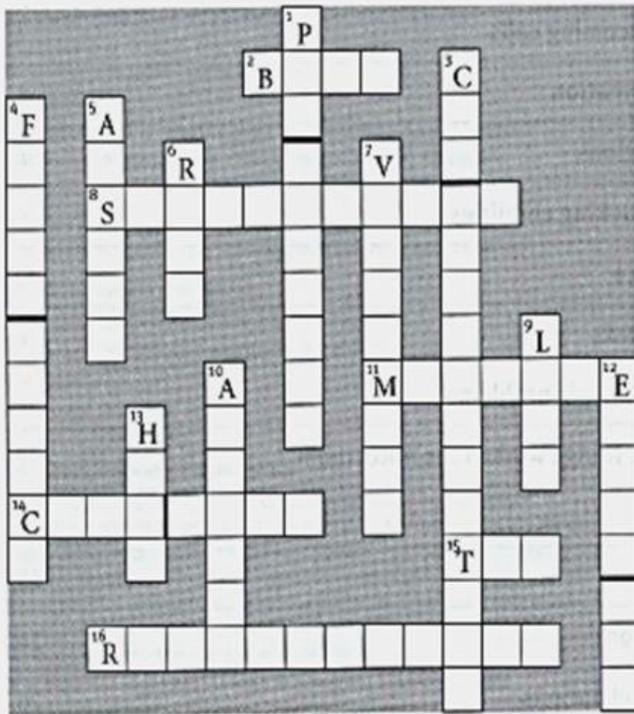


Dealing with incoming calls

1 Complete the crossword using the clues.



Across

- 2 A phone line already in use is (4)
- 8 Calls are answered and connected here in a big hotel. (11)
- 11 If nobody answers, you can leave one of these with reception. (7)
- 14 You can do this if the line is engaged. (4, 4)
- 15 *One moment. I'll the manager's office for you.* (3)
- 16 The department that deals with bookings. (12)

Down

- 1 All incoming calls have to be to the right person. (3, 7)
- 3 The receptionist asks the guest for this to book a parking space. (3, 12)
- 4 The reception team works in here. (5, 6)
- 5 Pick up the phone when it rings. (6)
- 6 Noise the phone makes for attention. (4)
- 7 You can leave a phone message on this service. (9)
- 9 Opposite of *early*. (4)
- 10 Organize a service for the guest. (7)
- 12 Families often request one of these in their room. (5, 3)
- 13 Late arrivals ask reception to their rooms. (4)

2 Use each word or phrase once to complete the text.

running late	switchboard	connects
put calls through	makes a note	hold the line
hold their rooms	arrange	

Jessica works on the hotel *switchboard*¹ at the Como Hotel in Milan. Most of the time, she can² to the different hotel departments or the guests' rooms. She just asks the callers to³ while she⁴ the calls. Sometimes, guests call to ask for a child's bed in their room. Jessica asks housekeeping to⁵ this. Guests who are⁶ often call to inform reception. Jessica asks reception to⁷. If there's a call for the manager and he's not in his office, she⁸ of any message and leaves it on his desk.

3 Put the words in the correct order to make offers of help.

- 1 to reservations / through / put / you / I'll
I'll put you through to reservations.
- 2 like / you / reserve / would / a parking space / to?
.....
- 3 you / for dinner / can / a table / book / I?
.....
- 4 I / a message / take / could?
.....
- 5 of / request / a note / I'll / make / your
.....
- 6 speak / would / to the duty manager / to / like / you?
.....
- 7 his voicemail / connect / I'll / to / you
.....
- 8 hold the line / connect / please / his room / you / to / and I'll
.....