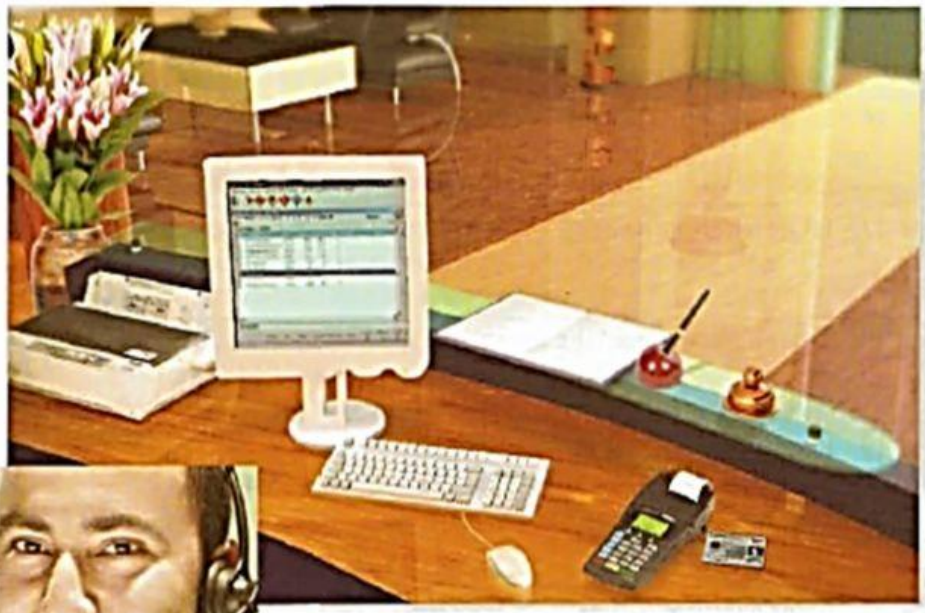
1 Taking phone calls

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 .....[1]. How can I .....[2] you?

Call 2
2 One moment, and I'll .....[3] you.

Call 3
3 Just one moment. Who's .....[4], please?
Thank you, Mr Falgado. You're .....[5] now.

Call 4
4 Yes, sir. .....[6] I have your name, please?

[redacted]

Language study

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

LIVEWORKSHEETS

LIVEWORKSHEETS