English for the hotel and catering industry

Dealing with incoming calls

Dealing with incoming calls
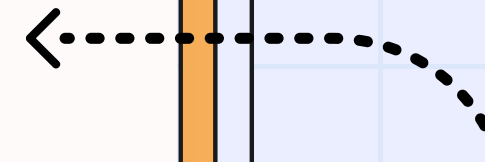
Contents

💥 **Starter**

Match the situations with the pictures.

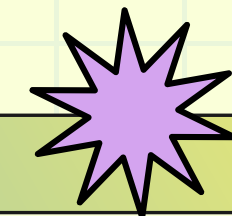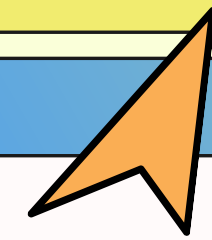1. ☐ put calls through for restaurant bookings

2. ☐ take room bookings

3. ☐ put calls through to guests

4. ☐ deal with manager's calls

5. ☐ take messages

Working in front office

1.1 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.*
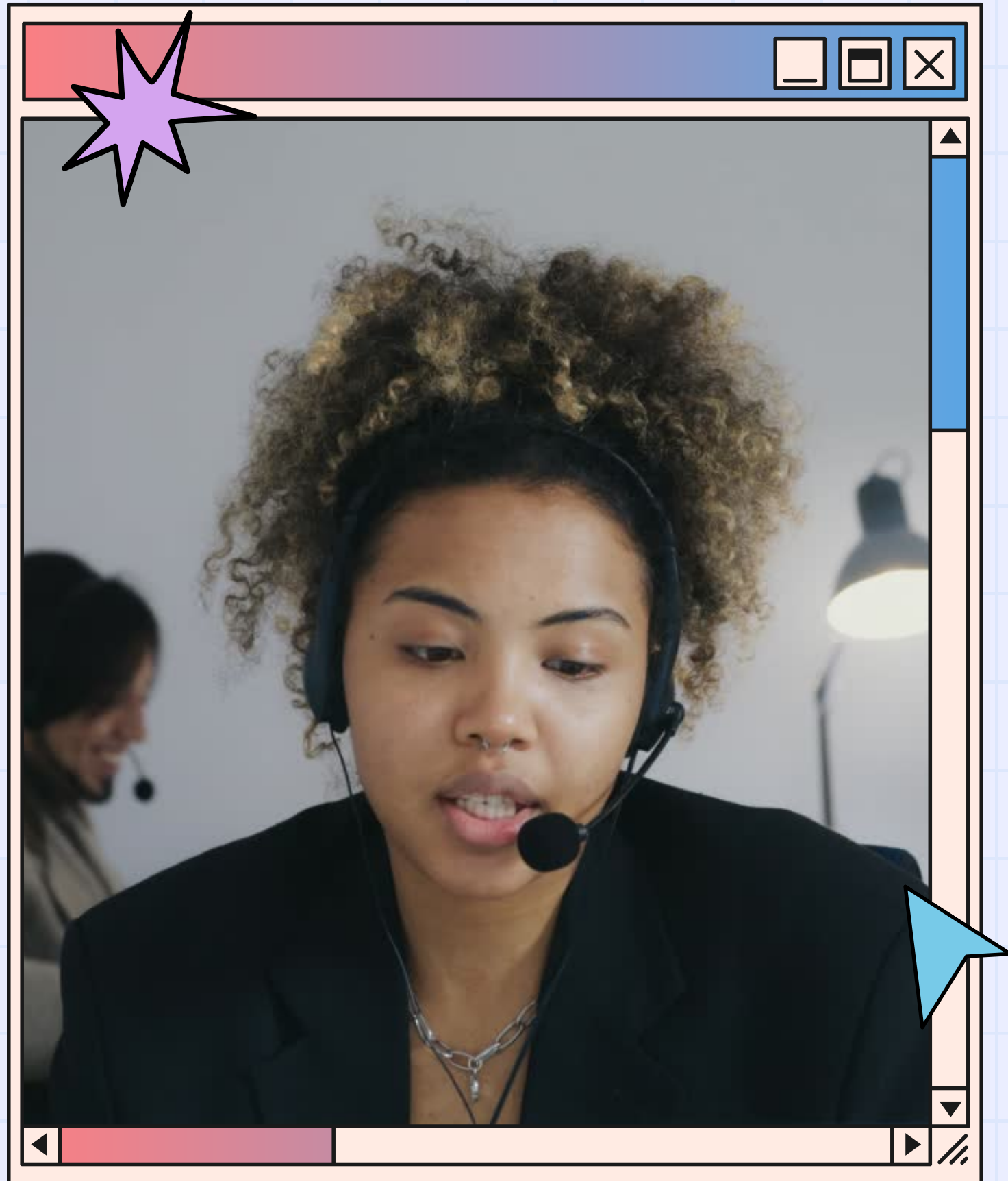
1.1 Listen again and complete the sentences.

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?
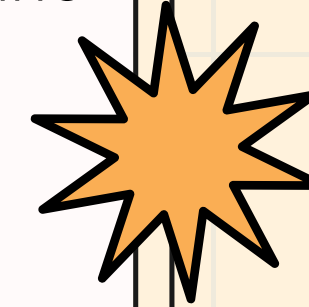
8. No, thanks. I ……………………… later.

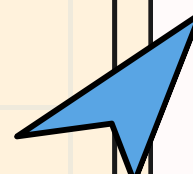**Work with a partner to practise the calls. Take turns to be switchboard (S) and caller (C).**
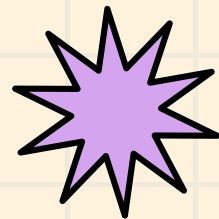
1 S: greet caller ➡ C: ask to book room ➡ S: put through to reservations
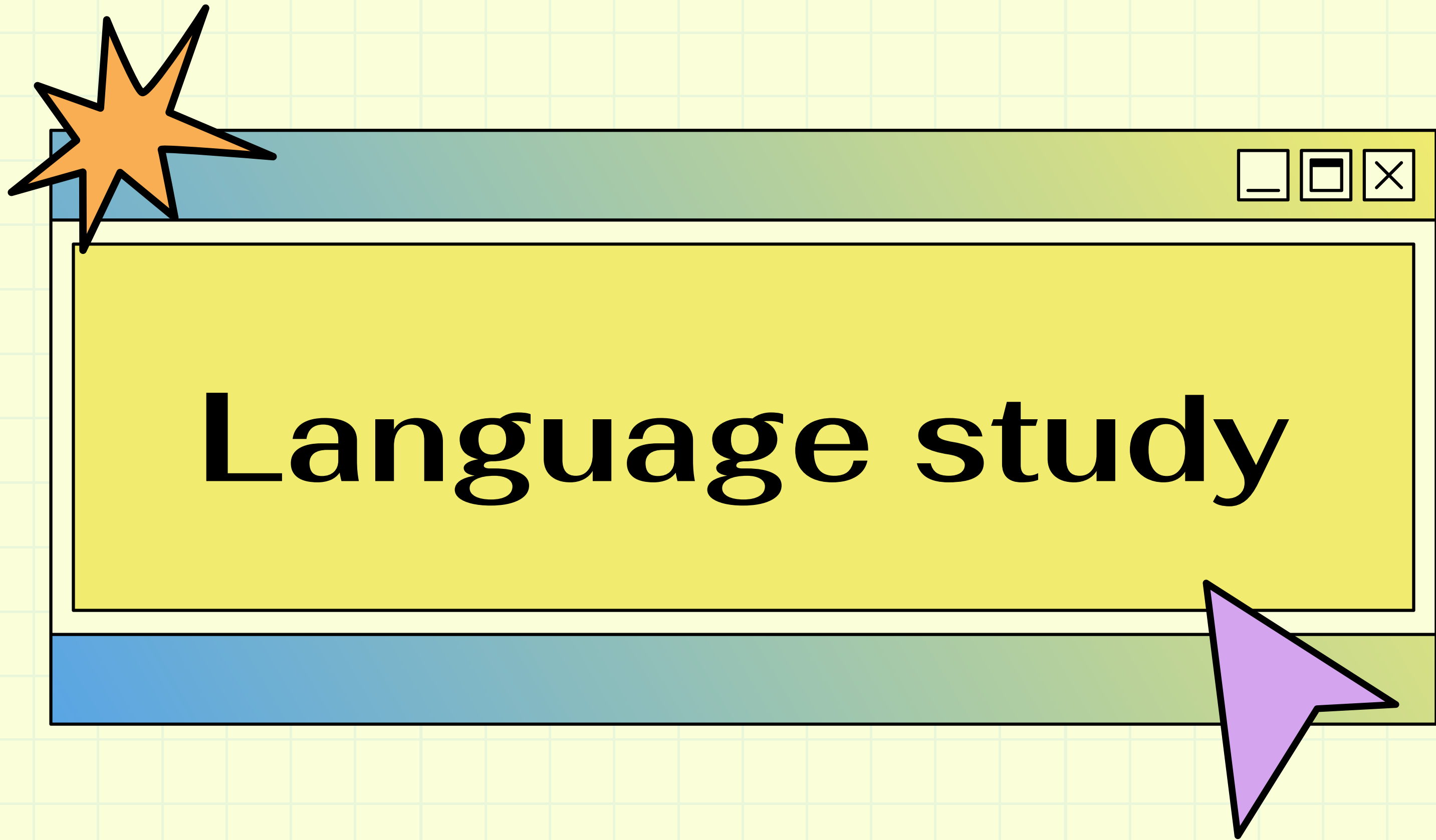
2 C: ask to speak to manager ➡ S: line busy / offer to take message ➡ C: give phone number

3 C: ask for room 483 ➡ S: on answer / offer to take message ➡ C: say you'll call back

4 S: greet caller ➡ C: say you'll call back ➡ S: connect to restaurant

Language study

Language study

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.

Language study

New words to use

answer	extra	reserve
arrange	hold (a room)	ring
book (a room)	hold (the line)	run late
call back	make a note (of)	try
car registration	put (sb) through	voicemail
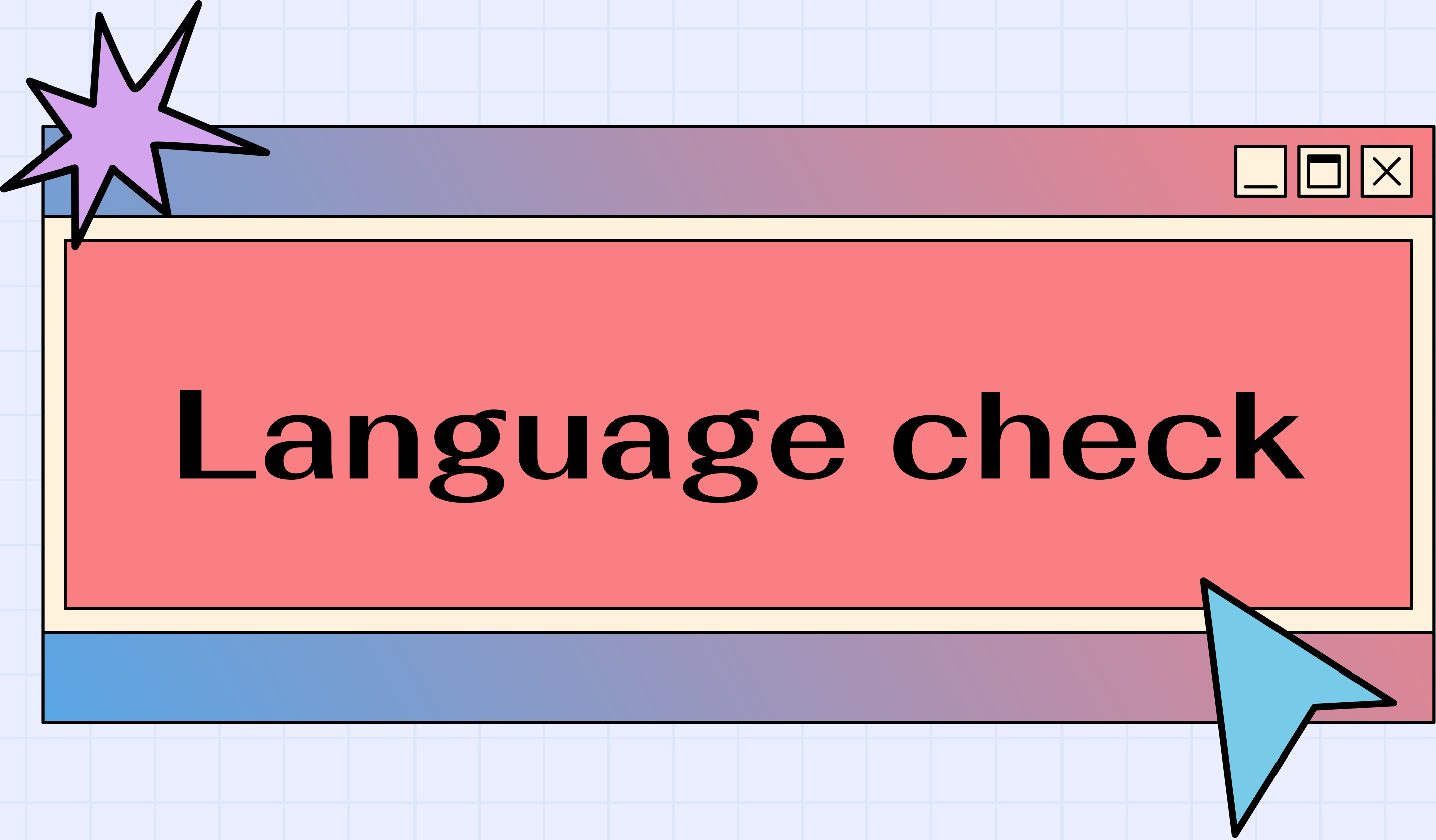
Language check

Language check
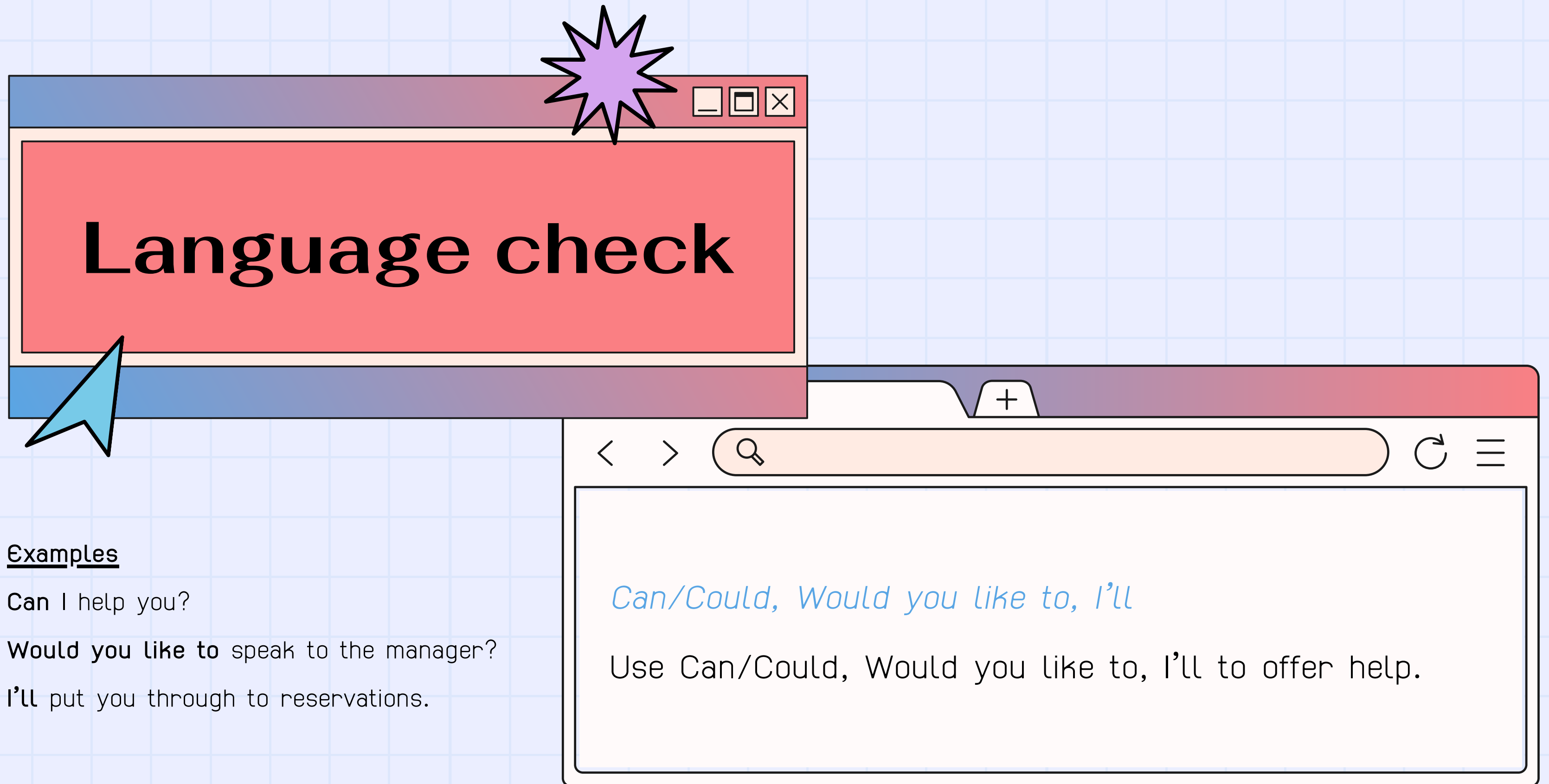
Examples

Can I help you?

Would you like to speak to the manager?

I'll put you through to reservations.
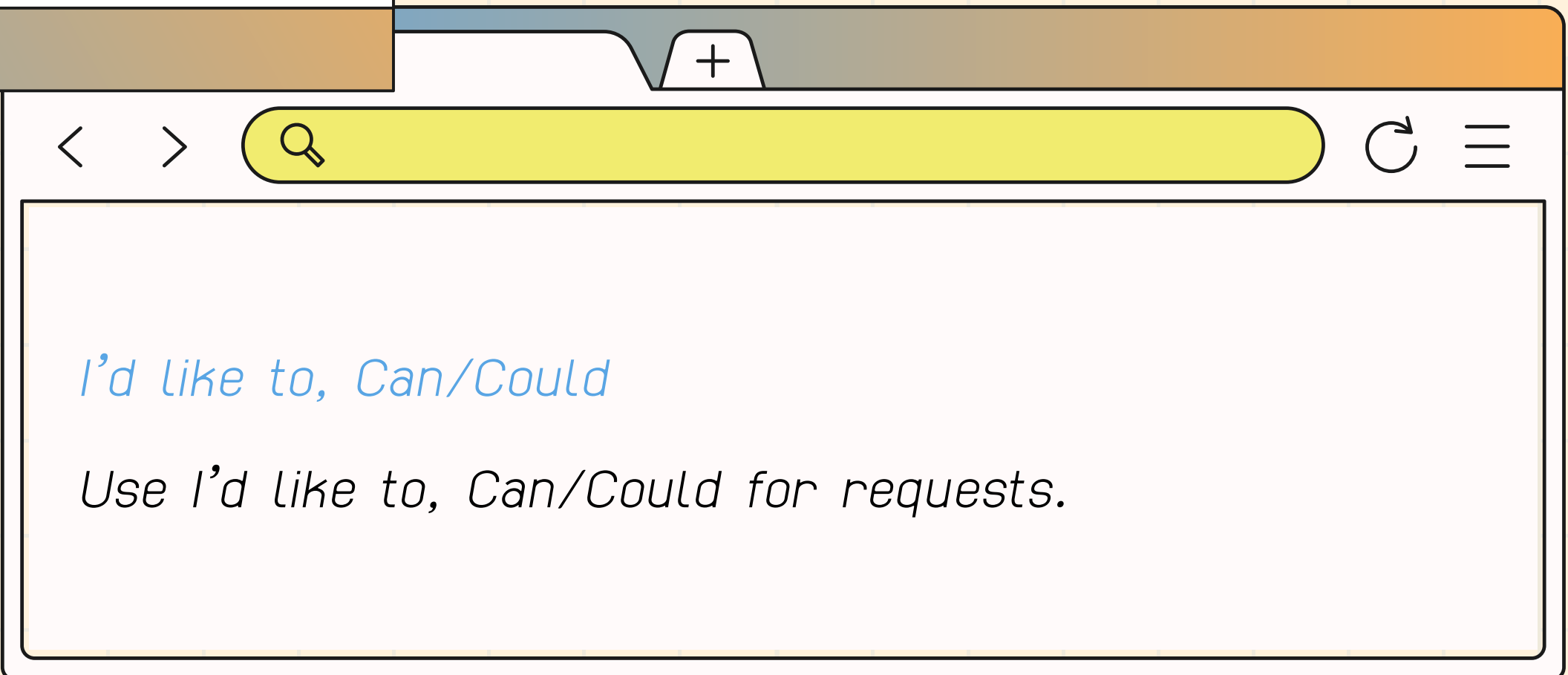
Can/Could, Would you like to, I'll

Use Can/Could, Would you like to, I'll to offer help.

(1) You are the receptionist. Complete these offers to 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?
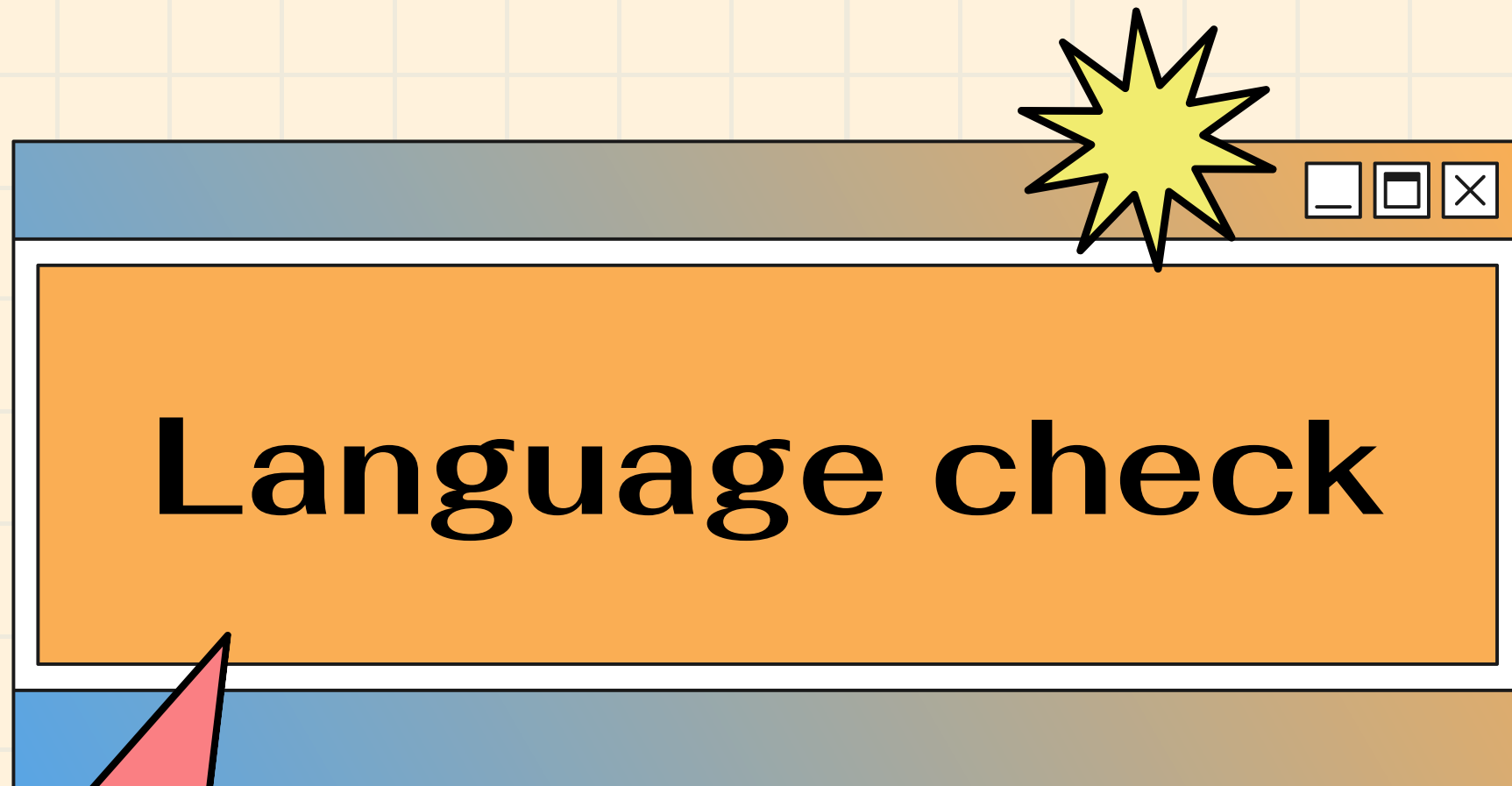
Language check

**Examples**

I*'d like to book* a room.

Can you ask them to call me back?

I'd like to, Can/Could

Use I'd like to, Can/Could for requests.

2 Match the incoming calls with the responses.

Incoming calls

1 ☐ 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
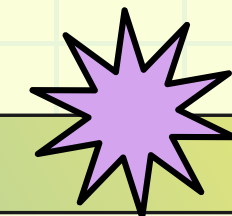
Customer requests
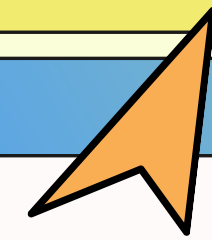
1.2 Listen to the call. Are the sentences true or false?

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

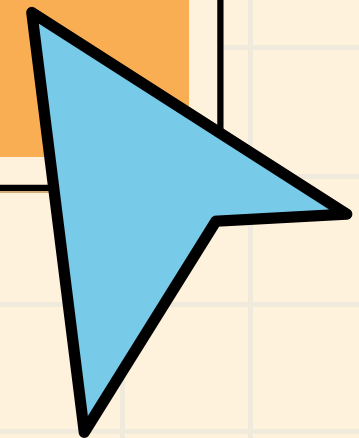7 The car registration is TRO6FKB.   true/false
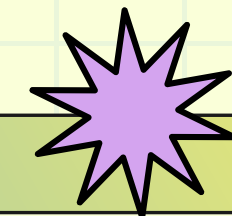
Customer requests
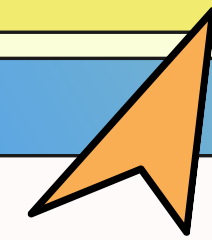
1.2 Listen again. Number the sentences in the order they' [were] said in the dialogue.

a. ☐ Would you like to reserve a parking space?

b. ☐ That's fine ... I've made a note of your late arrival.

c. ☐ 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?
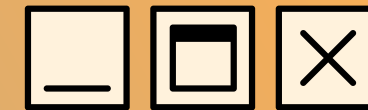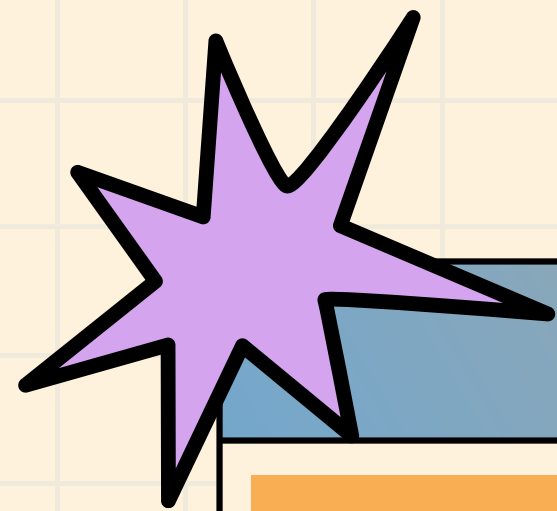
Thank you for your attention

English for the hotel and catering industry