

Dealing with incoming calls

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

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|---|---|---|---|
| 1 <input checked="" type="checkbox"/> c | Can I speak to Mrs da Costa in room 442, please? | a | Can I leave a message? |
| 2 <input type="checkbox"/> | Would you like to leave a message for your brother? | b | No. It's all right. I'll call back later. |
| 3 <input type="checkbox"/> | I'd like to speak to the duty manager. | c | One moment. I'll put you through to her room. |
| 4 <input type="checkbox"/> | Could you inform reception that we'll probably arrive late? | d | Just a moment. I'll connect you with their voicemail. |
| 5 <input type="checkbox"/> | 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 <input type="checkbox"/> | Can I leave a message for room 211? | f | Please hold a moment. I'll connect you to the restaurant. |
| 7 <input type="checkbox"/> | I'm afraid the line's busy. | g | I'm afraid there's no answer from his office. |
| 8 <input type="checkbox"/> | 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?

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	<i>directory</i>

- 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.