



EGL 2711

DEALING WITH INCOMING CALLS

UNIT - 1



English for Hotel Personnel

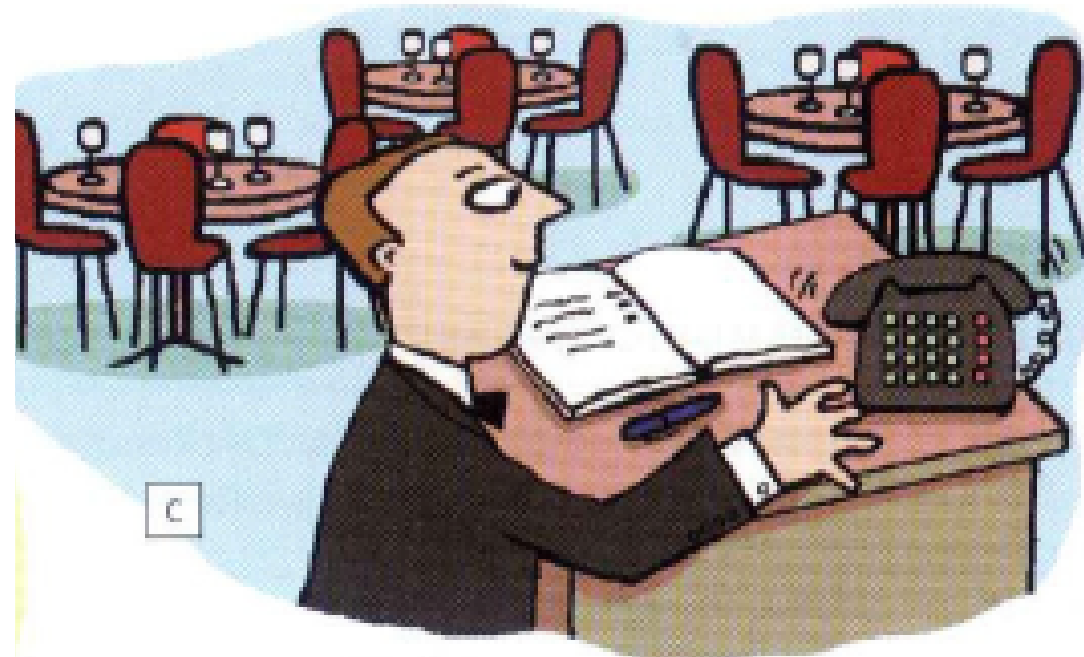
ภาษาอังกฤษเพื่อบุคลากรโรงแรม



**WHAT CHALLENGES
DO YOU THINK
HOTEL PERSONNEL
MIGHT FACE WHILE
DEALING WITH
INCOMING CALLS?**

**WHAT DO YOU THINK
ARE THE KEY
ELEMENTS OF
EFFECTIVE
COMMUNICATION IN
HANDLING INCOMING
CALLS IN A HOTEL?**

MATCHES THE SITUATION WITH THE PICTURES



1. put calls through for restaurant bookings
2. take room booking
3. put calls through to guests
4. deal with manager's calls
5. take messages





LISTENING

WORKING IN FRONT OFFICE:
LISTEN AND UNDERLINE THE
CORRECT ALTERNATIVE

1. Caller 1 wants to book ***a room/speak to a guest.***
2. Caller 2 can't speak to the manager as ***the line's busy/ he's not in his office.***
3. Reception takes a message to say ***the manager is late/ Mr Cole is late.***
4. Caller 3 wants to book a ***room/table.***
5. Caller 4 asks for room ***256/296.***
6. Reception tells him ***there's no answer/the line's busy.***
7. Caller 5 for room 745 ***leaves a message on voicemail / says he'll call back.***
8. Caller 6 for Mrs Perez is told ***the phone is ringing/ the line's busy.***

LISTENING

 **1.1** Listen again and complete the sentences.

- 1 ... Marina, Anita Can
- 2 Just a moment. I'll to reservations.
- 3 Who, please?
- 4 ... at the moment. Could a message?
- 5 I'd like to for dinner.
- 6 I'm afraid the
- 7 Would you like a message on voicemail?
- 8 No, thanks. I later.

! Expressions to learn

I'd like to book ...

Just a moment. I'll put you through to ...

I'm afraid he's not in his office at the moment.

Could/Can I take a message?

Please hold and I'll connect you to ...

I'm afraid the line's busy.

There's no answer.

Would you like to leave a message on voicemail?

It's ringing for you.

! New words to use

answer

arrange

book (a room)

call back

car registration

extra

hold (a room)

hold (the line)

make a note (of)

put (sb) through

reserve

ring

run late

try

voicemail

CAN / COULD / WOULD / WILL

Can / Could | Would you like to | I'll > offer help

- Can I help you?
- Would you like to speak to the manager?
- I'll put you through to the reservations.

1 You are the receptionist. Complete these offers of help.

1 leave a message?

2 connect you right away.

3 I try her room for you?

4 tell him you're running late.

5 speak to reservations?

6 I take a message?

7 give her the message.

8 book a table for lunch?

CAN / COULD / WOULD / WILL

I'd like to / Can / Could > offer help

- I'd like to book a room.
- Can you ask them to call me back?

2 Match the incoming calls with the responses.


Incoming calls

- 1 e book / table for dinner
- 2 speak / manager
- 3 leave / message for Ms Li
- 4 speak / Mrs Barras in 745
- 5 book / room
- 6 leave / voicemail message for Mr Barnes


Responses

- a try / his office
- b connect / reservations
- c put through / her room
- d connect / his voicemail
- e put through / restaurant
- f have / name and contact number

LISTENING

- 1  1.2 Listen to the call. Are the sentences true or false?
- 1 The guests will arrive tomorrow before nine o'clock. true/false
 - 2 Mrs Carson asks reception to hold the room. true/false
 - 3 She requests an extra bed. true/false
 - 4 The family are travelling by train. true/false
 - 5 Mrs Carson wants to reserve parking. true/false
 - 6 Reception asks for her passport number. true/false
 - 7 The car registration is TR06FKB. true/false

LISTENING

2  1.2 Listen again. Number the sentences in the order they're said in the dialogue.

- a Would you like to reserve a parking space?
- b That's fine ... I've made a note of your late arrival.
- c 1 Could you hold our room?
- d Are you arriving by car?
- e I'll arrange an extra bed in your room.
- f Can I have your car registration?
- g What name is it, please?
- h Can I help you with anything else?

PICK 1 NUMBER. HAVE A CONVERSATION WITH THE TEACHER IN FRONT OF THE CLASS

2 Match the incoming calls with the responses.

Incoming calls

- 1 e book / table for dinner
- 2 speak / manager
- 3 leave / message for Ms Li
- 4 speak / Mrs Barras in 745
- 5 book / room
- 6 leave / voicemail message for Mr Barnes

Responses

- a try / his office
- b connect / reservations
- c put through / her room
- d connect / his voicemail
- e put through / restaurant
- f have / name and contact number