

Phoning about a conference

Lead-in 1 Read the information about a hotel conference centre. What services and equipment does it provide?

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2  5.01 Listen to a client phoning the conference centre. Complete the message for the manager.

MESSAGE FOR MARY DUFFY

¹ _____ Nakamura phoned from Dallas Corporation Europe.

It's about their ² _____ on ³ _____.

Please call her on ⁴ _____.

3A Complete the expressions from the phone call.

- 1 How can I h_____ you?
- 2 I'm s_____, she's not available right now.
- 3 Can I t_____ a message?
- 4 Yes, can you t_____ her Hinata Nakamura phoned?
- 5 Can you s_____ your name for me, please?
- 6 And it's a_____ the conference next month?
- 7 Sorry, c_____ you say that again, please?
- 8 OK, thank you. And can I h_____ your phone number?
- 9 So, t_____ 0044 3584 751 059.
- 10 I'll g_____ her your message.

R  5.02 Listen and check your answers



Organising a conference

4A  5.03 Listen to Mary Duffy's phone conversation with Hinata Nakamura. In what order (1-4) do they talk about these things?

- | | | | |
|----------------|-------|----------------|-------|
| a equipment | _____ | c catering | _____ |
| b hotel guests | _____ | d participants | _____ |

B Listen again and answer the questions.

- How many people are going to attend the conference?
- How many people are going to stay at the hotel?
- When is Ms Nakamura going to confirm this information?
- What does Mrs Duffy need?
- Who is going to help Ms Nakamura?
- What time are they going to have the breaks and lunch?

5 Work in pairs. Take turns to take and leave phone messages. Use expressions from Exercise 3A.

Phone call 1

You are the client.

Your name is _____. (invent a name)

You work for _____. (choose a company)

You will attend a conference at Wallace Hotel on _____ (choose a date)

Phone the Wallace Hotel Conference Centre. Leave a phone message for Angela Mulligan, the Assistant Manager.

Phone call 2

You represent the conference centre.

You work on reception for the Stanford Conference Centre in London. The Centre Manager Henri Dupont is in a meeting.

Answer the phone and take a message for him.

You want to know the caller's name, company and the date of the conference.

Student B

Take turns to take and leave phone messages. Use some expressions from Exercise 3A.

Phone call 1	Phone call 2
You represent the conference centre. You are the Receptionist at Wallace Hotel Conference Centre. Angela Mulligan, the Assistant Manager of the centre, is on holiday today. Answer the phone and take a message for her. You want to know the caller's name, company and the date of the conference.	You are the client. Your name is _____. (invent a name) You work for _____. (choose a company) You are going to attend a meeting at Stanford Conference Centre, London on _____. (choose a date) Phone the Stanford Conference Centre. Leave a phone message for Henri Dupont, the Centre Manager.

3 Choose the correct option.

- 1 How can I *meet* / *help* you?
- 2 I'm *sorry* / *sad*, Mr Harris is not available right now.
- 3 Can I *speak* / *take* a message?
- 4 Yes, can you *say* / *tell* her Juana Marquez phoned?
- 5 Can you *spell* / *tell* your name for me, please?
- 6 And it's *about* / *with* the conference next week?
- 7 Sorry, *could* / *can't* you say that again, please?
- 8 OK. And can I *give* / *have* your phone number?
- 9 So, *that's* / *there's* 0044 348-45-91-217.
- 10 I'll *give* / *say* him your message.

4 Complete the dialogue with one word in each gap.

A: ¹ _____ can I help you?

B: ² _____ I speak to Antonia Flint?

A: I'm sorry, she's not ³ _____ at the moment. Can I take a ⁴ _____ ?

B: Yes, can you tell her Yuri Petrov ⁵ _____ about the meeting tomorrow?

A: Yes, of course. Can you spell your surname for me, please?

B: Sure. It's Petrov, that's P-E-T-R-O-V.

A: And what's the company name?

B: It's RST Development.

A: Sorry, can you ⁶ _____ that again, please?

B: Sure. That's RST Development.

A: Thanks, and can I have your phone ⁷ _____ ?

B: Yes, it's 007 312-25-98-851.

A: Thanks. ⁸ _____, that's 007 312-25-98-851. I'll give Antonia your message.

6 Work in pairs. Take turns to make phone calls. Use expressions from Exercise 3A to help you.

Phone call 1

Student A

Answer the phone.

Answer.

Answer.

Answer.

Answer.

Answer.

Student B

Explain who you are and why you are phoning.
Ask how many people are going to attend the conference.

Ask how many participants are going to stay at the hotel.

Ask when they can confirm the names and number of people.

Ask what catering they are going to need.

Ask what equipment they are going to need.

Finish the call.



Student A

Take turns to make phone calls.

Phone call 1	Phone call 2
You are the conference organiser. Use the same name and company as for Exercise 5. - About 60–65 people are going to attend the conference. - You don't know how many participants are going to stay at the hotel. - Promise to confirm this and send the names by Tuesday afternoon. - People are going to arrive at 9.30 a.m. You want tea and coffee when they arrive and you're going to have lunch at 1 o'clock. - You want a projector, screen and audio equipment in the room. Angela Mulligan at Wallace Hotel Conference Centre phones you.	You represent the conference centre. You are Henri Dupont, the Manager at Stanford Conference Centre. Phone the client who left a message in Exercise 5. You want to know: - how many people are going to be at the meeting. - when the client is going to confirm the names and numbers of participants. - what catering the client is going to need. - what equipment the client needs. Offer to send the client a list of hotels near the conference centre.

Student B

Take turns to make phone calls.

Phone call 1	Phone call 2
You represent the conference centre. You are Angela Mulligan at Wallace Hotel Conference Centre. Phone the client who left a message in Exercise 5. You want to know: • how many people are going to attend the conference. • how many participants are going to stay at the hotel. • when the client is going to confirm the names and numbers. • what catering the client is going to need. • what equipment the client is going to need in the room.	You are the meeting organiser. Use the same name and company as for Exercise 5. • About 15–17 people are going to attend your meeting. • Promise to confirm the number of participants and their names next Monday morning. • You are going to have a coffee break at 11.00 a.m. and lunch at 1.30 p.m. • You need a projector, screen and Wi-Fi connection in the room. • You need a list of hotels near the conference centre. Henri Dupont, the Manager at Stanford Conference Centre phones you.