

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.

! 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

➤ Glossary page 102

! 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.

➤ Language review page 86

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 <input checked="" type="checkbox"/> book / table for dinner	a try / his office
2 <input type="checkbox"/> speak / manager	b connect / reservations
3 <input type="checkbox"/> leave / message for Ms Li	c put through / her room
4 <input type="checkbox"/> speak / Mrs Barras in 745	d connect / his voicemail
5 <input type="checkbox"/> book / room	e put through / restaurant
6 <input type="checkbox"/> 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 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 ...?*