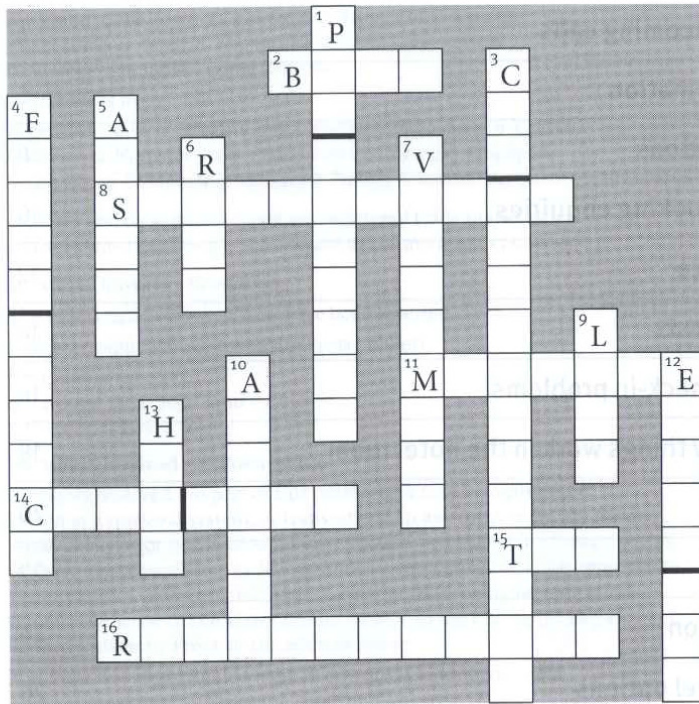


1 Dealing with incoming calls

1 Complete the crossword using the clues.



Across

- 2 A phone line already in use is (4)
- 8 Calls are answered and connected here in a big hotel. (11)
- 11 If nobody answers, you can leave one of these with reception. (7)
- 14 You can do this if the line is engaged. (4, 4)
- 15 *One moment. I'll the manager's office for you.* (3)
- 16 The department that deals with bookings. (12)

Down

- 1 All incoming calls have to be to the right person. (3, 7)
- 3 The receptionist asks the guest for this to book a parking space. (3, 12)
- 4 The reception team works in here. (5, 6)
- 5 Pick up the phone when it rings. (6)
- 6 Noise the phone makes for attention. (4)
- 7 You can leave a phone message on this service. (9)
- 9 Opposite of *early*. (4)
- 10 Organize a service for the guest. (7)
- 12 Families often request one of these in their room. (5, 3)
- 13 Late arrivals ask reception to their rooms. (4)

2 Use each word or phrase once to complete the text.

running late	<i>switchboard</i>	connects
put calls through	makes a note	hold the line
hold their rooms	arrange	

Jessica works on the hotel *switchboard*¹ at the Como Hotel in Milan. Most of the time, she can² to the different hotel departments or the guests' rooms. She just asks the callers to³ while she⁴ the calls. Sometimes, guests call to ask for a child's bed in their room. Jessica asks housekeeping to⁵ this. Guests who are⁶ often call to inform reception. Jessica asks reception to⁷. If there's a call for the manager and he's not in his office, she⁸ of any message and leaves it on his desk.

3 Put the words in the correct order to make offers of help.

- 1 to reservations / through / put / you / I'll
I'll put you through to reservations.
- 2 like / you / reserve / would / a parking space / to?
.....
- 3 you / for dinner / can / a table / book / I?
.....
- 4 I / a message / take / could?
.....
- 5 of / request / a note / I'll / make / your
.....
- 6 speak / would / to the duty manager / to / like / you?
.....
- 7 his voicemail / connect / I'll / to / you
.....
- 8 hold the line / connect / please / his room / you / to / and I'll
.....

4 Match sentences 1–8 with responses a–h.

- 1 Can I speak to Mrs da Costa in room 442, please?
- 2 Would you like to leave a message for your brother?
- 3 I'd like to speak to the duty manager.
- 4 Could you inform reception that we'll probably arrive late?
- 5 We'd like to have an extra bed in our room for our son.
- 6 Can I leave a message for room 211?
- 7 I'm afraid the line's busy.
- 8 I'd like to book a table for dinner on Saturday evening.

- a Can I leave a message?
- b No. It's all right. I'll call back later.
- c One moment. I'll put you through to her room.
- d Just a moment. I'll connect you with their voicemail.
- e Of course. I'll make sure we hold your room.
- f Please hold a moment. I'll connect you to the restaurant.
- g I'm afraid there's no answer from his office.
- h I'll inform housekeeping. They'll arrange that for you.

5 What number should you call?

<i>Lakeside</i> HOTEL	
INTERNAL CALLS	
Reservations manager	620
Restaurant	220
Kitchen	120
Housekeeping	540
Reception	600
Room service	580
Rooms	dial room number
Beauty salon	350
Security	700
Conference manager	800
Central bar	240
EXTERNAL CALLS	
Dial 9 and wait for the dialling tone. Then dial the number you want.	

- 1 Guests would like you to book them a table for dinner. 220
- 2 You want to check that rooms on the second floor have been cleaned.
- 3 You'd like to call the airport to find out when the flight from New York arrives.
- 4 You want to give the guests in room 111 a message.
- 5 You want to talk to the chef about a food request from a guest.
- 6 Some guests would like a sandwich in their room.
- 7 Guests would like to stay for five nights not four.
- 8 You want to order drinks for guests waiting at reception.

6 There is one mistake in each sentence. Write the sentences correctly in your notebook.

- 1 Could have I a contact number?
Could I have a contact number?
- 2 Would like you to leave a message?
- 3 Can give me your car registration, please?
- 4 I like to reserve a table for lunch, please.
- 5 I'll a parking space book for you.
- 6 You would tell her I'm running late for our meeting?
- 7 Can I you help with anything else?

7 **More words to use** Match the phone words with the definitions.

hang up	outside line	dial tone	beep
operator	local call	long distance call	directory

- 1 Book of telephone numbers. *directory*
- 2 A call to someone in the same area.
- 3 The noise before you leave a voicemail message.
- 4 You need one to make a call outside the hotel from a hotel room phone.
- 5 A call to another part of the country.
- 6 Put the phone down.
- 7 The noise you need to hear before you enter a number.
- 8 Person who helps you to make a call.