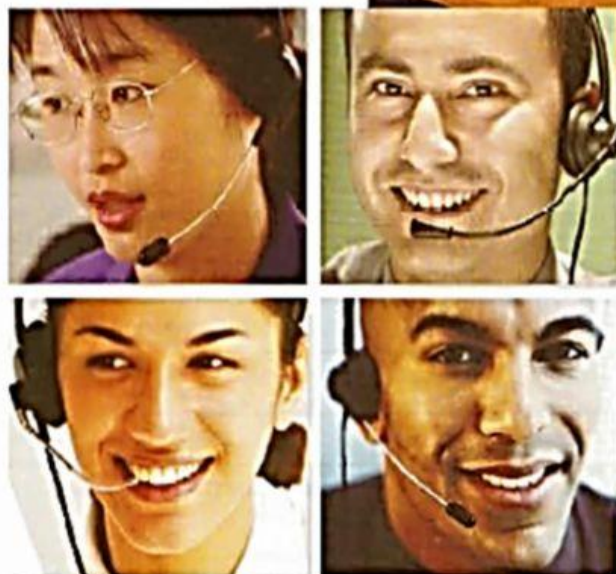
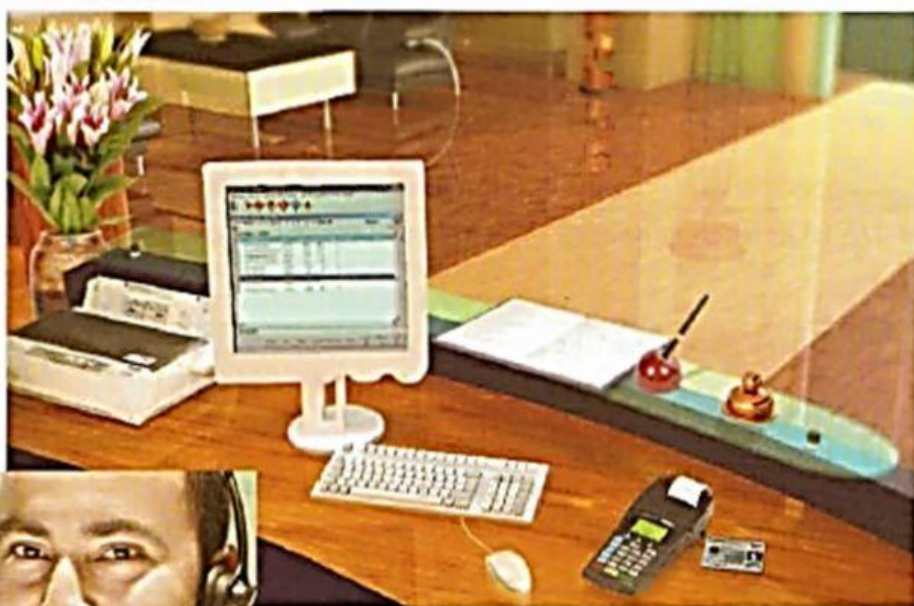


1 Taking phone calls

- **Greet customers**
Good morning.
Good afternoon.
Good evening.
- **Answer the telephone**
Good morning.
Can I help you?
- **Ask who is calling**
Who's calling?
Who's speaking?
- **Take messages**
Can I take a message?



■ Starter

Look at May Lee, Matthieu, Isobel, and James and name their job. Look at the picture of reception and name four pieces of equipment.

■ Listening *Taking phone calls*

- 1 Listen to the calls and tick (✓) the correct answers.

Call 1

- 1 Caller's name ☐ Mr Carl ☐ Mr Phillips

Call 2

- 2 Room number ☐ 329 ☐ 221

Call 3

- 3 Hotel ☐ Rio Parc ☐ Rio Parthenon

Call 4

- 4 Receptionist ☐ Luke ☐ James

- 2 Listen again and complete the sentences from the receptionists' dialogues. Use these words.

help	Can	speaking
connect	calling	through

Call 1

- 1 Good afternoon, New Palace Hotel. May Lee¹. How can I² you?

Call 2

- 2 One moment, and I'll³ you.

Call 3

- 3 Just one moment. Who's⁴, please?
Thank you, Mr Falgado. You're⁵ now.

Call 4

- 4 Yes, sir.⁶ I have your name, please?

■ Language study

! Expressions to learn

May Lee speaking. How can I help you?	S
Can I have your name, please?	S
I'd like to speak to Mrs Bader.	C
One moment, and I'll connect you.	S
Who's calling, please?	S
You're through now.	S

C = customer

S = member of staff

