1 Dealing with incoming calls

In this unit you will

- receive incoming calls
- take messages
- deal with requests.



Starter

Match the situations with the pictures.

1 ☐ put calls through for restaurant bookings
2 ☐ take room bookings
3 ☐ put calls through to guests
4 ☐ deal with manager's calls
5 ☐ take messages

Listening *Working in front office*

1 🎧 1.1 Listen and underline the correct alternative.

1 Caller 1 wants to *book a room/speak to a guest.*
2 Caller 2 can't speak to the manager as *the line's busy/ he's not in his office.*
3 Reception takes a message to say *the manager is late/ Mr Cole is late.*
4 Caller 3 wants to book a *room/table.*
5 Caller 4 asks for room *256/296.*
6 Reception tells him *there's no answer/the line's busy.*
7 Caller 5 for room 745 *leaves a message on voicemail/ says he'll call back.*
8 Caller 6 for Mrs Perez is told *the phone is ringing/ the line's busy.*

2 🎧 1.1 Listen again and complete the sentences.

1 ... Marina, Anita ..... . Can .....?
2 Just a moment. I'll ..... to reservations.
3 Who ....., please?
4 ... at the moment. Could ..... a message?
5 I'd like to ..... for dinner.
6 I'm afraid the ..... .
7 Would you like ..... a message on voicemail?
8 No, thanks. I ..... later.

3 Work with a partner to practise the calls. Take turns to be switchboard (S) and caller (C).

1	**S:** greet caller ➡	**C:** ask to book room ➡	**S:** put through to reservations
2	**C:** ask to speak to manager ➡	**S:** line busy / offer to take message ➡	**C:** give phone number
3	**C:** ask for room 483 ➡	**S:** no answer / offer to take message ➡	**C:** say you'll call back
4	**S:** greet caller ➡	**C:** say you'll call back ➡	**S:** connect to restaurant

Language study

! Expressions to learn

I'd like to book ...
Just a moment. I'll put you through to ...
I'm afraid he's not in his office at the moment.
Could/Can I take a message?
Please hold and I'll connect you to ...
I'm afraid the line's busy.
There's no answer.
Would you like to leave a message on voicemail?
It's ringing for you.

LIVEWORKSHEETS

! New words to use

answer	extra	reserve
arrange	hold (a room)	ring
book (a room)	hold (the line)	run late
call back	make a note (of)	try
car registration	put (sb) through	voicemail

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! Language check

Can/Could, Would you like to, I'll

Use *Can/Could, Would you like to, I'll* to offer help.

Examples

***Can** I help you?*

***Would you like to** speak to the manager?*

***I'll** put you through to reservations.*

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1 You are the receptionist. Complete these offers of help.

1 ..... leave a message?
2 ..... connect you right away.
3 ..... I try her room for you?
4 ..... tell him you're running late.
5 ..... speak to reservations?
6 ..... I take a message?
7 ..... give her the message.
8 ..... book a table for lunch?

I'd like to, Can/Could

Use *I'd like to* and *Can/Could* for requests.

Examples

***I'd like to** book a room.*

***Can** you ask them to call me back?*

Language review page 86

2 Match the incoming calls with the responses.

Incoming calls	Responses
1 [e] book / table for dinner	a try / his office
2 [ ] speak / manager	b connect / reservations
3 [ ] leave / message for Ms Li	c put through / her room
4 [ ] speak / Mrs Barras in 745	d connect / his voicemail
5 [ ] book / room	e put through / restaurant
6 [ ] leave / voicemail message for Mr Barnes	f have / name and contact number

Now work with a partner. Use the prompts to make requests and offer help.

Example

A *I'd like to book a table for dinner.*

B *Just a moment. I'll put you through to the restaurant.*

■ Listening *Customer requests*

1 1.2 Listen to the call. Are the sentences true or false?

1 The guests will arrive tomorrow before nine o'clock. true/false
2 Mrs Carson asks reception to hold the room. true/false
3 She requests an extra bed. true/false
4 The family are travelling by train. true/false
5 Mrs Carson wants to reserve parking. true/false
6 Reception asks for her passport number. true/false
7 The car registration is TR06FKB. true/false

2 1.2 Listen again. Number the sentences in the order they're said in the dialogue.

a [ ] Would you like to reserve a parking space?
b [ ] That's fine ... I've made a note of your late arrival.
c [1] Could you hold our room?
d [ ] Are you arriving by car?
e [ ] I'll arrange an extra bed in your room.
f [ ] Can I have your car registration?
g [ ] What name is it, please?
h [ ] Can I help you with anything else?

3 Work with a partner. Practise a similar call using these prompts. Take turns to be receptionist and caller.

reservation for double and single / late arrival after 10.00 / parking space

Activity

A1 Work with a partner. Student A's information is here. Student B's information is on page 60.

You work in front office at the Palace Hotel. Read the information and deal with the four calls.

1 Mrs Black, room 534 → line's busy → take a message.
2 Mr Ruiz, room 151 → try room → no answer.
3 Connect to restaurant.
4 Respond to all requests.

Example *Good afternoon, Palace Hotel. ... speaking. Can I help you?*

A2 Read the information and make four calls to the Hotel Mirador.

1 Ask for hotel manager → you'll call back later.
2 Ask for Mrs Clooney, room 382 → leave message to call you back on 07773 6841263.
3 You'd like to book a room.
4 Ask for Mrs Banks, room 238 → leave a message (late for meeting / arrive in 45 minutes) → ask about parking → ask about booking a table for lunch.

Example *Hello. Could I speak to the hotel manager ...?*

LIVEWORKSHEETS