

# Welcoming a visitor

## GREETINGS

Hello Mr/Mrs/Miss/Ms .... I'm ....., pleased to meet you.  
You must be ....., I'm ....., nice to meet you.

## SITTING DOWN

Please have a seat  
Please sit down.

## TEA OR COFFEE?

Would you like a coffee / something to drink / eat?  
Milk and Sugar?

## FINDING THE COMPANY

Did you find us ok?  
Did you have any problems getting  
here?

## THE JOURNEY

How was your flight?  
Did your flight arrive on time?  
How long did the flight take?

## THE HOTEL

Which hotel are you staying at?  
Where are you staying?  
What's your hotel like?

## THE CITY

How do you like Barcelona?  
What do you think of Barcelona?  
Is this your first visit to Barcelona?

## ENDING THE CONVERSATION

Please wait here, Mr .... will be with you in 5 minutes / shortly  
Is there anything else I can get you?

## RESPONDING TO ANSWERS

Really!	Oh right
How .....	Oh dear!
That's .....	I can imagine
What a .....	That must be .....
Oh I see	Are you sure?

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Para utilizar la plantilla, recorta por la línea de puntos y deslízala bajo la tapa transparente de la alfombrilla.