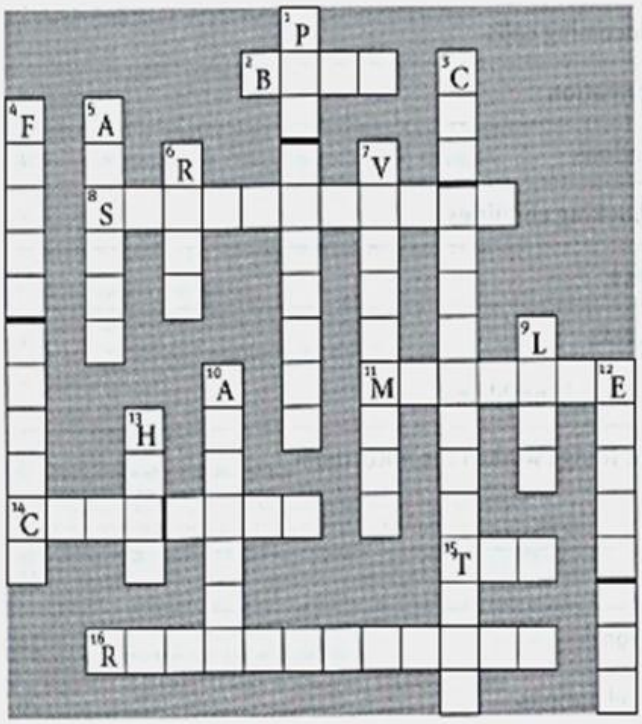
1 Dealing with incoming calls

1 Complete the crossword using the clues.



Across

2 A phone line already in use is ..... (4)
8 Calls are answered and connected here in a big hotel. (11)
11 If nobody answers, you can leave one of these with reception. (7)
14 You can do this if the line is engaged. (4, 4)
15 *One moment. I'll ..... the manager's office for you.* (3)
16 The department that deals with bookings. (12)

Down

1 All incoming calls have to be ..... to the right person. (3, 7)
3 The receptionist asks the guest for this to book a parking space. (3, 12)
4 The reception team works in here. (5, 6)
5 Pick up the phone when it rings. (6)
6 Noise the phone makes for attention. (4)
7 You can leave a phone message on this service. (9)
9 Opposite of *early*. (4)
10 Organize a service for the guest. (7)
12 Families often request one of these in their room. (5, 3)
13 Late arrivals ask reception to ..... their rooms. (4)

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2 Use each word or phrase once to complete the text.

running late	*switchboard*	connects
put calls through	makes a note	hold the line
hold their rooms	arrange	

Jessica works on the hotel ..... *switchboard* .....[1] at the Como Hotel in Milan. Most of the time, she can .....[2] to the different hotel departments or the guests' rooms. She just asks the callers to .....[3] while she .....[4] the calls. Sometimes, guests call to ask for a child's bed in their room. Jessica asks housekeeping to .....[5] this. Guests who are .....[6] often call to inform reception. Jessica asks reception to .....[7]. If there's a call for the manager and he's not in his office, she .....[8] of any message and leaves it on his desk.

3 Put the words in the correct order to make offers of help.

1 to reservations / through / put / you / I'll
I'll put you through to reservations.
2 like / you / reserve / would / a parking space / to?
.....
3 you / for dinner / can / a table / book / I?
.....
4 I / a message / take / could?
.....
5 of / request / a note / I'll / make / your
.....
6 speak / would / to the duty manager / to / like / you?
.....
7 his voicemail / connect / I'll / to / you
.....
8 hold the line / connect / please / his room / you / to / and I'll
.....
.....

LIVEWORKSHEETS