

D. Receiving visitors



1. When working in an office, you need good people skills. Complete the sentences:

questions, friendly, frustrated, public, smile, closely, visitors

- a) Greet everyone with a _____ and a kind word and show that you are happy to help.
- b) When there are _____ or clients, you may have to find out what they need, and help them get it.
- c) When there are visitors you are dealing with, communication will often be verbal, so it's important to keep a _____ tone.
- d) Besides visitors, you will also have to work _____ with colleagues.
- e) You will greet, assist and direct guests, workers, visitors and the general _____.
- f) You will have to keep the needs of each person separate in your mind, and not get overwhelmed or _____.
- g) You should have hands-on experience in giving information to visitors and answering their _____.