



1) Receiving Appointment



Hello good morning. This is Caren of _Sweet Spa. How may I help you?



I'd like to make an appointment with your hairstylist.



Who's this please?



I am Ms. Syd.



Can you spell that, please?



It's S-Y-D. Have you got it?



I'll repeat S-Y-D. Is that correct?



Yes. Please book me for a haircut and nail care at 2pm.



**Ok. You're book on haircut and nail care at 2pm.
Thank you for calling.**



1) Receiving Appointment

<i>USEFUL EXPRESSIONS:</i>	<i>OTHER WAYS TO SAY:</i>
Hello _____. This is _____ of _____. How may I help you?	a. Good day. I'm _____. How could I help you? b. You're calling _____. How can I be of assistance?
Who's this please?	a. May I know who's calling, please? b. May I know who's on the line, please?
Can you spell it, please?	a. How do you spell it?
I'll repeat _____. Is that correct?	a. Could you say it again, please?
You're book on ___ at _____.	a. Your appointment will be on ___ at _____.

Match the phrases from the left to the right.

1. I'm sorry; he's not

Busy (US) Engaged (UK)

2. I'm afraid she's

Not in the office today.

3. I look forward to

Hearing from you soon.

4. I'm sorry. I think I've dialed

the wrong number.

5. I'm sorry; the line's

Available just now.