

# Taking phone calls

Highly recommended 1 – English for the hotel and catering industry

<https://voca.ro/1cWTocl5Cy36>



## A. Listen to the calls and tick the correct answers.

- 1) Caller's name: ☐ Mr Carl ☐ Mr Phillips
- 2) Room number: ☐ 329 ☐ 221
- 3) Hotel: ☐ Rio Park ☐ Rio Parthenon
- 4) Receptionist: ☐ Laura ☐ Jane



## B. Listen again and complete the sentences from the receptionists' dialogues. Use these words: *help ♦ can ♦ speaking ♦ connect ♦ calling ♦ through*

- 1) Good afternoon, New Palace Hotel. May Lee ..... How can I ..... you?
- 2) One moment, and I'll ..... you.
- 3) Just one moment. Who's ....., please?  
Thank you Mr Falgado. You're ..... now.
- 4) Yes, sir. .... I have your name, please?

## C. New words to use

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

## D. 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) speak to / Miss Jennifer Diaz .....
- 5) book / a double room .....

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

*book ♦ make ♦ speak to ♦ reserve*

- 1) The manager .....
- 2) a single room .....
- 3) a reservation .....
- 4) a parking space .....

**F. Practice the dialogues with a partner. Take turn to be the caller and the receptionist.**

Dialogue 1:

*Caller:* Hello. This is [your name]. May I speak to Ms. Sunshine, please?

*Receptionist:* Hold the line a moment, I'll check if she is in her office.

*Caller:* Thank you.

*Receptionist:* (after a moment) Yes, Ms. Sunshine is in. I'll put you through.

Dialogue 2:

*Caller:* Hello. Could I speak to Jack Parkins, please?

*Receptionist:* Who's calling, please?

*Caller:* This is Fred Jones. I'm a friend of Jack's.

*Receptionist:* Hold the line, please. I'll put your call through. (after a moment)—I'm afraid he's out at the moment. Can I take a message?

*Caller:* Yes. Can you ask him to give me a call? My number is 909-345-8965

*Receptionist:* Could you repeat that, please?

*Caller:* Certainly. That's 909-345-8965

*Receptionist:* OK. I'll make sure Mr. Parkins gets your message.

*Caller:* Thank you. Goodbye.

*Receptionist:* Goodbye.