

## Dealing with incoming calls

### 4 Match sentences 1–8 with responses a–h.

- |                                                                                          |                                                             |
|------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| 1 <input checked="" type="checkbox"/> c Can I speak to Mrs da Costa in room 442, please? | a Can I leave a message?                                    |
| 2 <input type="checkbox"/> Would you like to leave a message for your brother?           | b No. It's all right. I'll call back later.                 |
| 3 <input type="checkbox"/> I'd like to speak to the duty manager.                        | c One moment. I'll put you through to her room.             |
| 4 <input type="checkbox"/> Could you inform reception that we'll probably arrive late?   | d Just a moment. I'll connect you with their voicemail.     |
| 5 <input type="checkbox"/> We'd like to have an extra bed in our room for our son.       | e Of course. I'll make sure we hold your room.              |
| 6 <input type="checkbox"/> Can I leave a message for room 211?                           | f Please hold a moment. I'll connect you to the restaurant. |
| 7 <input type="checkbox"/> I'm afraid the line's busy.                                   | g I'm afraid there's no answer from his office.             |
| 8 <input type="checkbox"/> I'd like to book a table for dinner on Saturday evening.      | h I'll inform housekeeping. They'll arrange that for you.   |

### 5- There is one mistake in each sentence. Write the sentences correctly

a- Could have I a contact number?

Could I have a contact number?

b- Would like you to leave a message?

\_\_\_\_\_

c- Can give me your car registration, please?

\_\_\_\_\_

d- I like to reserve a table for lunch, please.

e- I'll a parking space book for you.

f- You would tell her I'm running late for our meeting?

g- Can I you help with anything else?

#### 6- Match the phone words with the definitions

|          |              |                    |           |
|----------|--------------|--------------------|-----------|
| hang up  | outside line | dial tone          | beep      |
| operator | local call   | long distance call | directory |

- 1 Book of telephone numbers. *directory*
- 2 A call to someone in the same area. ....
- 3 The noise before you leave a voicemail message. ....
- 4 You need one to make a call outside the hotel  
from a hotel room phone. ....
- 5 A call to another part of the country. ....
- 6 Put the phone down. ....
- 7 The noise you need to hear before you enter  
a number. ....
- 8 Person who helps you to make a call. ....