

Welcoming a Visitor – Put in the best words.

(R Receptionist, C Customer, M Ms Mayer)

R Good morning, ma'am. And **welcome** to ABC. What can I **do** for you?

C Good morning, sir. My name's Miller. Nancy Miller, from JIH.
I have an **appointment** with Ms Mayer.

R Very good, Ms Miller. I'll just inform Ms Mayer. One moment, **please**.

C Thank you.

The receptionist makes a call.

R Thank you for **waiting**, Ms Miller. Ms Mayer **will** be down here to greet you in a minute. **Would** you like to sit down over there?
Erm ... **Can/May/Shall** I get you glass of water?

C No, thanks. I'll be all right.

Goes to sit down.

A little later M arrives and goes to meet C.



M **Excuse** me. You must **be** Ms Miller.

C Yes, indeed. How do you do?

M Welcome **to** ABC. Did you **have** a pleasant trip?

C Yes, I actually did. And beautiful **weather**, too.

M I'm glad to **hear** that. Come on now, **let's** go to the meeting room.
It's this way.

They walk off.

Speaking Politely 1 – Find the best response to the expressions and remarks below.

Fill in the letter AND write the group of the first 3 to 4 words on the line on the right.

1	My name's Emily Jones.	c	Pleased to meet you.
2	Thanks a lot for everything.	f	Not at all.
3	Will you be staying long?	i	Just a few days.
4	The food's great here, isn't it?	j	Yes, delicious, in fact.
5	Where shall we meet?	b	Reception might be best.
6	I really should be going	l	Oh, so soon.
7	Would you care for lunch with us?	h	Yes, I certainly would.
8	Have a good weekend.	e	Thank you. You, too.
9	Are you enjoying your stay?	g	Yes, very much so.
10	Can I get you a drink?	k	That would be great.
11	What's on the agenda today, please?	d	Staff meeting at 10.
12	Haven't we met before?	a	Do you think so?

- a Do you think so? Actually, I don't.
- b Reception might be best.
- c Pleased to meet you. I'm Harry Smith.
- d Staff meeting at 10.
- e Thank you. You, too.
- f Not at all. It's been a pleasure
- g Yes, very much so. I'm having a great time.
- h Yes, I certainly would. Thank you.
- i Just a few days, unfortunately.
- j Yes, delicious, in fact.
- k That would be great. I'm thirsty.
- l Oh, so soon?

Speaking Politely 2 – Find the best response to the expressions and remarks below.
Then highlight expressions you want to memorize. **Note: some suggestions are yellow.**

1	I'll pick you up at 9.	<u>e</u>
2	Thanks for your help.	<u>g</u>
3	What can I get you?	<u>h</u>
4	Shall I arrange for a taxi?	<u>i</u>
5	Would you like me to reserve a room for you?	<u>b</u>
6	Good luck with the presentation.	<u>a</u>
7	What was the fair like?	<u>j</u>
8	Have you got his phone number by any chance?	<u>c</u>
9	Do you know Switzerland at all?	<u>l</u>
10	I'm sorry. My flight was delayed.	<u>f</u>
11	I've got an appointment with Mr J.	<u>d</u>
12	I'm afraid I really have to leave.	<u>k</u>

- a Thanks! I'll need it.
- b No, thanks. I've already booked one at the hotel.
- c I might. I'll just check my mobile.
- d OK. I'll call him. What's your name, please?
- e Thank you, but it might be better if you could make it a bit earlier.
- f Don't worry. There's time enough.
- g You're welcome.
- h Just some water, please.
- i No, thanks, I'm all right. I can take the bus.
- j Quite okay. I made some good contacts.
- k Well, then. Have a safe trip home.
- l I'm afraid not. This is my first visit, actually.