



5) Telephone Use

There may be times when hotel staff may have to talk on the telephone with a guest. Some staff may spend the majority of their day on the phone and other staff maybe only on rare occasions. Whatever you're doing, there are some expressions that are commonly used:

USEFUL EXPRESSIONS

Hello

Goodbye

Is Mr. _____ there (in)?

May I speak to Ms. _____?

I would like to speak to Mr. _____.

Hold please.

I'll transfer

I'll put you through

May I help you?

I'll call you back

I got your message

I'm returning your call

DIALOGUE 1



Room Service, how can I help you?



Yes, could you send up a BLT, a bag of chips, and an ice tea.



Of course sir, could I have your room number?



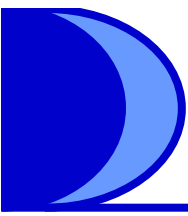
It's 1515.



OK, your order will be there in about 15 minutes.



Thank you, goodbye



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Practice

Role play the following situations with a partner, one person taking the role of the guest and the other person taking the role of a hotel staff.

- **Arrange a tennis game**
- **Arrange a golf lesson**
- **Request first aid kit**
- **Request immediate ironing of dress**
- **Request information about hot night spots**
- **Request information about a scenic tour**
- **Make a dinner reservation at a restaurant**
- **Getting a message to husband in lounge about a sick child**