

How to give the talk between a receptionist and a visitor



Unit 1

Organization

**Listening and Speaking:
the Talk between a
Receptionist and a Visitor**

Teaching Objectives

01

To know the listening skills ----listening for specific information

02

To put into use

03

To know useful expressions of speaking

04

To put into use

01

Listening skills



Listening skills

Listening for specific information

listen for the important details you need

e. g. listen to a weather forecast

expect to hear the information about the temperature, description of the weather, such as clear, sunny, cloudy, overcast, rainy, hot, cold, windy, snow, storm, and chances of rain / snow



02

Put into use



Put into use

TASK 1

Listen to the conversation between a receptionist and a visitor. Then fill in the missing information.

VISITORS: 12th September

Visitor No.	First Name	Last Name	Company	To see
1	Maria	Smith	AGD Construction	Jamie Saunders
2	Carol	Black	Lewis Printers	Michael Cornwall
3	_____	_____	_____ Technologies	Richard Sapir
...				

Put into use



Listen to the conversation between a receptionist and a visitor.

Then fill in the missing information.



Put into use

TASK 1

Listen to the conversation between a receptionist and a visitor. Then fill in the missing information.

VISITORS: 12th September

Visitor No.	First Name	Last Name	Company	To see
1	Maria	Smith	AGD Construction	Jamie Saunders
2	Carol	Black	Lewis Printers	Michael Cornwall
3	<u>Ralph</u>	<u>Sayers</u>	<u>JOD</u> Technologies	Richard Sapir
...				

Put into use



Task 1 Script

W: Good morning. Can I help you?

M: Good morning. I'd like to see your general manager, Mr. Richard Sapir.

W: Have you got an appointment with him?

M: Yes.

W: What's your name, please?

M: It's Ralph Sayers.

W: How do you spell it?

M: My first name's Ralph, R-A-L-P-H.

W: And your last name?

M: Sayers, that's S-A-Y-E-R-S.

W: And what company are you with?

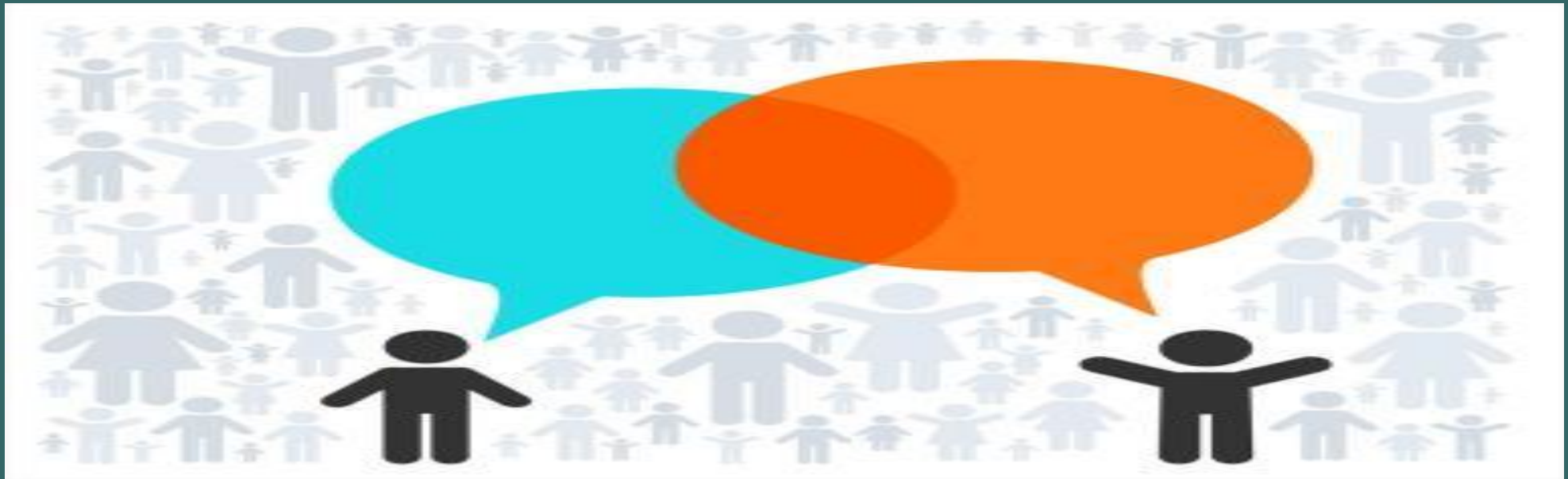
03

Useful expressions



Useful expressions

TASK: Work in pairs. Introduce yourself to your partner and ask questions about him.



Useful expressions

Greeting



1. How do you do?



2. I have often heard about you



Useful expressions

Making introduction



1. Allow me to introduce myself



2. My name is ...

Useful expressions

Asking questions



1. Where were you born?



2. Why did you choose this major?



04

Put into use



Put into use

TASK: Work in pairs. Introduce yourself to your partner and ask questions about him.



Role A:.....



Role B:.....





Practice the dialogue



Assignments



THANK YOU