

Formal situation.

Context – client and receptionist in reception.

A Good morning,

B Good morning, I'm here for the regional sales managers' meeting with Mr Bassi. I believe the meeting starts at 10 o'clock.

A Oh, yes, that's right, it's at 10 o'clock.
Could I take your name please?

B Yes, of course, my name is Sara Abrahams.

A And

B I'm senior sales representative for FDT Pharmaceuticals.

A Yes, .Could I ask you to just sign in please?

B Of course.

A And here is a security badge tht you will need to wear while you're on site.

B Thank you very much.

A I will just need to call the meeting room to let them know you're here.....Good morning, this is Paul at the front desk. I have a Sara Abrahams here for the 10am meeting with Mr Bassi.....Mr Bassi will be down shortly to take you up. in the waiting

area behind you?

B Could I ask where the accessible toilets are located in the building?

A Yes, of course, here is the floor plan and we have an accessible toilet next to the lifts on each floor.

B That's great, thank you so much for your help.
if visitors are allowed to use the
staff cafeteria on the 1st floor?

A Yes visitors to use the cafeteria, however a
full lunch will be provided for all the delegates.

B That's wonderful.

A So if you could just take a minute to complete this lunch
order form with I will ask the kitchen to
prepare it for you.

B Of course, this
morning.

A and if there is anything
further I can help you with
. My name is Paul.

B Ah that's great Paul thanks again and have a good day.

A And you too.