

# 1 At reception

Greeting visitors | Asking somebody's name | Completing a form



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1 Sally Smith is the receptionist at Lowis Engineering in London. John Carter and Paul Rogers are visiting the company today. Read their conversation and watch the video. Who do they want to see?

Sally Good morning,  ?  
John Good morning. We're here to see Diane Kennedy   
Sally Can I , please?  
John Yes, it's John Carter and Paul Rogers from Australian Power Utilities. Here's my   
Sally Thank you. I'll just call Ms Kennedy.  
Paul Thank you.  
Sally And can you complete these , please?  
Paul Of course. Excuse me, can I have a pen?  
Sally  Diane? I have Mr Rogers and Mr Carter  for you. Right. Thank you.  
Sally Thank you. Please could you wear these visitors' badges? Someone will  to get you in a moment. Please .  
Paul Thanks.  
John OK.



**You** Good morning madam, can I help you?  
**Guest** Yes, I have an appointment with Diane Kennedy for 11 o'clock.  
**You** (Ask her name.)  
**Guest** Jane Taylor from Taylor and Curtiss Consultants.  
**You** (Ask her to complete a security form.)  
**Guest** Can you give me a pen?  
**You** (Offer a pen.)  
**Guest** Thanks.  
**You** (Ask her to wear a visitor badge.)  
**Guest** Of course.  
**You** (Ask her to have a seat and say someone will come to get her.)  
**Guest** Good! Thanks for your help!