

Working with Vocabulary

IC/IS VOCABULARY PRESENTATION

4 Write the correct word under each picture.

coat • coffee • jacket • lemon • milk
spoon • sweetener • tea • umbrella • water



5 07 Listen to five short conversations.

Circle the correct answer for each one.

- What does the assistant offer to take?
a. coat b. bag c. umbrella
- What does the visitor want?
a. coffee b. tea c. water
- What does the assistant ask about?
a. flight b. lemon c. soda
- What does the visitor ask for?
a. sugar b. an umbrella c. a spoon
- What does the visitor want?
a. water b. milk c. sweetener

6 08 Read the next part of the company training course about meeting visitors at the office. Complete the instructions about how to greet visitors with the verbs below. Then listen and check.

ask • give • greet • tell • like • do • offer
pronounce • say • welcome

How to Greet Visitors to the Office

1. _____ the visitors with a friendly smile and 2. _____ *Good morning or Good afternoon* in a loud and clear voice.

3. _____ the visitors to the city and to the office and 4. _____ them about their day or how their flight was.

Ask for their names and 5. _____ your best to 6. _____ them correctly. 7. _____ the team member that their visitor/s is/are here.

8. _____ the visitors a seat while they wait. Then ask them if they would 9. _____ something to drink.

Be prepared to 10. _____ directions to different areas and rooms in the office (conference room, toilets, etc.).



Your Turn

Work in pairs. Follow the flow chart on page 104.

Student A: You work for Fairytale Furnishing and you are receiving a visitor.

Student B: You are a visitor at Fairytale Furnishing.



Workbook, page 4