

### **Hotels\_03: Check-out** (Duration: 01:23)

- Accounts. This is Bernard speaking.
- This is Consuela Rodriguez in 743.
- Good morning Miss Rodriguez. And how are you today?
- Fine. Er, sorry, I'm in a hurry, but I have a problem with my room bill.
- I'm very sorry to hear that. What exactly is the problem?
- First, the mini-bar charge for \$9.19.
- Let me just call up your account on the screen. Please bear with me. Yes, I have it here.
- \$6.00. That was for two bottles of mineral water.
- I only had one. I took out a second one, but I didn't need it, so I put it back.
- Yes. There's an automatic charge system. No problem. I'll delete that right away.
- Then, there's the room service charge from last night. I had a Caesar salad. The list price was only \$12.95.
- Let me check that. The check has a glass of house Chardonnay white wine with that, Miss Rodriguez. But, if it's wrong, I'll delete it.
- Oh! I'm extremely sorry. My fault. You're right and I'm wrong. I did have a glass of wine, too. My apologies.
- No problem. Look, you've been our guest here for a long time. I'm going to delete that anyhow, with the complements of the hotel.
- Well, that's very kind. Thank you.
- Thank you!