Dealing with incoming calls

4 Match sentences 1–8 with responses a–h.

1	[c]	Can I speak to Mrs da Costa in room 442, please?	a Can I leave a message?
2	[ ]	Would you like to leave a message for your brother?	b No. It's all right. I'll call back later.
3	[ ]	I'd like to speak to the duty manager.	c One moment. I'll put you through to her room.
4	[ ]	Could you inform reception that we'll probably arrive late?	d Just a moment. I'll connect you with their voicemail.
5	[ ]	We'd like to have an extra bed in our room for our son.	e Of course. I'll make sure we hold your room.
6	[ ]	Can I leave a message for room 211?	f Please hold a moment. I'll connect you to the restaurant.
7	[ ]	I'm afraid the line's busy.	g I'm afraid there's no answer from his office.
8	[ ]	I'd like to book a table for dinner on Saturday evening.	h I'll inform housekeeping. They'll arrange that for you.

5- There is one mistake in each sentence. Write the sentences correctly

a- Could have I a contact number?

Could I have a contact number?

b- Would like you to leave a message?

_____

c- Can give me your car registration, please?

_____

LIVEWORKSHEETS

d- I like to reserve a table for lunch, please.

_____

e- I'll a parking space book for you.

_____

f- You would tell her I'm running late for our meeting?

_____

g- Can I you help with anything else?

_____

6- Match the phone words with the definitions

hang up	outside line	dial tone	beep
operator	local call	long distance call	*directory*

1 Book of telephone numbers. *directory*
2 A call to someone in the same area. .....
3 The noise before you leave a voicemail message. .....
4 You need one to make a call outside the hotel from a hotel room phone. .....
5 A call to another part of the country. .....
6 Put the phone down. .....
7 The noise you need to hear before you enter a number. .....
8 Person who helps you to make a call. .....

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