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1 At reception

Greeting visitors | Asking somebody's name | Completing a form



Conversation



DVD

- 1 Sally Smith is the receptionist at Lowis Engineering in London. John Carter and Paul Rogers are visiting the company today. Read their conversation and watch the video. Who do they want to see?

Sally	Good morning, how can I help you?
John	Good morning. We're here to see Diane Kennedy at 10 o'clock.
Sally	Can I have your names, please?
John	Yes, it's John Carter and Paul Rogers from Australian Power Utilities. Here's my business card.
Sally	Thank you. I'll just call Ms Kennedy.
Paul	Thank you.
Sally	And can you complete these security forms, please?
Paul	Of course. Excuse me, can I have a pen?
Sally	Here you are. Diane? I have Mr Rogers and Mr Carter in reception for you. Right. Thank you.
Sally	Thank you. Please could you wear these visitors' badges? Someone will come down to get you in a moment. Please have a seat.
Paul	Thanks.
John	OK.

Did you know?

In English we do not use the 24-hour-clock in everyday conversation. If we want to make it clear it is morning or afternoon, we normally use *am* or *pm*, or say *in the morning* or *in the afternoon / evening*.

Understanding



DVD

2 Watch again. Are the sentences true (T) or false (F)?

- | | |
|--|-------|
| 1 John and Paul work at Lowis Engineering. | T / F |
| 2 Diane knows John and Paul are coming to see her. | T / F |
| 3 John and Paul will have to wear badges. | T / F |
| 4 John and Paul will have to wait a long time for Diane. | T / F |

Key phrases

Dealing with visitors at reception

<i>Good morning / afternoon / evening, ...</i>	<i>Please could you wear this badge / these badges?</i>
<i>How can I help you?</i>	
<i>Can I have your name(s), please?</i>	<i>Someone will come down to get you.</i>
<i>I'll just call Ms ...</i>	<i>Please have a seat.</i>
<i>Can you complete this form / these forms, please?</i>	

Practice

3 Put the words in the sentences into the correct order.

- evening, Good help I can how you
_____?
- I Can names, your please have
_____?
- Please you these complete could forms
_____?
- will get come Someone down to you
_____.
- seat Please a have
_____.

4 Match the questions to the answers.

Receptionist

- 1 Good afternoon. How can I help you?
- 2 Could you wear this badge, please?
- 3 Can I have your name, please?
- 4 Please can you complete this form?

Visitor

- A Ali Khan.
- B I'm here to see Diane Kennedy.
- C Can you give me a pen?
- D Of course.

5 Look at John Carter's business card and complete the details on the visitor form.

Lowis Engineering – Visitor Form	
Surname / Last name	_____
First / Given name	_____
Company address	_____
Email	_____
Visiting	_____
Time in	9.30 Time out _____
Signature	<i>John Carter</i>



6 Complete the visitor form with information about yourself.

Language tip

Telling the time

Say *nine o'clock* or *nine am* for 9.00.


For 11.15 you can say *a quarter past / after (US) eleven* or *eleven fifteen (am)*.

For 14.30 you can say *half past two* or *two thirty (pm)*.

For 19.45 you can say *a quarter to eight* or *seven forty-five (pm)*.



Speaking

-  **7** You work at the reception of Lowis Engineering when a visitor arrives. Read the instructions and welcome the visitor. Play Track 01 and speak after the beep. You start. Then listen to Track 02 to compare your conversation.

You *Good morning madam, can I help you?*

Guest Yes, I have an appointment with Diane Kennedy for 11 o'clock.

You *(Ask her name.)*

Guest Jane Taylor from Taylor and Curtiss Consultants.

You *(Ask her to complete a security form.)*

Guest Can you give me a pen?

You *(Offer a pen.)*

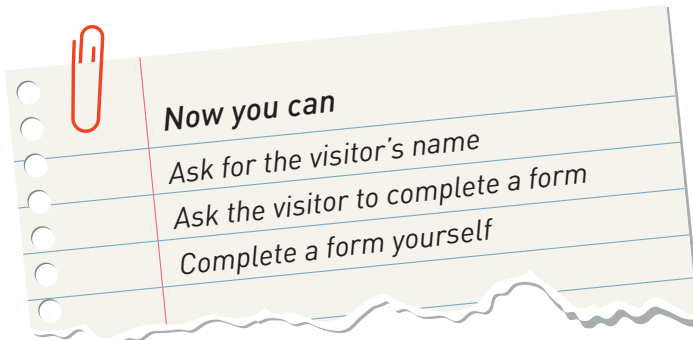
Guest Thanks.

You *(Ask her to wear a visitor badge.)*

Guest Of course.

You *(Ask her to have a seat and say someone will come to get her.)*

Guest Good! Thanks for your help!



2 Company visitors

Welcoming visitors to a company | Introducing yourself | Taking visitors to a meeting



Conversation



DVD

- 1 Jasmine Goodman is Diane Kennedy's personal assistant at Lowis Engineering. She comes down to meet the visitors in reception. Read their conversation and watch the video. Who asked Jasmine to meet the guests?

Jasmine	Excuse me, are you John Carter and Paul Rogers?
John	Yes, we are. I'm John Carter and this is my colleague, Paul Rogers.
Jasmine	Hello, I'm Jasmine Goodman.
Paul	Hi.
John	Hi.
Jasmine	Diane Kennedy asked me to meet you. Welcome to Lowis Engineering.
Paul	Thank you.
John	Thank you.
Jasmine	Come this way, please. We need to take the lift or, as you'd say, the elevator to the 3rd floor.
Paul	It's a great building.
Jasmine	Yes, it is. It's a nice place to work.

Did you know?

In American English it is *elevator*. In British English it is *lift*. Also, the *first floor* in American English is the *ground floor* in British English.

Understanding



2 Watch again and answer the questions with *yes* and *no*.

- 1 Do John and Paul know Jasmine already?
- 2 Does Jasmine work at Lowis Engineering?
- 3 Do they need to take the lift?
- 4 Does Jasmine like where she works?

Key phrases

Meeting company guests

<i>Excuse me, are you ... ?</i>	<i>Come this way, please.</i>
<i>I'm ... / this is ...</i>	<i>We need to take the lift / elevator / stairs to the 3rd floor.</i>
<i>Diane Kennedy asked me to meet you.</i>	
<i>Welcome to ...</i>	

Practice

3 Join the two parts of the sentences together.

- | | |
|--------------------|-------------------------------------|
| 1 Excuse me, | A to our company. |
| 2 I'm Paul and | B take the stairs to the 1st floor. |
| 3 Ms Kennedy asked | C are you Paul Rogers? |
| 4 Come this way, | D this is John. |
| 5 Welcome | E me to meet you. |
| 6 We need to | F please. |



4 Put the words in the sentences into the correct order.

- 1 is my this John Carter I'm and colleague, Rogers Paul
_____.
- 2 floor We to take need the to lift the 3rd
_____.
- 3 Carter me, Excuse are Mr you
_____?
- 4 way, Come this please
_____.
- 5 Carter me asked Mr meet to you.
_____.



03
CD

5 Jasmine Goodman is meeting another visitor at reception. Complete the sentences. Then listen to Track 03 and check your answers.

- Jasmine** (1) _____ me, (2) _____ you Ms Ringwood?
- Guest** Yes, that's right.
- Jasmine** I'm Jasmine Goodman. Diane Kennedy (3) _____ me to meet you.
- Guest** Oh, hello Jasmine.
- Jasmine** (4) _____ to Lowis Engineering.
- Guest** Thank you!
- Jasmine** This way, please. We (5) _____ to take the lift to the 3rd floor.
- Guest** OK.

Language tip

Use *Excuse me* to start a conversation with someone you do not know or to interrupt someone when they are speaking.

Use ordinals – *first, second, third, fourth, fifth*, and so on – for floor numbers.

Speaking



04–05
CD

- 6** Meet Mr Stenson at reception. Read the cues and welcome him. Play Track 04 and speak after the beep. You start. Then listen to Track 05 to compare your conversation.

You *Excuse me, are you Mr Stenson?*

Visitor Yes, that's right.

You *(Give your name and say your boss, Mr Brown, asked you to meet him – welcome him.)*

Visitor Thank you very much.

You *(Ask him to follow you to the lift – you need to go to the 8th floor.)*

Visitor Of course. This is a great building.

You *(Say it's a nice place to work.)*



3 What do you do?

Talking about your work | Describing your job | Asking about somebody's job



Conversation



DVD

- 1 Jasmine Goodman is taking the visitors, John Carter and Paul Rogers, to the meeting room. They are waiting for the lift. Read their conversation and watch the video. What does Jasmine have to do in meetings?

John	So what do you do , Jasmine?
Jasmine	Oh, I'm Diane's personal assistant so I answer the phone and manage her schedule.
Paul	Is she very busy then?
Jasmine	Yes! She travels a lot. I book all her plane tickets and hotels.
John	I see. And do you travel with her sometimes?
Jasmine	No, not usually. I stay here and then I'm responsible for the office and deal with any problems.
Paul	You have a lot to do!
Jasmine	Yes. And in meetings, of course, I take the minutes.
Paul	... and you look after visitors to the company.
Jasmine	Yes, that's right! Ah, here it is. After you.
John	Thanks.

Did you know?

You can say '**sk**edule' or '**sh**edule' with the word *schedule*. In American English it is '**sk**edule' but with British English speakers you will hear both forms.

Understanding



DVD

2 Watch again. Are the sentences true (T) or false (F)?

- 1 Jasmine has lots of different responsibilities. T / F
- 2 Jasmine usually travels with Diane. T / F
- 3 Jasmine runs the meetings. T / F
- 4 Jasmine helps the visitors. T / F

Key phrases

Asking about and describing responsibilities

<i>What do you do?</i>	<i>I answer the phone.</i>
<i>Is (s)he / Are you busy?</i>	<i>I reply to emails.</i>
<i>Do you travel with her?</i>	<i>I'm responsible for ...</i>
<i>I'm a personal assistant / salesman / receptionist.</i>	<i>I deal with ...</i>
	<i>I take the minutes at meetings.</i>
<i>I book all her plane tickets / hotels.</i>	<i>I look after guests / visitors.</i>

Practice

3 Match the two halves to make word partners.

- | | |
|---------------|-------------|
| 1 personal | A with |
| 2 responsible | B to |
| 3 take the | C minutes |
| 4 look | D assistant |
| 5 reply | E for |
| 6 deal | F after |

4 Match the two halves to make sentences.

- | | |
|--------------------------|-----------------------------------|
| 1 I'm responsible | A after visitors to the company. |
| 2 My colleague makes | B my work mobile after 6 o'clock. |
| 3 The receptionist looks | C to my emails. |
| 4 I always reply | D my flight reservations. |
| 5 I don't answer | E for my boss's appointments. |

5 Complete the sentences with information about your own work.


- 1 I'm a _____.
- 2 I'm responsible for _____.
- 3 I look after _____.
- 4 I reply to _____.
- 5 I deal with _____.



Language tip

When visitors ask you questions about your job, give as much information as you possibly can to keep the conversation going. Give full answers, for example, *Yes. And at meetings I take the minutes* **not** *Yes, I do.*

Speaking

-  **6** A visitor asks you about your job. Play Track 06 and speak after the beep. Then listen to Track 07 to compare your conversation.

06–07
CD

- Visitor** So, what do you do?
You *(Answer the question.)*
Visitor I see, that's interesting. Are you very busy?
You *(Answer the question.)*
Visitor And are you responsible for anything?
You *(Answer the question.)*
Visitor Do you do anything else?
You *(Answer the question.)*

