M: Hello English learners! Welcome back to EnglishPod! My name is Marco. E: And I'm Erica. M: And today we're bringing you a lesson that was requested by one of our listeners. E: Yes, that's right. We got a request for a dialogue about a receptionist. M: So, a receptionist at an office or at a hotel... E: Uhu. M: So, today's dialogue is simple, but we're gonna be looking at some really great phrases. E: Yeah, phrases that will help you sound really, really professional and really fluent. M: So, we're at an office today and the receptionist is greeting somebody that has an appointment. E: Alright, let's see what happens. **DIALOGUE, FIRST TIME** E: Well, that's pretty embarrassing, hey? M: It was embarrassing I... that's what happens to women when they wear high heels, see? E: Actually, that happened to me last weekend. M: Really? E: I fell down the stairs, so my... my knees are quite blue. M: Oh no, see? High heels are dangerous. I don't know why women wear them. E: Well...

M: Right, okay, so, let's take a look at some of these great phases in "fluency builder".

M: Hehe.

E: I don't know, but that's not what we're here to discover.

Voice: Fluency builder. E: Well, I really liked how this receptionist used some excellent phrases to sound really professional and one thing she said was **certainly**. M: Certainly. E: Certainly. M: So why did she say certainly? E: Well, this is a nice way to respond, um, to make the other person know that you understand what they said. M: So, Josh O'Neil said "Yes, I'm here to see Joanna Stevens. I have an appointment at four". E: Certainly. M: So, she is saying, I understand what you said. E: Yes. M: And then she said, **may I take your name**. E: May I take your name. M: May I take your name. E: So, this is a nice way of saying... M: What is your name? E: Yeah. M: So... now, this is really important, because if you said "what is your name", is that correct?

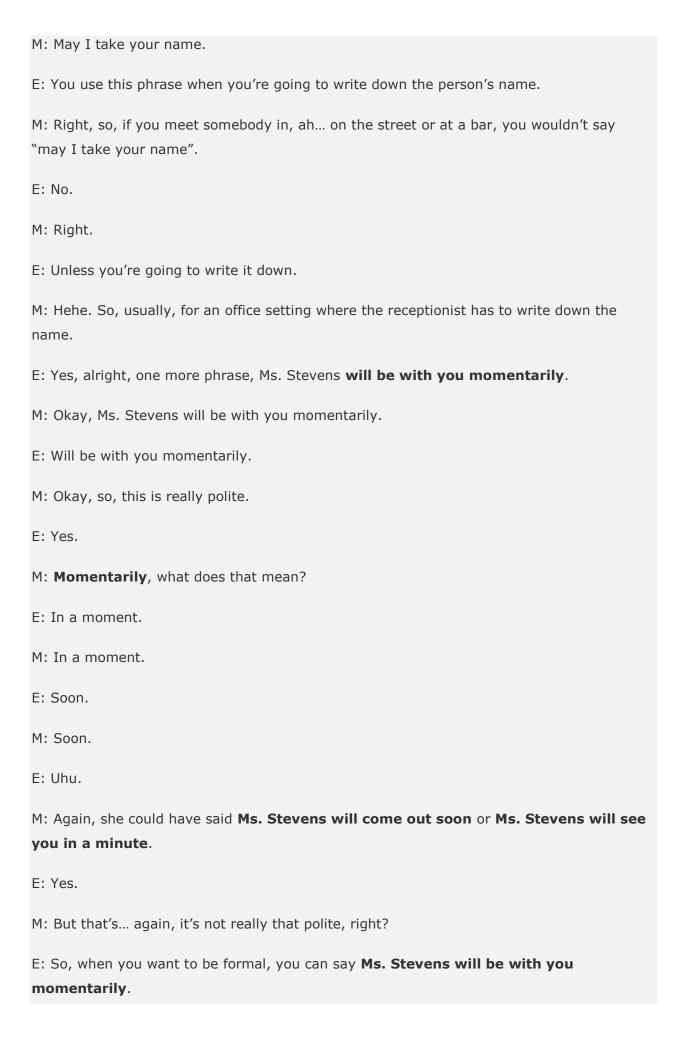
E: It's correct, but it's not really very...

E: So, may I take your name.

E: Yes.

M: Okay.

M: Exactly, or I would say polite, to a certain extent.



M: Okay, that's a really nice phrase.

E: Alright, there's so much in this dialogue, so many great wonderful polite phrases. So, why don't we listen to it one more time, but this time slowed down?

DIALOGUE, SECOND TIME (slow)

M: Okay, so, it's pretty clear now, but there're still a couple of phrases that I would like to look at. So, why don't we look at, ah, last two sentences.

E: Okay.

M: Ms. Stevens is ready for you now.

E: Ms. Stevens is ready for you now.

M: Ms. Stevens is ready for you. So, when she says **ready for you**, what does that mean?

E: Prepared to speak to you.

M: Okay, so instead of saying Ms. Stevens is ready or Ms. Stevens can see you now...

E: Yes.

M: You use this great little phrase, **is ready for you**.

E: Uhu.

M: Okay, and then she said **I'll show you to her office**.

E: I'll show you to her office.

M: I'll show you to her office.

E: This is a lovely way of saying I will take you to the office.

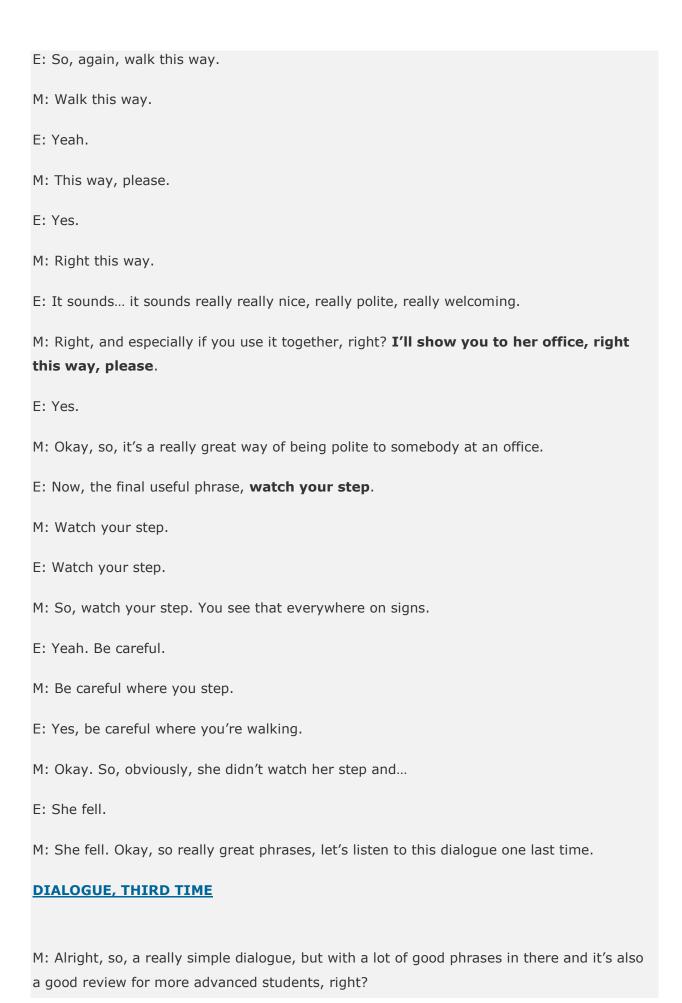
M: I will take you to the office.

E: Yeah.

M: And she followed it by saying right this way.

E: Right this way.

M: Right this way.



E: Yeah, remember like these phrases can really help you sound more professional, more welcoming, more polite, basically.

M: Okay, so if you have any questions or doubts, please come to our website englishpod.com...

E: And Marco and I are always around to respond your questions and comments.

M: Okay, guys, so will see you there and until next time it's...

E: Good bye!

M: Bye!