

Welcoming a Visitor – Put in the best words.

(R Receptionist, C Customer, M Ms Mayer)

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

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

R Very good, Ms Miller. I _____ just inform Ms Mayer. One moment, _____.

C Thank you.

The receptionist makes a call.

R Thank you for _____, Ms Miller. Ms Mayer _____ be down here to greet you in a minute. _____ you like to sit down over there?
Erm ... _____ I get you glass of water?

C No, thanks. I _____ be all right.

Goes to sit down.

A little later M arrives and goes to meet C.



M _____ me. You must _____ Ms Miller.

C Yes, indeed. How do you do?

M Welcome _____ ABC. Did you _____ a pleasant trip?

C Yes, I actually did. And beautiful _____, too.

M I'm glad to _____ that. Come on now, _____ 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 | _____ |
| 2 | Thanks a lot for everything. | _____ | _____ |
| 3 | Will you be staying long? | _____ | _____ |
| 4 | The food's great here, isn't it? | _____ | _____ |
| 5 | Where shall we meet? | _____ | _____ |
| 6 | I really should be going | _____ | _____ |
| 7 | Would you care for lunch with us? | _____ | _____ |
| 8 | Have a good weekend. | _____ | _____ |
| 9 | Are you enjoying your stay? | _____ | _____ |
| 10 | Can I get you a drink? | _____ | _____ |
| 11 | What's on the agenda today, please? | _____ | _____ |
| 12 | Haven't we met before? | _____ | _____ |

- 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.

- 1 I'll pick you up at 9. Actually, I don't think so. _____
- 2 Thanks for your help. _____
- 3 What can I get you? _____
- 4 Shall I arrange for a taxi? _____
- 5 Would you like me to reserve a room for you? _____
- 6 Good luck with the presentation. _____
- 7 What was the fair like? _____
- 8 Have you got his phone number by any chance? _____
- 9 Do you know Switzerland at all? _____
- 10 I'm sorry. My flight was delayed. _____
- 11 I've got an appointment with Mr J. _____
- 12 I'm afraid I really have to leave. _____
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- 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.