

1 Across

- | | |
|-----------------|-------------------|
| 2 – busy | 14 – call back |
| 8 – switchboard | 15 – try |
| 11 – message | 16 – reservations |

Down

- | | |
|----------------------|----------------|
| 1 – put through | 7 – voicemail |
| 3 – car registration | 9 – late |
| 4 – front office | 10 – arrange |
| 5 – answer | 12 – extra bed |
| 6 – ring | 13 – hold |

- 2** 2 – put calls through 6 – running late
 3 – hold the line 7 – hold their rooms
 4 – connects 8 – makes a note
 5 – arrange

- 3** 2 - Would you like to reserve a parking space?
 3 - Can I book you a table for dinner?
 4 - Could I take a message?
 5 - I'll make a note of your request.
 6 - Would you like to speak to the duty manager?
 7 - I'll connect you to his voicemail.
 8 - Please hold the line and I'll connect you to his room.

- 4** 2 b 3 g 4 e 5 h 6 d 7 a 8 f

- | | | |
|----------|------------------------|---------|
| 5 | 2 – 540 | 6 – 580 |
| | 3 – 9 + airport number | 7 – 620 |
| | 4 – 111 | 8 – 240 |
| | 5 – 120 | |

- 6** 2 - Would you like ...
 3 - Can you give me your ...
 4 - I'd like to reserve ...
 5 - I'll book a parking space for you.
 6 - Would you tell her ...
 7 - Can I help you with...

- | | | |
|----------|------------------------|---------------|
| 7 | 2 – local call | 6 – hang up |
| | 3 – beep | 7 – dial tone |
| | 4 – outside line | 8 – operator |
| | 5 – long distance call | |