

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

