

# Course: Intermediate

## Level 2

Day №2

***Look at the pictures.  
What do you think is going on?***



***Hotel***

## ***Day 02: On the phone with an operator***

*Dialogue 1: Calling a hotel*

*Dialogue 2: Calling from a hotel*

*Dialogue 3: Asking to put you through a customer*

*Dialogue 4: Asking a secretary to transfer your call*

## Dialogue 1: Calling a hotel

A: Paradise Hotel. What can I do for you?

B: I'd like to talk to Mr. Kim in Room 108.

A: Pardon me, sir? Who would you like to contact?

B: That would be Mr. Kim.

A: And would Mr. Kim be expecting this call, sir?

B: Absolutely.

A: And how may I address you, sir?

B: I am Mr. Chung from Korea.

A: Mr. Chung, hold on for a moment please.



Notes:

## Dialogue 2: Calling from a hotel

A: Paradise Hotel. How may I be of service?

B: This is room 2103. I'd like to make an international phone call.

A: Our hotel provides you with direct international call service from your room.

B: I read the instructions, but I'm not sure I understood it right.

A: Would you like us to place a call for you?

B: Yes, please. I'd like to place a call to Korea.

A: Tell me the phone number please, sir.



Notes:

### ***Dialogue 3: Asking to put you through a customer***

A: Samson Corporation. How can I help you?

B: I've been trying to reach Mr. Brown at finance division all day. But I failed. I think I've got the wrong number.

A: Would you like me to give you his phone number?

B: Yes, please.

A: His phone number is 310-232-6772.

B: Thanks. Could you please put me through to him?

A: Hold on please. I'll put you through.



Notes:

## Dialogue 4: Asking a secretary to transfer your call

A: President's office. How may I help you?

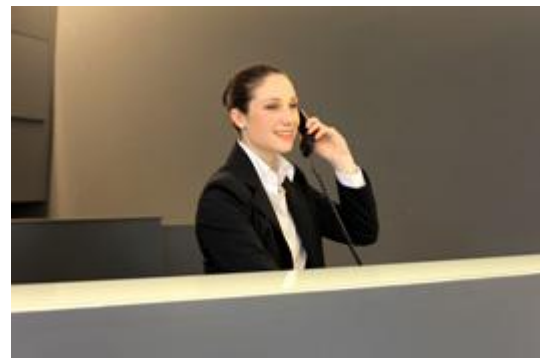
B: This is Bruce Lee calling from Seoul, Korea. May I speak to President Gates?

A: Please hold on a moment. I'm sorry he is busy at the moment. Could you please call again?

B: No. It's an urgent call. I'll wait until he can receive this call.

A: Oh, wait. A visitor has just left his office. Please wait while I put you through.

B: Thank you.



Notes:

**Define and use them in good sentences.**

*expecting*

*instructions*

*hold on*

*at the moment*

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## **Questions:**

***Do you like making calls with an operator?***

***Tell me something about the best or worst phone call with an operator you had in the past.***

***Thank you for  
today!***

***I'm looking forward to  
seeing you again!***