

Lesson 3 成交結帳

Part1. Vocabulary 單字

1. separate ['sepə,ret] 分開
2. credit card 信用卡
3. receipt [ri'sit] 收據
4. have a look 看一看
5. confirm [kən'fɜ:m] 確認

Part2. General sentences 常用句子

1. Do you want to pay your bill?
您要結帳了嗎?
2. Would you like separate checks?
請問要分開付賬嗎?
3. I'm afraid we don't accept credit cards.
不好意思我們不收信用卡
4. Would you pay it with Apple Pay?
請問要用電子支付(Apple Pay)嗎?
5. Will you pay by cash or credit card?
= Is it going to pay cash or credit card?
請問您要刷卡來是付現?
6. Sorry, but your card was rejected.
= Your card doesn't seem to work.
抱歉，您的卡片無法使用
7. Do you have another card?
您有另一張卡片嗎?
8. Do you want to pay in cash?
您是否要付現呢?
9. Please sign your name here.
請在這裡簽名
→也可以只說 Please sign your name.
10. That will be \$400.
總共是 400 元

11. \$500 from you.

收您 500 元

12. Would you like to put the Company Tax ID number on the receipt?

請問有需要幫您打統一編號嗎?

13. Here is your change (and receipt.) Thanks.

這是找您的零錢(和收據)，謝謝

14. This is the detailed bill for today. Please have a look.

這是您今天的消費明細，請您確認一下

15. Take this up to the front counter and they will help you.

請將帳單拿到結帳櫃檯，他們會協助您

(front counter=front desk)

Part3. Conversation practice 會話練習

Conversation 1

A: What can I do for you, sir?

先生，請問有需要幫忙嗎?

B: Check, please.

結帳，謝謝

A: That will be \$382.

總共 382 元

A: Will you pay by cash or credit card?

請問要刷卡或是付現?

B: Cash, please.

付現

A: \$500 from you.

收您 500 元

A: Here is your change and receipt.

這是找您的零錢與收據

A: Thank you for coming.

謝謝光臨

Conversation 2

A: (Greeting) . Is it going to pay cash or credit card?

 (招呼語) ，請問要刷卡或是付現呢?

B: Credit card, please. 刷卡

A: Sorry, your card doesn't seem to work.

抱歉，您的信用卡沒辦法使用

B: No, I'll use the other card instead. Instead 作為替代

我換一張信用卡給你

A: Sure, not a problem/not a big deal. That will be \$1200.

沒問題，總共是 1200 元

A: Please confirm and sign here.

請確認金額並且在這裡簽名

B: Ok. 好

A: Here is your change and receipt. Thanks.

這是找您的零錢與發票，謝謝

A: Have a nice day.

祝你有美好的一天

B: Thank you. Good bye.

謝謝，再見

補充

Vocabulary

1. 分期付款 Installment plan / layaway plan
 - Do you have/offer a layaway plan?
 - I bought this laptop on an installment plan.
 - How many installments will I have to pay?
monthly installments 按月分期付款
24 installments 24 期分期付款
2. 頭期款 Down payment / put down
 - The down payment for this car is \$4,000.
 - To buy this laptop, you have to put down \$500 first, and then pay another four installments of \$400 each.
3. QR code 行動條碼 or ID
 - May I have your contact information?
 - Sure, you can scan my QR code or search for my ID.
= Let's do QR code.
4. 行動支付/行動錢包 Mobile payment / mobile wallet
 - Do you accept mobile payment?
 - We accept Apple pay, Android pay and Samsung pay.
5. 統一編號, 發票 Tax ID number , receipt
 - Would you like to put the Company Tax ID number on the receipt?
 - If yes, please write down your company's tax ID number here.
6. 會員卡 Membership card
 - To buy our products, you need to apply for our membership card.
 - Would you like to apply for our membership card?
7. 集點卡 Points card
 - Here's our points card. If you collect ten points, we will offer you a free drink.
8. 保存期限 Expiry date

- When is the expiry date of this bread?
- The expiry date shows on the bag.
- All of our product comes with expiry date tag.

Expiry 期滿; 終止

General sentences

1. Our computer is processing/working, could you please wait a moment?
我們的電腦還在處理中稍等一下
2. Can I have the bill, please? 我要拿帳單
3. Can we pay separately? / We'd like to separate the bill, please. / Go Dutch.
我們要各付各的
(bill=check)
4. Is service included? 有含服務費嗎
5. Keep the change/rest. 零錢收著
6. It's closing time and our system will shut down, would you please pay the check first?
打烊時間到了麻煩請先付帳單
7. How much do you charge for the service? 您們的服務費怎麼算
8. We charge 10% for service. 服務費取帳單之百分之十 10%
9. Would you pack the rest to go please? 剩下的我要打包
10. Pay the check later. 吃完再付
11. Could you wrap it as a gift please? 可以幫我包裝嗎?
12. Could you bag them please? / Can I have them in a bag? 可以裝在袋子嗎?
13. There seems to be a problem with your credit card. 您的信用卡有問題
14. Would you fill in the questioner please? / Can you evaluate our service?
麻煩您幫我們填文件 / 幫我們勾選分數
15. Any feedback? 顧客滿意度回饋單
16. We're in a hurry, how long will it take? 我們在趕時間需要多久?
17. It will take about 10 minutes. 大概需要 10 分鐘
18. Your bill is already paid 您的帳單已經付完了
19. No, please. This is on me. 我請客

Conversation

Waiter: Was everything to your satisfaction?

請問都還滿意嗎?

Mr & Mrs Smith: Yes, lovely thank you.

是的，很好，謝謝你

Mr Smith: The whole meal was delicious, our compliments to the chef. Unfortunately we have to be back for the baby-sitter so could we pay now?

所有的餐點都很美味，廚師很棒！但我們還要回去保母那邊，可以先結帳嗎?

Waiter: Certainly sir, I'll bring you the bill. Would you like me to order you a taxi?

當然可以，稍等我將帳單拿過來，有需要幫你叫計程車嗎?

Mr Smith: Yes, that would be great, thank you.

好啊，這樣很好，謝謝你

Mrs Smith: What a nice man, we must leave him a good tip.

真是貼心的人，我們一定要給他小費

Mr Smith: Yes of course.

那是當然的