the bill;
- payment methods;
- asking about hotel services;
- giving feedback.

6. Hotel bill task

Prepare a sample hotel invoice.

Include:

- accommodation;
- meals;
- room service;
- transport;
- total price.

7. Grammar focus

Choose the correct option.

1. The guest (pay/pays) the hotel bill.
2. Receptionists (give/gives) receipts to customers.
3. We (check/checks) out at noon.
4. The hotel (offer/offers) online payment.

8. Professional communication task

Write polite expressions:

1. попросити оплату
2. подякувати за перебування
3. надати рахунок
4. попросити відгук
5. побажати гарної подорожі