

**Exercise 8.1** Using general vocabulary for greeting visitors

1. Complete the sentences below by checking the box that corresponds to the appropriate word. If necessary, use the list of words presented above.

- a. Client: Thank you for your help!  
 Clerk: \_\_\_\_\_, any time!
- I'm sorry  Good afternoon  
 Certainly Sir / Madam  You're welcome
- b. Client: Do you know where I can find this item?  
 Clerk: I am sorry, but \_\_\_\_\_.
- one moment, please  of course  
 I don't know  how may I help you?
- c. Secretary: \_\_\_\_\_, are you ready for your 9 a.m. appointment?  
 Good evening  Good morning  
 Good afternoon  Goodnight
- d. Client: Hello, is Mr. Johnson available to see me now?  
 Secretary: I am sorry, but he is not available \_\_\_\_\_.
- may I help you?  please  
 at the moment  good afternoon
- e. Mr. Johnson: Hi, how are you today?  
 Clerk: Hi, I'm \_\_\_\_\_, and you?
- sorry  so-so  
 dead tired  fine, thank you

2. Read the dialogue below. Circle the words that are not appropriate in this situation by referring to the list of words from the previous page. Replace them with more appropriate words.

Secretary: Hey you! Can I help you? Good morning! How may I help you?

Visitor: Good morning. How are you today?

Secretary: Fine. Fine, thank you.

Visitor: I would like to see Mr. Smith.

Secretary: Certainly. Just wait up. Certainly, Sir. One moment, please.  
*She checks to see if Mr. Smith is in his office.*

Secretary: Oh well, it seems like Mr. Smith is not in his office at the moment. I'm sorry, but it seems that Mr. Smith is not in his office at the moment.

Visitor: When will he be back?

Secretary: I don't know. Let me check if he left a note about his return. No, sorry, I am not sure when he will be back.

Visitor: I'll come back later.

Secretary: Fine. No problem. Would you like to leave a phone number or a message?

Visitor: Thank you.

Secretary: Sure. You're welcome.



### Exercise 8.3

### Greeting an unknown visitor with an appointment

2. Three unknown visitors with appointments come to the reception desk. (Walter Bright, Robert Sharpe and Isabelle Giroux). The dialogues that you had with the visitors are partially transcribed after each scenario. Complete the dialogues and read them out loud.



#### Visitor 1: Walter Bright

It is now 9 a.m. Mr. Walter Bright enters the office. He is a salesperson from Lamps-Are-Us. He is here to see the purchasing supervisor, Kathy Campagna. He wants to show her his company's latest lamp catalogue. Mr. Bright is early; his appointment is only at 9:15 a.m. Ms. Campagna is still in a meeting and will not be back until exactly 9:15.

Secretary: Good morning.

Walter Bright: Good morning to you.

Secretary: How may I help you?

Walter Bright: I'm here to see Ms. Campagna.

Secretary: May I have your name, please, and the name of your company.

Walter Bright: I'm Walter Bright from Lamps-Are-Us.

Secretary: May I have your phone number, please, Mr. Bright?

Walter Bright: It's area code 613-228-4191.

Secretary: Thank you. If you would like to wait, I'll check if Ms. Campagna can see you now.

Walter Bright: Fine.

*You check with Ms. Campagna.*

Secretary: I'm afraid you're a bit early. Your appointment is only at 9:15. Ms. Campagna is still in a meeting. She'll be with you in 15 minutes. Please have a seat in our waiting area.

Walter Bright: No problem.

#### Visitor 2: Robert Sharpe

It is now 9:30 a.m. Mr. Robert Sharpe, a lawyer from O'Brien, O'Brien, & Sharpe, has arrived for his 9:30 appointment with the general manager. She will not be ready to see him until 9:45.

Secretary: Good morning.

Robert Sharpe: Good morning.

Secretary: How may I help you?

Robert Sharpe: I'm here to see the general manager.

Secretary: Do you have an appointment with Stella Wendell?

Robert Sharpe: Yes, I do.

Secretary: May I have your name, please, and the name of your company.

Robert Sharpe: Yes, it's Robert Sharpe. I'm from O'Brian, O'Brian & Sharpe.

Secretary: May I have your phone number please, Mr. Sharpe?

Robert Sharpe: It's area code 418-668-5442.

Secretary: Thank you. If you would like to wait, I'll check if Ms. Wendell can see you now.

Robert Sharpe: Fine.  
*You check with Ms. Wendell.*

Secretary: Ms. Wendell is busy right now, but she'll be with you in 15 minutes. Please take a seat in our waiting area.

Robert Sharpe: Thank you.

**Visitor 3: Isabelle Giroux**

It is now 10 a.m. Ms. Isabelle Giroux, from I.L.S., is here for her 10 o'clock appointment with the sales supervisor for his first French lesson. He is presently on the phone, but he should be available in a few minutes.

Secretary: Good morning.

Isabelle Giroux: Good morning.

Secretary: And how are you today?

Isabelle Giroux: Fine, thank you. Is your sales supervisor ready for his French lesson?

Secretary: May I have your name, please?

Isabelle Giroux: Of course. It's Ms. Giroux.

Secretary: And the name of your company.

Isabelle Giroux: Certainly. I'm from I.L.S.

Secretary: Ms. Giroux, let me check if Mr. O'Gallager is free.

Isabelle Giroux: Thank you.  
*You try to call him.*

Secretary: I'm afraid he is on the phone.

Isabelle Giroux: Do you know when he will be available?

Secretary: He shouldn't be too long. Please have a seat in our waiting area. I will let you know when he's free to see you.

Isabelle Giroux: Yes, I think I will.

3. Two more unknown visitors with an appointment come to the reception desk. In the space provided, create the dialogues that you will have with them. To do this, use the previously studied dialogues, examples, memory aids, as well as the organizational chart of the company. Then read the dialogues out loud.

**Visitor 4: Francesca Geller**

It is now 10:30 in the morning. Ms. Francesca Geller from The Book End Book Shop is here for her 10:45 appointment with the assistant manager, who is ready to meet with her immediately. Ms. Geller does not have a business card. Her phone number is 705 555-6060.

Secretary: Good morning, may I help you?

Ms. Geller: Yes, I'd like to see Michèle Slade.

Secretary: Do you have an appointment?

Ms. Geller: Yes, I do.

Secretary: Could you give me your name, please?

Ms. Geller: My name is Francesca Geller.

Secretary: May I have your business card, please?

Ms. Geller: I'm sorry, I don't have one.

Secretary: Could you give me your phone number, please?

Ms. Geller: Yes, certainly. It's area code 705, 555-6060.

Secretary: And the name of your company?

Ms. Geller: I'm from the Book End Book Shop.

Secretary: Thank you. If you would kindly wait a moment, I'll check to see if  
Ms. Slade can see you.

Ms. Geller: Fine.

Secretary: Ms. Slade will be right with you, Ms. Geller.

Ms. Geller: Thank you.

**Visitor 5: Helen Stein**

It is 11:05 in the morning. Ms. Helen Stein, a housewife, considers that she paid more than she should have for five sets of curtains that she bought last week. She came to meet an accountant. She doesn't have a business card.

Secretary: Good morning, may I help you?

Ms. Stein: Yes, I'd like to see your accountant, please.

Secretary: Do you have an appointment?

Ms. Stein: Yes, I do.

Secretary: Could you give me your name, please?

Ms. Stein: I'm Ms. Helen Stein.

Secretary: May I have your business card, please?

Ms. Stein: I'm sorry, I don't have one.

Secretary: Could you give me your phone number, please?

Ms. Stein: Yes, certainly. It's 514 551-7600.

Secretary: And the name of your company?

Ms. Stein: I'm not from any company. I'm a client who has been overcharged.

Secretary: I see. If you would kindly wait a moment, I'll check to see if Mr. Salter can see you.

Ms. Stein: Fine.

Secretary: Mr. Salter will be right with you, Ms. Stein.

Ms. Stein: Thank you.

## Exercise 8.5 Greeting a known visitor with an appointment

2. Three known visitors with appointments (Jonathan Riley, Jane Simpson and Jake Peterson) come to the reception desk. The dialogues that you had with these visitors are partially transcribed after each scenario. Complete the dialogues and read them out loud.



### Visitor 1: Jonathan Riley

It is now 10:55 a.m. Jonathan Riley from Helios Woodshop enters the office. He has arrived for his 11 o'clock appointment with Ms. Campagna. Ms. Campagna is running a bit late and can only see him in fifteen minutes.

Secretary: Good morning, Mr. Riley.

Jonathan Riley: Good morning.

Secretary: And how are you today?

Jonathan Riley: Fine, thank you. Is Ms. Campagna ready to see me?

Secretary: I'll check if she is free.

Jonathan Riley: Thank you.  
You check with Ms. Campagna.

Secretary: Ms. Campagna, this is Charlene at the reception desk. Jonathan Riley is here to see you. Shall I send him in?  
Hanging up the phone and turning to Mr. Riley.

Secretary: Ms. Campagna will be with you in about 15 minutes. Please have a seat in our waiting area.

Jonathan Riley: Yes, I think I will, thank you.

### Visitor 2: Jane Simpson

It is now 1:50 p.m. Jane Simpson enters the office. She has come for her 2 o'clock appointment with the sales manager.

Secretary: Good afternoon, Ms. Simpson.

Jane Simpson: Good afternoon.

Secretary: And how are you today?

Jane Simpson: Fine, thank you.  
Secretary: How may I help you?  
Jane Simpson: I have an appointment with Mr. O'Gallager. Is he ready to see me?  
Secretary: Yes, I think Mr. O'Gallager is ready to see you. If you would like to wait, I'll check if he can see you now.  
Jane Simpson: Thank you.  
*You check with Mr. O'Gallager.*  
Secretary: Mr. O'Gallager, this is Charlene at the reception desk. Ms. Simpson is here to see you. Shall I send her in?  
*Hanging up the phone and turning to Ms. Simpson.*  
Secretary: Mr. O'Gallager can see you right away. Walk right in.  
Jane Simpson: Thank you.

**Visitor 3: Jake Peterson**

It is now 3:25 p.m. Jake Peterson, from Peterson & Smith enters the office. He has an appointment at 3:30 p.m. with the general manager about revising the contracts presented at their last meeting. Ms. Wendell is still in a meeting and will not be free until 4 p.m.

Secretary: Good afternoon, Mr. Peterson.  
Jake Peterson: Hello Charlene.  
Secretary: How may I help you?  
Jake Peterson: I have an appointment with the general manager at 3:30.  
Secretary: Yes, Mr. Peterson. Let me just check in my agenda.  
*You check in her agenda.*  
Secretary: I'm sorry, Mr. Peterson, but Ms. Wendell is still in a meeting.  
Jake Peterson: Oh. How long will she be?  
Secretary: I'm afraid she will not be free until 4 o'clock.  
Jake Peterson: Not until four?  
Secretary: No. So would you like to take a seat in our waiting area?  
Jake Peterson: Yes, of course.  
Secretary: Would you like to have a coffee, Mr. Peterson?  
Jake Peterson: Yes, that would be nice.



## Summary exercise

2. Visitors come to the reception desk at different times in the day and the corresponding information are presented below and on the next two pages. In the space provided below each scenario, write down what you will tell these visitors **to greet them and meet their needs**. Record your answers. Replay your answers to make sure that you used the right expressions.

### 8:55 a.m.

Monique Bouchard arrives for her 9 o'clock appointment with Jeff Griffin. Ms. Bouchard is an unknown visitor. She has no business card. Jeff Griffin will only be available at 9:15.

*Good morning, may I help you?*

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*Do you have an appointment?*

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*May I have your phone number and the name of your company, please?*

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*Mr. Griffin is busy at the moment. He'll be with you in about 20 minutes.*

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*Please have a seat in our waiting area. Would you like to have some coffee?*

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### 9:25 a.m.

Juan Valdez is the Spanish teacher and is here for his 9:30 appointment with Marise Emmanuelle. Ms. Emmanuelle will see him immediately.

*Good morning, Mr. Valdez. Ms. Emmanuelle is expecting you. Go right in.*

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### 10:00 a.m.

Lyne Garon drops in unexpectedly. She is a known visitor, a student who recently signed up for English lessons. She was assigned to one of Mike Hunter's groups and would now prefer to take private lessons instead. She needs to see Marise Emmanuelle, but the latter is still busy with Mr. Valdez and will only be available in 10 minutes.

*Good morning, Ms. Garon. How are you today? How may I help you?*

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*Do you have an appointment? Just a moment, Ms. Garon, and I'll check to see if*

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*Ms. Emmanuelle is free. Ms. Garon, Ms. Emmanuelle is with one of the teachers at the*

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*moment, but she could see you in about 10 minutes. Would you care to wait?*

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**1:15 p.m.**

Darryl Marshall walks into the office. He is from Flash Radio and has a business card. He is an unknown visitor and wants to see Jeff Griffin with whom he had lunch last week. Mr. Griffin invited him to drop in anytime to discuss the possibility of a radio ad for the school. Mr. Griffin cannot see him today but Mr. Marshall is willing to make an appointment to see Jeff Griffin tomorrow afternoon.

*Good morning, sir. May I help you?*

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*Do you have an appointment? May I know the purpose of your visit?*

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*Unfortunately, Mr. Griffin is not available right now. Would you like an appointment? When would you like to see Mr. Griffin?*

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**2:30 p.m.**

Rose Dupuis, one of the substitute teachers who come in from time to time, walks over to your desk and says hello.

*Hello Rose. What's new with you?*

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**2:35 p.m.**

Rose Dupuis is still at your desk when Thomas Blair arrives. He is the director of the head office in Toronto and has come to Quebec for a business meeting with Jeff Griffin. Introduce Rose to Mr. Blair.

*Mr. Blair, have you met Rose? She's one of our substitute teachers. Rose, this is Mr. Blair from our head office in Toronto.*

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**2:40 p.m.**

After Rose leaves, you continue your conversation with Thomas Blair when, out of the corner of your eye, you notice Jeff Griffin coming down the hall. You know their business meeting is scheduled to start soon. Close your conversation with Mr. Blair in an appropriate manner.

*Here's Mr. Griffin now, Mr. Blair. I know you have a business meeting soon so I won't keep you any longer.*

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