1 At reception

Greeting visitors | Asking somebody's name | Completing a form

VD **1** Sally Smith is the receptionist at Lowis Engineering in London. John Carter and Paul Rogers are visiting the company today. Read their conversation and watch the video. Who do they want to see?

Sally	**Good morning, [ ]?**
John	Good morning. We're here to see Diane Kennedy [ ]
Sally	**Can I [ ], please?**
John	Yes, it's John Carter and Paul Rogers from Australian Power Utilities. Here's my [ ]
Sally	Thank you. **I'll just call Ms Kennedy.**
Paul	Thank you.
Sally	And **can you complete these [ ], please?**
Paul	Of course. Excuse me, can I have a pen?
Sally	[ ]. Diane? I have Mr Rogers and Mr Carter [ ] for you. Right. Thank you.
Sally	Thank you. **Please could you wear these visitors' badges? Someone will [ ] to get you in a moment. Please [ ].**
Paul	Thanks.
John	OK.

You	*Good morning madam, can I help you?*
Guest	Yes, I have an appointment with Diane Kennedy for 11 o'clock.
You	*(Ask her name.)*
Guest	Jane Taylor from Taylor and Curtiss Consultants.
You	*(Ask her to complete a security form.)*
Guest	Can you give me a pen?
You	*(Offer a pen.)*
Guest	Thanks.
You	*(Ask her to wear a visitor badge.)*
Guest	Of course.
You	*(Ask her to have a seat and say someone will come to get her.)*
Guest	Good! Thanks for your help!

LIVEWORKSHEETS