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https://www.100test.com/kao_ti2020/496/2021_2022__E5_95_86_E5_8A_A1_E8_8B_B1_E8_c85_496046.htm 一般的访客都是提前有预约的。但也有些没有预约的“不速之客”。这个时候前台应该怎样接待这些客人呢?我们看看Rose 是怎么做的吧! The second visitor is Mr Li. He has not an appointment, but he wants to see Mr Shelli. MR LI: Good morning. ROSE: Good morning. Oh, Mr Li. How are you? MR LI: Im fine, thanks, and you? ROSE: Oh, busy as usual. Do you want to see Mr Shelli? MR LI: Yes, please. ROSE: Have you an appointment? MR LI: Er... No, I havent. You see, I only arrived in the country this morning. ROSE: Well, I know hes busy at the moment but Ill ask his secretary when hell be free. Please sit down. MR LI: Thank you. (DIALS) MARIA: Mr Shellis office. ROSE: Oh, hello Maria. Its reception again. I have Mr Li here. He hasnt an appointment but hed like to see Mr Shelli. When will he be free? MARIA: Let me see ... Well, Hmmm, hell be free about 12.30. Can Mr Li wait? ROSE: Mr Shelli will be free about half past twelve. Can you wait? MR LI: Whats the time now? ROSE: Its nearly 12: 00. MR LI: Oh thats fine. Ill wait. ROSE: (TO MARIA) Maria, Mr Li will wait. MR LI: Right. Ill fetch him when Mr Shellis free. ROSE: Thanks. (REPLACES PHONE) (TO MR LI) Shell come and fetch you later. MR LI: Thank you. ROSE: Where are you staying, Mr Li? MR LI: At the Plaza. ROSE: The Plaza? MR LI: Yes, I usually stay there. 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com