

Unit 1 dealing with incoming calls

Receiving incoming phone calls
Taking messages
Dealing with requests





Front office

- The front office specifically refers to the area where customers first arrive at the hotel.
- staff who deal directly with customers



Front office – FO

01

receptionist

02

bellboy

03

**Door attendant,
doorman**

04

Reservation clerk

Front office – FO

05

Telephone operator

06

cashier

07

concierge



Starter

24/7



Working in front office



24/7



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.

- Hotel Grand Marina, Anita speaking. Can I help you?
- Just a moment. I'll put you through to reservations.
- Who's calling please?
- He's not in his office at the moment. Could I take a message?
- I'd like to book a table for dinner.
- I'm afraid the line is busy.
- Would you like to leave a message on voicemail?
- No, thanks. I'll call back later.





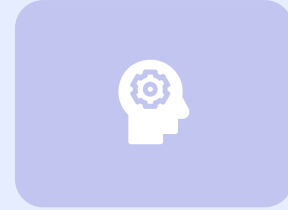
S: greet the caller

Hotel Grand Marina, Anita speaking. Can I help you?



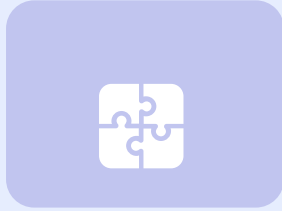
C: ask to book room

I'd like to book a room, please.



S: put through to reservations

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



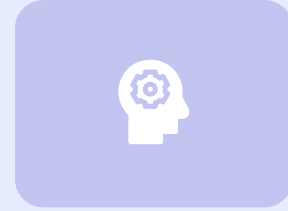
**C: ask to speak to
manager**

I'd like to speak to a hotel
manager.



**S: line busy / offer to
take message**

I'm afraid the line is
busy.
Can I take a message?



**C: give phone
number**

It's



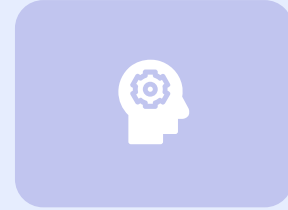
C: ask for room 483

Can you try room 483,
please?



**S: no answer / offer
to take message**

There's no answer. Can
I take a message?



**C: say you'll call
back**

No, thanks. I'll call back later.



S: greet the caller

Hotel Grand Marina, Anita speaking. Can I help you?



C: say you'll call back

I'll call back later.



S: connect to restaurant

Please hold. I'll connect you to a restaurant.

Language study





Language check



Can / could / would you like to / I'll

- Offer help
- Could is more polite than Can
- Can/ Could I take message?
- Would you like to reserve a parking space?
- I'll arrange an extra bed in your room.



Can / could

- Request information with please
- Can / Could you put me through to the restaurant, please?



I'd like to.....

- Request
- I'd like to speak to the manager, please.





Customer requests