

Could we have the check, please?

Yes, sir. I'll get it for you right away.

Check for table 14, please.

The guests at table 14 asked for their check.

Mary went to the cashier and asked for the check for table 14.

She went through the check to see if all items were included and correct.

She put a pen and the check in a check-holder...

Excuse me. Your check, sir.

Do you take Maxicard?

Yes, we do, sir.

...and put the check-holder on a service plate.

At the table, she placed the closed check-holder in front of the host.

Mary stood a little distance away while the guest examined the bill.

He wished to pay by credit card.

Please sign here, sir.

Mary put his credit card in the check-holder...

...and gave it to the cashier for processing.

After the card was processed, Mary brought it back to the guest for signing.

Mary verified the guest's signature against the card.

MAXI SIGNATURE CARD HOLDER

MAXI SIGNATURE

MAXI SIGNATURE CARD HOLDER

MAXI SIGNATURE

Your card, sir.

This is your copy, sir.

The two signatures looked the same.

She then returned the credit card to the guest.

She also gave him the customer's copy of the credit card vouchers...

...and a copy of the check.



The guests left a tip on the table.



As they stood up to leave, Mary thanked them...



...and said goodbye.

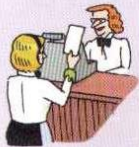
Tips

- Some guests include a tip for the waiter on their credit card payment voucher.
- Others leave a cash tip on the table.

A Cash Payment



A guest places the cash in the check-holder.



Take the cash to the cashier.



Put any change into the check-holder and take it to the guest.

Sample of a Credit Card Voucher

ALPSBANK	
GEORGE RESTAURANT	
Lot 123, Jln 18/25, Las Vegas	
United State of America	
4565430034	
000000007689324	

MAXICARD	
1609 1234 7623 7689	
JAYA LENO	
SALE	06/99
000987	009876
25DEC99	12:45
123456431	3456543
AMOUNT :	250.90

TOTAL :	250.90
Cardmember signature	
X	

Key Vocabulary

VERBS

examine
go [through]
include
pay
present
process
return
sign
verify
wish

change
check
check-holder
copy
credit card
customer
payment
processing
signature
statement
tip
voucher

NOUNS

bill
cash
cashier

OTHERS

closed
correct
included

For Special Attention

- *process a credit card* = take certain actions to make sure the card can be used, etc.
- *check* = a statement of the money that has to be paid for something. Also called a *bill*.
- *verify something* = make sure something is accurate or true
- *tip* = a special sum of money given to waiters, taxi-drivers etc. for their service
- *change* = the money returned to someone when the cost of something is less than the amount given by that person as payment

More Expressions

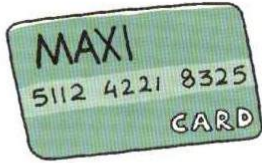
Picture

- 11 "Could you sign here, please?"
14 "Here's your card, sir."
18 "Thank you. I hope you enjoyed your dinner."
19 "I hope we'll see you again soon."



UNIT 13 Exercises

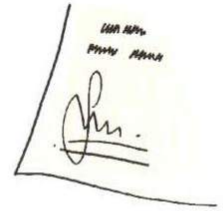
1. Find a word for each picture below.



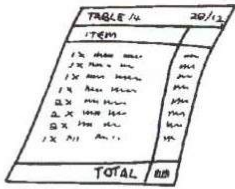
1. _____



2. _____



3. _____



4. _____



5. _____



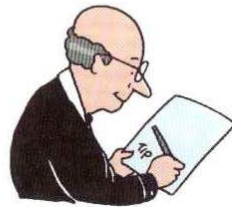
6. _____

2. Choose a word from the box that describes the action in each picture.

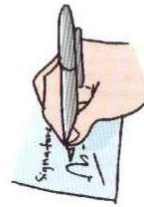
asked processed included took
 signed examined gave verified



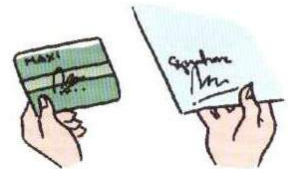
(a) He _____ the check.



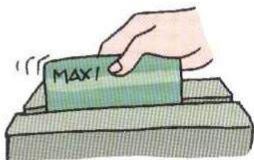
(b) The guest _____ a tip for the waiter.



(c) He _____ the payment voucher.



(d) She _____ the signature.



(e) The cashier _____ the credit card.



(f) He _____ for his check.



(g) He _____ his credit card to the waitress.



(h) She _____ the credit card to the cashier.

3. What is the correct order of the above actions? List the letters of the pictures in order from 1 – 8.

1. (f) 2. _____ 3. _____ 4. _____ 5. _____ 6. _____ 7. _____ 8. _____

**4. Say if the following sentences are true or false.
Write T or F in the answer box after each sentence.**

- | | |
|--|--------------------------|
| 1. Guests usually do not leave a tip for the waiter if the service is bad. | <input type="checkbox"/> |
| 2. The check-holder is left open when it is presented to the guest. | <input type="checkbox"/> |
| 3. Mary waited close to the guest while he went through the check. | <input type="checkbox"/> |
| 4. The customer's copy of the credit card vouchers is given to the guest. | <input type="checkbox"/> |
| 5. Mary looked at the signature on the credit card to see if it was the same as the guest's signature. | <input type="checkbox"/> |
| 6. The cashier must make sure that the credit card can be used. | <input type="checkbox"/> |
| 7. The credit card must be returned to the guest. | <input type="checkbox"/> |
| 8. The cashier goes through the bill to make sure that all items ordered by the guest are included. | <input type="checkbox"/> |

5. (a) Match the dialogue balloons of the waitress and the guest.

Waitress		Guest	
Thank you very much, sir. Thank you, madam. Goodnight. 1 - (E)	Can I get you anything else? 2 - ()	Yes, we did. It was a very good meal. A	No, thank you. We are leaving now. B
We hope to see you again soon. 3 - ()	Here's your card, sir, and your copy of the voucher. 4 - ()	We'll certainly come again. C	Thank you. D
I hope you enjoyed your dinner. 5 - ()		Goodnight. E	

(b) Write the above dialogue out in the correct order, and role-play it with your partner.

Waitress: *Here's your card, sir, and your copy of the voucher.*

Guest: _____
