



# 1

U N I T

## May I Have Your Name, Please?

### 知识要点

#### 1 单词

receptionist *n.* 接待员

memo *n.* 备忘录

appointment *n.* 预约

check *v.* 核对; 检查

available *adj.* (人) 有空的

install *v.* 安装

setup *n.* 设置

fetch *n.* (去) 拿来

upcoming *adj.* 即将来临的

department *n.* 部

staff *n.* 员工

suitable *adj.* 合适的

promotion *n.* 晋升

leaflet *n.* 传单; 广告单

accommodate *v.* 容纳

recreation *n.* 娱乐

leisure *n.* 空闲; 闲暇

#### 2 短语

opening hours 营业时间

job interview 求职面试

registration form 登记表

team building 团队建设

stay overnight 过夜

to-do list 待办事项清单

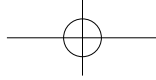
work summary 工作总结

#### 3 常用句型

Do you have an appointment? 您有预约吗?

Would you fill in the..., please? 请您填一下……好吗?

Please wait a moment. I'll call... to check if he/she is available now.



请稍等。我给……打个电话，核实一下他 / 她现在是否有空。

Mr/Ms... is ready to see you now.      ……先生 / 女士现在可以见您了。

It's on the... floor. You can take the lift around the corner.

它在……楼。您可以乘坐拐角处的电梯。

I'm here to meet...      我来这儿是想见……

How can I get to...?      我如何到达……?

## 单元同步练习



## Vocabulary

**1** Look at the picture and fill in the blanks with the words in the boxes.

folder

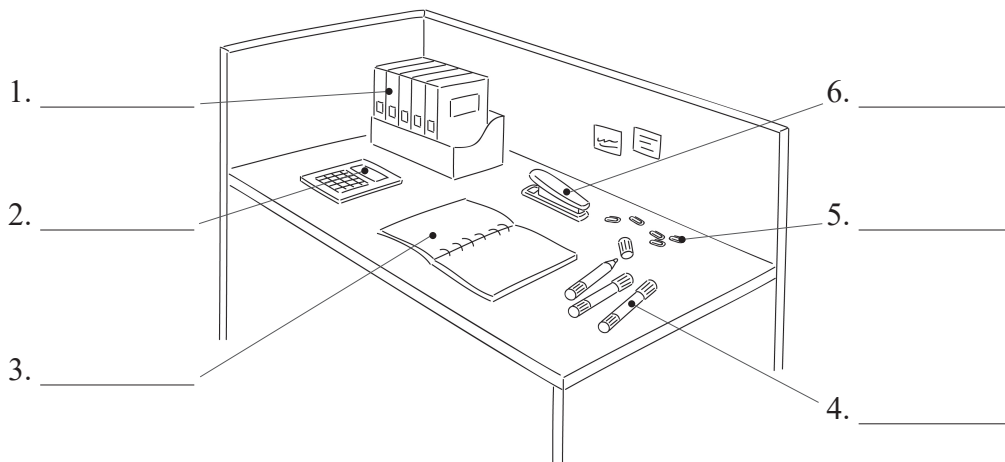
highlighter

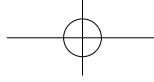
stapler

paperclip

notebook

calculator





**2 Complete the dialogues with the proper form of the expressions in the boxes.**

registration form

team building

stay overnight

work summary

have an appointment

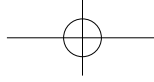
1. —Good morning, madam. May I help you?  
—Yes. I \_\_\_\_\_ with Mr White of the Sales Department.
2. —Where were you last night?  
—We missed the last train, so we \_\_\_\_\_ at the hotel.
3. —I'm so busy these days, as it's the end of the month.  
—Me too. I have to finish my \_\_\_\_\_ of this month.
4. —Excuse me. I'm here for a job interview.  
—OK. Would you fill in this \_\_\_\_\_ first, please?
5. —What activity will be organised for the newcomers?  
—A \_\_\_\_\_ activity as usual.



**Listening & Speaking**

**1 Listen to the recordings and choose the best replies.**

1. \_\_\_\_\_  
A. Yes. I'm 18 years old.  
B. Yes. My name is Lily White.  
C. Yes. I come here for a job interview.
2. \_\_\_\_\_  
A. It's on the third floor.    B. It's on next Monday.    C. Yes. Here it is.
3. \_\_\_\_\_  
A. Thank you.                      B. That's right.                      C. No problem.
4. \_\_\_\_\_  
A. No, just as usual.              B. You are welcome.              C. Yes, I like it.



5. \_\_\_\_\_  
 A. Help yourself.                      B. Let me check.                      C. Don't worry.

**2 Listen to the dialogues and choose the best answer to each question.**

**Dialogue 1**

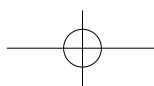
1. Who is the visitor?  
 A. Daniel Brown.                      B. Sam Brown.                      C. Tom White.
2. When will the man meet Mr Lee?  
 A. At 2 pm.                              B. At 2:30 pm.                      C. At 3 pm.
3. Where will the man and Mr Lee meet?  
 A. In Room 321.                      B. In Room 312.                      C. In Room 231.

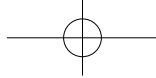
**Dialogue 2**

1. Which restaurant is the woman calling?  
 A. Happy Restaurant.  
 B. Fancy Restaurant.  
 C. Yummy Restaurant.
2. How many people will have dinner together?  
 A. Nine.                                  B. Five.                                  C. Eight.
3. When will the customers arrive at the restaurant?  
 A. At 5 pm.                              B. At 6 pm.                              C. At 7 pm.

**3 Listen to the dialogue and fill in the blanks.**

<b>Required by</b>	1. _____
<b>Department</b>	2. _____
<b>Number of documents</b>	3. _____
<b>Colour</b>	4. _____
<b>Time</b>	By 3 pm 5. _____





**4 Complete the dialogue. You may use the sentences in the box. Then act out the dialogue in pairs.**

\_\_\_\_\_

You are a receptionist. A visitor is here in your company to meet your manager. You're receiving him/her.

\_\_\_\_\_

**Here are some sentences you may use:**

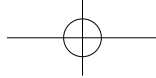
- Do you have an appointment?
  - Would you fill in the..., please?
  - Please wait a moment. I'll call... to check if he/she is available now.
  - Mr/Ms... is ready to see you now. Please go to...
  - It's on the... floor. You can take the lift around the corner.
- 
- My name is...
  - I'm here to meet...
  - How can I get to...?
  - Thank you.

Receptionist: Good morning. May I help you?

Visitor: Yes. I'm from ABC Company, and I'm here to meet...

Receptionist: May I have your name, please?

Visitor: ...



## Reading & Writing

- 1** Complete the dialogue with the sentences in the box. There are two extra sentences you will not use.

- A. Sorry to have kept you waiting, sir.
- B. Mr Black's office is the third room on your right.
- C. Would you spell it, please?
- D. You are supposed to meet Mr Black in Room 220 at 9:30 am today. Is that right?
- E. Please wait a moment. I'll call him to check.
- F. Do you have any special requirements?
- G. Do you have an appointment?

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

Receptionist: 1. \_\_\_\_\_

Visitor: Yes, I have a meeting with Mr Black today.

Receptionist: May I have your name, please?

Visitor: George Clinton.

Receptionist: 2. \_\_\_\_\_

Visitor: G-E-O-R-G-E, George. And C-L-I-N-T-O-N, Clinton.

Receptionist: I see. 3. \_\_\_\_\_

Visitor: Yes. Is he available now?

Receptionist: 4. \_\_\_\_\_

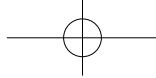
Visitor: OK, no problem.

*(A moment later)*

Receptionist: Mr Clinton, Mr Black is ready to see you now. You can take the lift to the second floor, and then turn right. 5. \_\_\_\_\_

Visitor: Thank you very much.

Receptionist: You're welcome.



**2 Read the lecture notice and write T (true) or F (false).**

**Lecture notice**

You are invited to a lecture by  
Professor Jason Carl, a famous psychologist

On

Fitting into the New Office  
Benefit from the lecture & enjoy your work better!

Date: 8 September 2022

Time: 2 pm—4 pm

Venue: The Conference Centre

All staff are welcome to attend the lecture. Please email Helen White to  
*helen\_white@abc.com* for registration.

1. The lecture is aimed at helping employees better fit into the new office. [ ]
2. The lecture is targeted at the new employees only. [ ]
3. The lecture is going to be held on 8 September 2022. [ ]
4. You can send an email to Helen White if you want to attend the lecture. [ ]

**3 Read the short text and the information about two meeting rooms. Answer the questions.**

Lisa will help to book a meeting room for the Human Resources Department. The Human Resources Department is going to hold a meeting from 10 to 14 of December. Twelve people will attend the meeting to discuss the team building activity. They will need two projectors, two screens, two computers or laptops, and six loudspeakers to present, discuss and decide the plans of the team building activity.

	Meeting Room A	Meeting Room B
Capacity	20	40
Available time	9 Dec—14 Dec	10 Dec—15 Dec
Facilities	2 projectors, 2 screens, 1 computer, 1 laptop, 10 loudspeakers	2 projectors, 4 screens, 2 computers, 8 loudspeakers

1. Which meeting room would you choose if you were Lisa?

- Meeting Room A       Meeting Room B

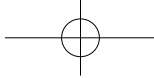
2. Why would you choose it?

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**4 Practical writing. Complete the memo with the given information.**

The meeting which is going to be held on 19 Oct is postponed to 3 pm, 26 Oct. You are the receptionist of the company. Your manager, Mr Andrew Green, asks you to write a memo to inform all staff about it.





## Memo

Date: 14 Oct 2022

To: \_\_\_\_\_

From: Andrew Green

Subject: \_\_\_\_\_

The meeting with Five Star Company has been postponed to \_\_\_\_\_. The meeting will be held in \_\_\_\_\_ (第三会议室). Mr Michael Brown from the After-sales Service Department \_\_\_\_\_ (已经准备好了报告). The meeting will last about four hours and food for dinner will be delivered to the meeting room.