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▶ **Read the section from a company's training course on meeting clients. Read the questions and then match them to the visitor's replies.**

Receiving Visitors – protocol

We receive visitors to the company every day. Please follow these tips to always make a good first impression:

Greet the visitor and offer to help.

1. "May I take your coat?"
2. "Please have a seat."
3. "Do you need the password for the Wi-Fi?"

Offer your visitor a drink.

4. "Can I get you something to drink?"
5. "Would you like some coffee or tea?"

Ask about the trip.

6. "How was your flight?"
7. "When did you get in?"

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| 1. Q: 4. | A: Yes, please. I'd like a glass of cold water. |
| 2. Q: | A: Yesterday evening, at about 9 o'clock. |
| 3. Q: | A: An espresso would be wonderful. |
| 4. Q: | A: Yes, please. I need to check my e-mails. |
| 5. Q: | A: No, thank you. I think I'll keep it. I'm cold. |
| 6. Q: | A: It was quite good, but I didn't get any sleep. |

