UNIT 13
Presenting the Check/Bill

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.

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.
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
009876 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

NOUNS
bill
cash
cashier

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

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.”

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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. _______  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.  
2. The check-holder is left open when it is presented to the guest.  
3. Mary waited close to the guest while he went through the check.  
4. The customer’s copy of the credit card vouchers is given to the guest.  
5. Mary looked at the signature on the credit card to see if it was the same as the guest’s signature.  
6. The cashier must make sure that the credit card can be used.  
7. The credit card must be returned to the guest.  
8. The cashier goes through the bill to make sure that all items ordered by the guest are included.

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

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

(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: 
