

1 At reception

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



VD

1 Sally Smith is the receptionist at Lewis 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!