

## Unit 2.1 Dealing with incoming calls

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

- |                   |              |               |
|-------------------|--------------|---------------|
| running late      | switchboard  | connect       |
| put calls through | makes a note | hold the line |
| hold their rooms  | arrange      |               |

Jessica works on the hotel switchboard at the Como Hotel in Milan. Most of the time, hotel she can (2) ..... to the different hotel departments or the guests' rooms. She just asks the callers to (3) ..... while she (4) ..... the calls. Sometimes, guests call to ask for a child's bed in their room. Jessica asks housekeeping to (5) ..... this. Guests who are (6) ..... often call to inform reception. Jessica asks reception to (7) ..... . If there's a call for the manager and he's not in his office, she (8) ..... of any message and leaves it on his desk.

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

- to reservations / through / put / you / I'll

*I'll put you through to reservations.*

- like / you / reserve / would / a parking space / to?

.....

- you / for / dinner / can / a table / book / I?

.....

- speak / would / to the duty manager / to / like / you?

.....

## Unit 2.2 Taking reservations

1. Look at the sign for the Northern Restaurant and complete the information below using in, from, until, during, on, by, for or to.



The Northern Restaurant is open in the evenings. It's open (2) .....  
6.30 (3) ..... 11 p.m. Unfortunately, it isn't open (4) ..... the day  
and it's closed (5) ..... Mondays. There's a special Italian night  
(6) ..... Thursday, but you must book (7) ..... 10 p.m (8) .....  
Wednesday evening. Next month, the hotel will be closed (9) ..... 17 days  
(10) ..... the 10<sup>th</sup> (11) ..... the 27<sup>th</sup> of February.