

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: Hehe.

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

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

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...

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

E: Yes.

M: Okay.

E: So, may I take your name.

M: May I take your name.

E: You use this phrase when you're going to write down the person's name.

M: Right, so, if you meet somebody in, ah... on the street or at a bar, you wouldn't say "may I take your name".

E: No.

M: Right.

E: Unless you're going to write it down.

M: Hehe. So, usually, for an office setting where the receptionist has to write down the name.

E: Yes, alright, one more phrase, Ms. Stevens **will be with you momentarily**.

M: Okay, Ms. Stevens will be with you momentarily.

E: Will be with you momentarily.

M: Okay, so, this is really polite.

E: Yes.

M: **Momentarily**, what does that mean?

E: In a moment.

M: In a moment.

E: Soon.

M: Soon.

E: Uhu.

M: Again, she could have said **Ms. Stevens will come out soon** or **Ms. Stevens will see you in a minute**.

E: Yes.

M: But that's... again, it's not really that polite, right?

E: So, when you want to be formal, you can say **Ms. Stevens will be with you momentarily**.

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: So, again, walk this way.

M: Walk this way.

E: Yeah.

M: This way, please.

E: Yes.

M: Right this way.

E: It sounds... it sounds really really nice, really polite, really welcoming.

M: Right, and especially if you use it together, right? **I'll show you to her office, right this way, please.**

E: Yes.

M: Okay, so, it's a really great way of being polite to somebody at an office.

E: Now, the final useful phrase, **watch your step.**

M: Watch your step.

E: Watch your step.

M: So, watch your step. You see that everywhere on signs.

E: Yeah. Be careful.

M: Be careful where you step.

E: Yes, be careful where you're walking.

M: Okay. So, obviously, she didn't watch her step and...

E: She fell.

M: She fell. Okay, so really great phrases, let's listen to this dialogue one last time.

DIALOGUE, THIRD TIME

M: Alright, so, a really simple dialogue, but with a lot of good phrases in there and it's also a good review for more advanced students, right?

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](https://www.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!