

1

U N I T

May I Have Your Name, Please?

You'll be able to:

1. describe the duties of a receptionist;
2. talk about how to receive visitors;
3. complete a memo.



Look at the picture and discuss:

1. What is the woman doing?
2. How do you greet people in the workplace?



Warming up

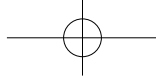
1 Listen and match the words with the pictures.

	notebook	
	stapler	
	paperclips	
	folders	
	highlighters	
	calculator	

2 Discuss the following questions.

1. What other stationery is commonly used in the office?
2. How do receptionists receive visitors?
3. Do you want to work as a receptionist? Why or why not?





Listening & Speaking



1 Read the words and expressions. Guess what will happen.

job interview 求职面试	appointment 预约	check 询问; 核实
available (人) 有空的	registration form 登记表	

2 Listen to the dialogue and check your guess.

(8:45 am)

Visitor: Excuse me. I'm here for a job interview.

Receptionist: Do you have an appointment?

Visitor: Yes, I've been asked to meet Mr Green in Room 312 at 9 am today.

Receptionist: May I have your name, please?

Visitor: Sure. My name is Tracy Read.

Receptionist: I see. Please wait a moment. I'll call Mr Green to check if he is available now. Would you fill in this registration form, please?

Visitor: OK, no problem.

(a moment later)

Receptionist: Ms Read, Mr Green is ready to see you now. You can take the lift to the third floor, and then turn right. It's the third room on your right.

Visitor: Thank you very much.

Receptionist: You're welcome.

Note

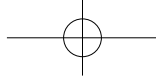
lift: (英) 电梯。在美式英语中常用 elevator。此外, escalator 是指自动扶梯。

3 Listen again and complete the registration form.

Visitor's name		Time of arrival	
Whom to meet		Appointed time	
Reason for visit			



Suppose you were the receptionist. You learnt that Mr Green is not available now. What would you say to the visitor?



4  **Complete the dialogue with the sentences in the box. Then listen and check.**

- A. Then you need to make sure the right printer is installed.
- B. I've tried it several times, but nothing has come out.
- C. We ordered some last week.
- D. Then open the file that you need to print.

Nancy: Hi, Susan. Is there anything wrong with the new printer?

Susan: Yeah... 1) _____

Nancy: Don't worry, let me help you with it. Mr Green taught me how to use it yesterday. It's just an all-in-one printer, only with more buttons.

Susan: Really?

Nancy: First, make sure that your computer is connected with the printer. Something might pop up on the screen telling you that the printer is on and working properly.

Susan: OK. It looks normal as usual.

Nancy: Good. 2) _____ Click "File" and "Print Setup", and then you can choose how you want your page to look.

Susan: Well, two copies, double-sided, black and white. Done.

Nancy: OK. 3) _____

Susan: Wait, the new printer is "Printer 201", right?

Nancy: That's the old one. You should choose "Printer 201 New".

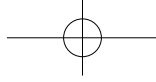
Susan: No wonder nothing came out from the printer. Um... It says "Toner Out".

Nancy: 4) _____ I'll fetch some for you.

Susan: Thanks a lot, Nancy.

Notes

- install 安装
- all-in-one 多功能的
- setup 设置
- toner (打印机、复印机等用的) 墨粉
- fetch (去) 拿来



Reading & Writing



1 Read the words and expressions. Guess what the text is about.

team building 团队建设
staff 员工

upcoming 即将来临的
stay overnight 过夜

department 部
suitable 合适的

2 Read the email and answer the questions.

1. Who organises the team building activity?
2. Is team building necessary for a company? Why or why not?

Subject: Team building
From: andrew_green@123.com
To: nancy_wood@123.com

Dear Nancy,

The company is going to have a team building activity. Please inform everyone about the upcoming event. The team building will be organised by the Human Resources Department next weekend. All staff will be expected to attend. We will leave from the company gate at 8 am on 13 April and come back at 4 pm the next day. Please remind the staff to bring everything they need to stay overnight at the hotel, and to wear suitable clothes and shoes for sports activities.

Best regards,
Andrew Green

Note

团队建设 (team building) 是企业提高团队凝聚力和协作能力的必要举措, 员工可借此机会增进对彼此的了解。

3 Complete the memo with the information in Task 2.

一般来说, 备忘录 (memo) 是公司内部使用的商务信函, 其顶行通常有“备忘录”三个字或“Memo”。

“备忘录”或“Memo”下面是日期、收信人姓名、写信人姓名以及备忘录的主题, 顺序可颠倒。

备忘录的主体部分与以上信息之间应有明显区分。

Memo

Date: 2 April
 To: All staff
 From: Andrew Green
 Subject: _____

The _____ is going to have a team building activity next weekend. _____ are expected to take part and gather at the company gate at 8 am on _____. The team building will last for two days. Please bring everything you need to _____ and wear _____ clothes and shoes for sports activities.

4 Read the to-do list and answer the questions.

1. What are the most urgent tasks on the list?
2. If you were a receptionist, would you be able to finish all the tasks on the list?

TO-DO LIST FOR TODAY

- | | |
|---------------------------------|--|
| I must: | <ul style="list-style-type: none"> ● receive Mr Black and his secretary ● deliver training to the new receptionist |
| Do not forget to: | <ul style="list-style-type: none"> ● order new binders ● order new ink for the printer |
| If I have time: | <ul style="list-style-type: none"> ● tidy the filing cabinet ● arrange for someone to clean the windows |
| Worries for another day: | <ul style="list-style-type: none"> ● prepare for the promotion test ● finish this month's work summary |

Notes

- secretary 秘书
- binder 活页夹
- filing cabinet 文件柜
- work summary 工作总结

Extended Activities



Nancy is a secretary in a company. She is talking with her colleague John from the Marketing Department on the phone.

1 Listen to the dialogue and take notes.

Restaurant Reservation Requirements			
Required by		Department	
Number of people		Date and time	
Type of food	<input type="checkbox"/> Chinese <input type="checkbox"/> Western <input type="checkbox"/> Both		
Budget (RMB)	Each person: Total:		
Special requirements			

2 Read the two leaflets and complete the chart.



Happy Restaurant

Food served: Chinese and Western food
 Facilities:

- a dining hall that can accommodate 40 people
- a separate dining room with two tables, each for 10 people
- four separate recreation rooms for leisure activities

Opening hours: 11 am-10 pm

Price:

- buffet: ¥158 per head for lunch, ¥198 per head for dinner
- separate recreation room: ¥2,000 per room, including drinks and snacks



Fancy Restaurant

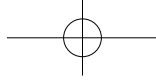
Food served: Mainly Chinese food with some Western food
 Facilities:

- a dining hall that can accommodate 50 people
- a separate dining room with two tables, each for 12 people
- six separate recreation rooms for leisure activities

Opening hours: 10:30 am-11 pm

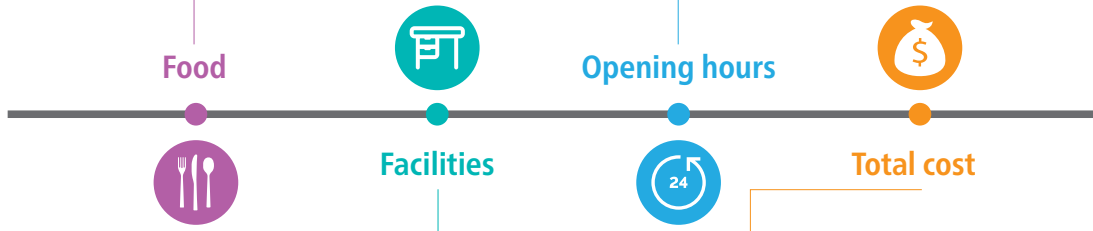
Price:

- buffet: ¥168 per head for lunch, ¥218 per head for dinner
- separate recreation room: ¥2,500 per room, including drinks and snacks



- Happy Restaurant:
 - Chinese food Western food
- Fancy Restaurant:
 - Chinese food Western food

- Happy Restaurant: _____
- Fancy Restaurant: _____



- Happy Restaurant:
 - ♦ a dining hall for _____ people
 - ♦ a separate dining room for _____ people
 - ♦ separate recreation rooms
- Fancy Restaurant:
 - ♦ a dining hall for _____ people
 - ♦ a separate dining room for _____ people
 - ♦ separate recreation rooms

- Happy Restaurant: _____
- Fancy Restaurant: _____

3 Make your choice and give your reasons.

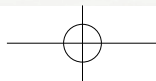
Which restaurant would you choose if you were Nancy?

.....

You may use:

- I choose Happy/Fancy Restaurant, because...
- I prefer Happy/Fancy Restaurant, because...
- I think Happy/Fancy Restaurant is better, because...

.....





1. How can a receptionist make a good impression?
2. What makes a good receptionist?

Reception area

A reception area is a section of the office space that is used to greet visitors. A neat and clean reception area leaves a good impression on visitors. Company brochures and magazines can be prepared in the area, because it's a good way for visitors to pass the time and learn about the company as well.



Dress code (着装要求)

A receptionist should be dressed smartly in business attire (服装). Different companies may have different requirements, but the common rule is to look neat and tidy.



Communication etiquette (礼仪)

A receptionist should be calm and patient with callers and visitors. He/She should speak clearly and politely. Before putting a caller on hold or transferring a call, it is necessary to inform the caller.





My Progress Check

Words I have learnt in this unit:

- | | | | |
|---------------------------------------|--------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> receptionist | <input type="checkbox"/> memo | <input type="checkbox"/> stapler | <input type="checkbox"/> paperclip |
| <input type="checkbox"/> folder | <input type="checkbox"/> highlighter | <input type="checkbox"/> calculator | <input type="checkbox"/> stationery |
| <input type="checkbox"/> appointment | <input type="checkbox"/> check | <input type="checkbox"/> available | <input type="checkbox"/> install |
| <input type="checkbox"/> all-in-one | <input type="checkbox"/> setup | <input type="checkbox"/> toner | <input type="checkbox"/> fetch |
| <input type="checkbox"/> upcoming | <input type="checkbox"/> department | <input type="checkbox"/> staff | <input type="checkbox"/> suitable |
| <input type="checkbox"/> secretary | <input type="checkbox"/> binder | <input type="checkbox"/> leaflet | <input type="checkbox"/> recreation |
| <input type="checkbox"/> leisure | | | |

Altogether I know _____ words.

More words I know in this unit:

Expressions I have learnt in this unit:

- | | |
|---|--|
| <input type="checkbox"/> job interview | <input type="checkbox"/> registration form |
| <input type="checkbox"/> team building | <input type="checkbox"/> stay overnight |
| <input type="checkbox"/> filing cabinet | <input type="checkbox"/> work summary |
| <input type="checkbox"/> opening hours | |

Great! Now I know _____ useful expressions.

More useful expressions I know in this unit:

I can:

- describe the duties of a receptionist;
- talk about how to receive visitors;
- complete a memo.