

# 1 Taking phone calls

## Greet customers

Good morning.  
Good afternoon.  
Good evening.

## Answer the telephone

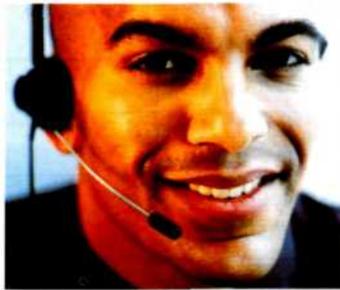
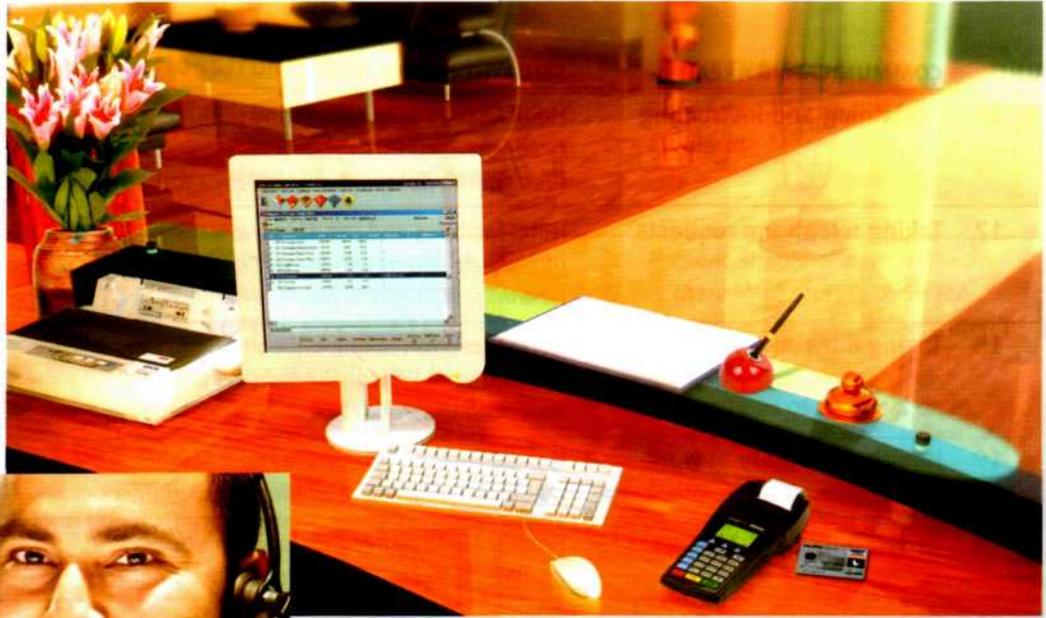
Good morning.  
Can I help you?

## Ask who is calling

Who's calling?  
Who's speaking?

## Take messages

Can I take a message?



## Starter

Look at May Lee, Matthieu, Isobel, and James and name their job. Look at the picture of reception and name four pieces of equipment.

## Listening *Taking phone calls*

1 Listen to the calls and tick (/) the correct answers.

Call 1

1 Caller's name     • Mr Carl     • Mr Phillips

Call 2

2 Room number     Q 329     EI221

Call 3

3 Hotel     • Rio Pare     [X] Rio Parthenon

Call 4

4 Receptionist     [X] Luke     [X] James

2 Listen again and complete the sentences from the receptionists' dialogues. Use these words.

help	Can	speaking
connect	calling	through

Call 1

1 Good afternoon, New Palace Hotel. May Lee .....! How can I .....? you?

Call 2

2 One moment, and I'll .....? you.

Call 3

3 Just one moment. Who's .....?, please?  
Thank you, Mr Falgado. You're .....? now.

Call 4

4 Yes, sir. ....? I have your name, please?

Turn to the Listening script on page 66 and practise the dialogues with a partner. Take turns to be the caller and the receptionist.

## Language study

### ! Expressions to learn

May Lee speaking. How can I help you? **S**

Can I have your name, please? **S**

I'd like to speak to Mrs Bader. **C**

One moment, and I'll connect you. **S**

Who's calling, please? **S**

You're through now. **S**

**C** = customer

**S** = member of staff

**! New words to use**

book	make a reservation	parking space
busy	manager	reserve
computer	meeting	tomorrow
double room	message	tonight
make		

➤ Wordlist page 97

**Structures to practise**

*Can/Could*

**3** Make requests with *Can* or *Could*.

Example speak to / Mrs Bader  
*Could I speak to Mrs Bader, please?*

- 1 reserve / a parking space
- 2 help / you
- 3 make / a room reservation
- 4 have / your name
- 5 speak to / Miss Jennifer Diaz
- 6 book / a double room

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*I'd like to*

**4** Match the words and make requests with *I'd like to*.

book	make	speak to	reserve
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- 1 the manager
- 2 a single room
- 3 a reservation
- 4 a parking space

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• **Listening Taking messages**

**5** Listen to the dialogue and complete the message.  
Choose the correct words.

502	today	ten o'clock
tomorrow	402	Mr Schmidt
meeting	MrWollman	two o'clock

Message for

Room number

Caller

Event

Day

Time

**6** Listen again and put the dialogue in the correct order. Complete the sentences with the information in exercise 5.

- Q A Just one moment, and I'll connect you. I'm sorry, there's no answer from room .....<sup>1</sup>. Can I take a message for you?
- Q B Hello. Could I speak to Mr .....<sup>2</sup> in room .....<sup>3</sup>, please?
- Q A Good morning, Athens Palace Hotel. Angela speaking. How can I help you?
- O A Certainly, sir.
- Q B Yes, please. My name's Hans .....<sup>4</sup>. Please tell him there's a meeting .....<sup>5</sup> at .....<sup>6</sup> o'clock.

Practise the dialogue with a partner. Take turns to be the caller and the receptionist.

**Activity**

Work with a partner. Student A's information is here. Student B's information is on page 60.

Ai You work at reception in the Hotel Canaria. Read the information and answer the calls.

Mr Luiz	room 204	line is busy (take a message?)
Jane Williams	room 48	no answer
Mrs Lane	room 469	connect the call

Example *Good afternoon, Hotel Canaria. How can I help you?*

A2 Make three calls to the Hotel Superior. Ask to speak to these people.

<b>Reservations Manager</b>	leave a message (ask him to call you back on 0778 938471)
Marcello <b>Benito</b>	room 571 (no answer, you will call back later)
<b>Mrs Franklin</b>	room 18

Example *Good morning, could I speak to ... please?*

**More words to use**

Greetings	Farewells	Titles	
Goodmorning	Good night	Mrs	Mr
Good afternoon	Goodbye	Ms	Dr
Good evening		Miss	sir
		madam	