



# Unit 2.1

## Dealing with incoming calls

(1)

# Contents of this unit

- receive incoming calls
- take messages
- deal with requests



Receive  
incoming calls

# Situations with receiving calls

Put calls through for restaurant bookings

Deal with manager's calls

Take room booking



Take messages



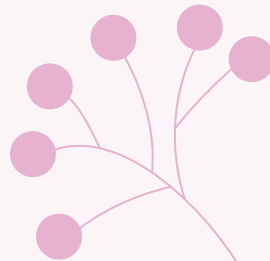
Put calls through to guests

# Complete the sentences

1. ... Marina, Anita speaking. Can I help you ?
2. Just a moment. I'll put you through to reservations.
3. Who is ('s) calling, please?
4. ... at the moment. Could I take a message?
5. I'd like to book a table for dinner.
6. I'm afraid the line's busy.
7. Would you like to leave a message on voicemail?
8. No, thanks. I will ('ll) call back 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.



A decorative border surrounds the text, featuring stylized grey leaves and clusters of pink berries on thin stems. The berries are arranged in small groups, and the leaves are simple, elongated shapes. The overall aesthetic is clean and modern.

Take messages

To offer help...

Can... / Could...\* (\* more polite)

Can I help you?

Would you like to...

Would you like to speak to the manager?

I'll (I will)...

I will put you through to reservations.



# Complete these offers of help.

1. Would you like to leave a message?
2. I will connect you right away.
3. Can / Could I try her room for you?
4. I will tell him you're running late.
5. Would you like to speak to reservations?
6. Can / Could I take a message?
7. I will give her the message.
8. Would you like to book a table for lunch?

For requests...

I'd like to ...  
I'd like to book a room.

Can...  
Can you ask them to call me back?

# Incoming calls & responses

1. book / table for dinner – e. put through / restaurants

A: I'd like to book a table for dinner.

B: Just a moment. I'll put you through to the restaurant.

2. speak / manager – a. try=тґ / his office

A: I would like to speak with a manager.

Can I speak with/to a manager?

B: Just a moment. I will try his office for you.

# Incoming calls & responses (Homework)

3. leave / message for Ms Li – f. have / name and  
contact number
4. speak / Mrs Barras in 745 – c. put through / her room
5. book / room – b. connect / reservations
6. leave / voicemail message for Mr Barnes  
– d. connect / his voicemail



# Deal with requests

# Customer requests

**Caller:** ...we'll probably arrive late. Could you hold our room?

**Reception:** That's fine. I've made a note of your late arrival.

**Caller:** Could we have a child bed, please?

**Reception:** Yes, of course. I'll arrange an extra bed in your room.

**Caller:** I'd like to reserve parking.

**Reception:** Can I have your car registration?



# New words

Answer

Hold (a room)

Reserve

Arrange

Hold (the line)

Ring

Book (a room / a table)

Make a note (of)

Run late

Call back

Put (sb) through

Try

Car registration

Voicemail

Extra



# To be continue...



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