

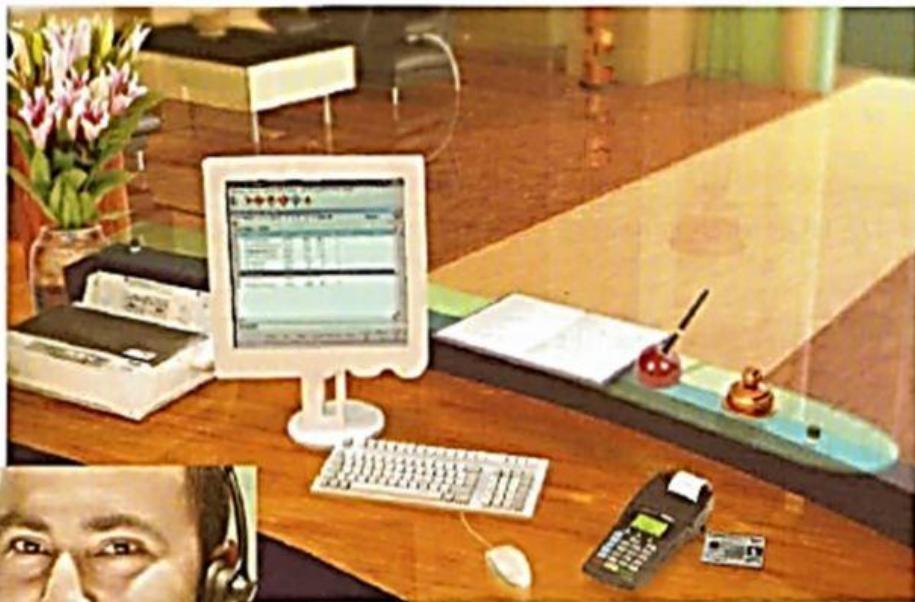
# 1 Taking phone calls

→ **Greet customers**  
Good morning.  
Good afternoon.  
Good evening.

→ **Answer the telephone**  
Good morning.  
Can I help you?

→ **Ask who is calling**  
Who's calling?  
Who's speaking?

→ **Take messages**  
Can I take a message?



## ■ Starter

Look at May Lee, Matthieu, Isobel, and James and name their job. Look at the picture of reception and name four pieces of equipment.

## ■ Listening Taking phone calls

1 Listen to the calls and tick (✓) the correct answers.

### Call 1

1 Caller's name  Mr Carl  Mr Phillips

### Call 2

2 Room number  329  221

### Call 3

3 Hotel  Rio Parc  Rio Parthenon

### Call 4

4 Receptionist  Luke  James

2 Listen again and complete the sentences from the receptionists' dialogues. Use these words.

help	Can	speaking
connect	calling	through

### Call 1

1 Good afternoon, New Palace Hotel. May Lee .....<sup>1</sup>. How can I .....<sup>2</sup> you?

### Call 2

2 One moment, and I'll .....<sup>3</sup> you.

### Call 3

3 Just one moment. Who's .....<sup>4</sup>, please?  
Thank you, Mr Falgado. You're .....<sup>5</sup> now.

### Call 4

4 Yes, sir. .....<sup>6</sup> I have your name, please?

## ■ Language study

### 1 Expressions to learn

May Lee speaking. How can I help you?

S

Can I have your name, please?

S

I'd like to speak to Mrs Bader.

C

One moment, and I'll connect you.

S

Who's calling, please?

S

You're through now.

S

C = customer

S = member of staff

