

HOTEL MANAGEMENT AND CATERING SERVICE

COMMUNICATIVE ENGLISH- IV

UNIT I, II, III SUB CODE: 16ELCHM4

I 2 MARK QUESTIONS

1. What are the two main types of questions?

There are two main types of questions. They are **Yes or No** type questions and **Wh-** questions like **who, what, where, when, how, how much** etc.

Ex: Do you like chocolate? Yes, I do or no, I don't like chocolate.

Ex: what do you like chocolate or cake? **Ans:-** I like pudding cake. Who are you?

2. What is the noun phrase?

A noun phrase is either a pronoun or any group of words that can be replaced by a pronoun. Ex: **they, cars, the cars** are **noun phrase** but **car** is just a **noun**.

Ex: do you like **cars**? Ans: I like **them**.

3. What is the report writing?

A report is a short, sharp and concise document which is written for particular purpose and audience. The scope and style of reports varies widely.

4. What are the report writing principles?

1. Accuracy 2. Clarity 3. Simplicity 4. Selectiveness

5. proper language 6. Comprehensiveness 7. Attractive

5. What are the paragraph and its components?

A paragraph is a group of related sentences that support one main idea. In general, paragraphs consist of three parts:

1. The topic sentence 2. Body sentences 3. The concluding or the bridge sentence to the next paragraph or section.

6. What are four important components of Paragraph?

The four elements are essential to good paragraph writing.

They are 1. Unity 2. Order 3. Coherence 4. Completeness.

7. What are the types of paragraph?

There are four paragraph types : 1. Narrative 2. Descriptive 3. Expository 4. Persuasive .

They are used to describe or explain an endless variety of things.

8. What is an interview?

The word interview refers to a one-on-one conversation between interviewer and an interviewee. An interview is essentially a structured conversation where interviewers ask questions to find out or evaluate an interviewee for a suitable job or course of study.

9. what are the four types of interview?

1. One to one interviews
2. Behavioral interviews
3. Situational interviews
4. Case interviews

10. What is the stress interview?

A stress interview is tactic used to put candidates under extreme pressure. They are designed to test your ability to think on your feet, respond appropriately in difficult situations and stay calm in a pressurized environment.

11. What is the telephone interview?

Telephone interviews are often conducted by employers in the initial interview round of the hiring process, this type of interview allows an employer to screen candidates on the candidates experience, qualifications, and salary expectations pertaining to the position and the company.

12. Complete the following sentences.

- a) I was late because_____. **Ans:** I was late because **I missed the bus.**
- b) If I were you_____. **Ans:** if I were you **I won't behave like you.**
- c) I wish to become an IAS officer so_____. **Ans :** I wish to become an IAS officer so **I must do hard work.**
- d) I have fever so_____. **Ans:** I have fever so **I don't go to the school.**

13. Match the synonyms.

- | | |
|-------------------------------|-----------------------|
| a) Logical- tolerance | a) according to rules |
| b) Amaze - according to rules | b) astonished |
| c) Patience-astonished | c) tolerance |
| d) Commotion-repeat | d) confusion |
| e) Recite-confusion | e) repeat |
| f) Dread-chide | f) fearful |
| g) Scolding-fearful | g) chide |
| h) Apprentice-mischievous | h) learner |
| i) Nuisance-learner | i) mischievous |

- j) Gesture-blocked j) signal
k) Choked-signal k) blocked

14. Match the antonyms

- a) **Unison** X conflict, discord
b) Reproach X honour
c) Logical X illogical
d) Warm X cool
e) Attentive X inattentive
f) Choked X unblocked, clear
g) Patience X impatience
h) Soothing X annoying, irritating
i) Hidden X revealed, exposed

15. Re arranges the word to form a sentence.

- a) **Rises** slowly the sun

Ans: The sun rises slowly.

- b) At rang 9'o clock alarm

Ans: Alarm rang at 9'o clock.

- c) Must be the told truth

Ans: the truth must be told.

- d) **Temple** the everyday to I

Ans: I go to the temple every day.

e) Bought a bar chocolate today of I

Ans: Today, I bought a bar of chocolate.

16. Substitute the underline word with one word.

a) Abdul Kalam wrote about his own life.

Ans: Abdul Kalam wrote **biography.**

b) **Some** people write the words to be written on their tomb by themselves.

Ans : some people write the **epitaph.**

c) **One** who is all powerful called- **omnipotent**

d) One who is present everywhere- **omnipresent**

e) Gayathri does not know how to read and write.

Ans: Gayathri is an **illiterate**

f) Ram wrote diary about his friend life.

Ans: Ram wrote an **autobiography.**

g) **Government** by people- **democracy**

h) Government by priests- **theocracy**

i) A government by king or queen- **monarchy.**

j) A government run by civil servants- **bureaucracy**

k) A government by one person- **autocracy.**

l) Act of murder of human being- **homicide**

m) A quotes on the preface of the book- **epigraph**

17. Replaced the underlined sentence.

a) I excepted all my birthday gifts with gratitude.

Ans: I **accepted** all my birthday gifts with gratitude.

b) If you lose your good name, it is not easy to get it back.

Ans: if you lose your **reputation**, it is not get easy it back.

c) The Monalisa is the best among the works of Leonardo.

Ans: the Monalisa is the **masterpiece of Leonardo**.

d) **My** friend had the special right or advantage of visiting England as their official guest of the queen.

Ans: my friend had the **privilege** of visiting England.

e) Bacon's essays are full of witty, terms and pointed statements.

Ans: Bacon's essays are **epigrams**.

f) **There** was no famine in our country during the last 20 years.

Ans: There was no famine in our country **during the two decades**.

g) **The** celebrations went on for a whole month.

Ans: The celebrations continued for a whole month.

h) **Gayathri** sent out of his country.

Ans : Gayathri exiled from his country.

i) His uncle is a famous designer of building.

Ans: His uncle is **an architect**.

18. Homophones:-

- a) While buying meat happened to meet my old friend. (meet, meat)
- b) He will be on sail after sale of his mansion. (sale, sail)
- c) There is no right way to write a great novel. (write, right)
- d) If you sell drugs, you end up in a prison cell. (cell, sell)
- e) You are not allowed to talk aloud in the library. (aloud, allowed)
- f) I turned pale when I dropped the water pail. (pail. Pale)
- g) I ate pair of pears. (pears, pair)

UNIT-IV

II 5 MARK QUESTIONS

19. Change the following into negatives.

a) **She** is out of town.

Ans: She is not out of town.

b) **Cheetah** runs fast.

Ans : Cheetah does not run fast.

c) **Today** is a working day

Ans: Today **is not** a working day

d) The climate is pleasant

Ans: The climate **is not** pleasant.

e) I go to the party.

Ans: I **don't** go to the party.

f) We are poor.

Ans: we **are not** poor.

g) I will meet you

Ans: I **won't** meet you.

h) Yesterday, I went to the cinema.

Ans: Yesterday, I **did not** go to the cinema.

20. Complete the sentences choosing from the alternatives given

a) All of a sudden fire _____ in my neighbors farm.

@) Broke away b) broke through c) broke down **d) broke out**

b) This news of the accident _____ like wild fire.

a) Leaked out b) **spread.** c) broke through d) became known

c) You won't tell them what has happened?

a) **Won't you?** b) Wouldn't you? C) Isn't it ? d) Will you?

d) No weapon ever invented is more _____ than hunger.

a) Destructive b) cruel c) violent **d) deadly**

e) The fear of high places _____ quite common.

@) **are** b) were c) is d) are being

21. Re arrange the jumbled sentences.

The first and sixth sentences are in their proper order.

S1: it was Saturday

S6: the children had already bought roasted gram and peanuts to get into a picnic mood.

P: a taxi carried us all to the zoo.

Q: they wanted to be taken out and we decided to take them to the local zoo.

R: my sister's two young children were at our house.

S: we bought the tickets and entered the zoo.

Answer: R, Q, P, S

Example:-

S1: it was dark and it was raining heavily.

S6: with a sigh of relief, the tiger crawled under the thatched roof and lay down by the door.

P: he was wet and cold and his home was far away.

Q: an old tiger ran through the rain looking for shelter.

R: while hurrying to his shelter he saw an old hurt.

S: except for the sound of the rain, all was quiet.

Answer: R, Q, S, P

22. Develop the hints with a suitable title.

Example:

a rich former-lot of land-cattle and servants-two sons-happy life-after some years younger son unhappy-asked for his share of the property- wouldn't listen to father's advice- got his share – sold them all-went away to another country-fell into bad ways- soon all money gone-poor-no one to help him- understood his mistake.

The Disobedient Son

Once there was a rich farmer in a village. He had a lot of land, cattle and many servants. He had two sons. He led a happy life with them. After some years the younger son became unhappy. He asked his father for his share of the property. His father advised him not to demand like that. But he would not listen to his father's advice. He got his share and sold them. He had a huge amount with him. With his amount he travelled to a distant country. He had bad company there and fell into evil ways. All the money was gone. He became poor and no one helped him. Then he understood his mistake and returned to his country. His father and brother took him into their fold and supported him forever. We should obey our parents.

Example:

Dick-actor-brilliant-strange character-insists on realism- headache to the manager-a new drama-first drinking scene-water provided in a cup as usual- dick insists on liquor-manager has to buy a bottle of liquor- second scene-fight-insists on real swords-refuses to handle wooden swords-steel swords brought-third scene-hero drinks poison-manager has real poison-actor in a fix-promises to be sensible in future.

Dick

Dick was an actor. He was brilliant. He had a strange character. He insisted on realism. He was a headache to the manager. A drama was played. The first was a drinking scene. Water was provided in a cup. Dick insisted on liquor. The second scene was a fighting scene. He insisted on real swords. Steel swords were brought. The third scene was the hero drinking poison. The manager had real poison. The actor was in a fix. He promised to be sensible in future.

23. Write a report on your college Annual day.

Annual Day or Cultures Day

24 Oct, 2019

A Report on Annual Day Celebration

The annual function of college was held on 8th February 2019. It was a cultural program that started from 12pm at afternoon with the inaugurating song by students. Preparation for the annual function was made a few days in advance. The college was decorated elegantly. A grant stage had been set up with professional sound system. The vice chairman was the chief guest.

The program starts with the lighting of the lamp by the chairman and other dignitaries. The vice chairman of the college delivers a valuable speech. He also tells that we are not offers the best in academics but also encouraged overall development of the student through various extracurricular activities conducted and taught by talented faculty members. The principal read out the annual report. The event was the day –long programmed including music, dance, plays, magic show and pantomime. The talented students are honored for their academic and non-academic achievements. The program really leaves a great impact on everyone.

At the end, the chief guest congratulated the principal and the staff. The principal thanked the chief guest and the function came to close with singing of the National Anthem.

Example:

Sports Day

24 Oct, 2019

A Report on Sports Day

Sports day was held in the spacious school grounds. The whole play ground had been decorated with flags, buntings and balloons a day earlier. The separate section for different events and track boundaries had been drawn with white line. The chief guest arrived in time. He took the salute. The sportsman and women and U.S.A volunteers participated in the march.

Race, high and long jumps, hammer, javelin and shot-put throws were held. The chief guest distributed the prizes to the winners. The winners were photographed.

24. Expand the proverb “TIT FOR TAT”

Once, there live a fox and a crane in a forest. The fox was very clever. One day, the fox thought of making a fun of the crane. He invited the crane to dinner. He served the soup in a shallow plate. He himself lapped the soup. The crane could eat nothing. He returned hungry. After a few days, the crane invited the fox to the dinner. It serves the fish in a jar having a narrow neck. The fox could eat nothing. He realized his foolishness.

Example: -Where there is a will, there is a way

Once there was a crow. He was very thirsty. He went here and there in search of water. But he could not find it anywhere. At last, he went to the garden. There he saw pitcher of water. The water level was very low. The crow could not drink it. He began to think a plan. He saw some pebbles at the distance. He picked and dropped them into the pitcher. The level water came up. Then the crow could drink the water.

25. Put the verbs in the brackets in the correct tense and voice.

a) The car was (**buy**) in Bombay.

Ans: The car was **bought** in Bombay.

b) About seventy chairs were (**repair**) last year.

Ans : About seventy chairs **were repaired** last year.

c) Good teachers (**be**) respected everywhere.

Ans : Good teachers **are respected** everywhere.

d) It (**be**) raining since morning.

Ans : it **is** raining since morning.

e) You (**carry**) out my shoes.

Ans : you **carry** out my orders.

f) If I work hard, I (**succeed**).

Ans: if I work hard I **will success**.

g) I have decided (**study**) more and improve my overall average.

Ans: I have decided **to study** more and improve my overall average.

h) Let me (**leave**) the class.

Ans: let me **leave** the classroom please?

i) Would you mind (**open**) the window please?

Ans: would you mind **opening** the window pls?

j) The doctor told him to stop (**smoke**) and take a trip.

Ans: the doctor told him to stop **smoking** and take a trip.

26. Write a dialogue between teacher and student.

Teacher: Good morning, dear students.

Student : Good morning sir.

TT: Ali, bring your homework note-book

S: sorry sir. I forgot my note-book at home.

TT: Did you do your homework?

S: Yes, sir. But I left my note-book at home.

TT: How is it possible? I think you have not completed your homework and it is just an excuse.

SS: Sorry sir. In fact, I had to go to my uncle's yesterday.

TT: Do you prefer other things to your studies? Very strange thing.

SS: My father asked me to go there.

TT: That's right. After coming back, you could have completed your homework.

SS: It was late at night when I came back.

TT: If you do not work regularly, you will fail in the Exam. Keep in mind that regularity conquers the mountains.

SS: Next time, I shall be careful.

TT: One more thing. There is nothing important than studies in the world.

SS: I have realized it, sir.

TT: Now you must develop your routine and show me your note-book tomorrow.

SS: OK. Sir. I will complete my note-book today.

TT: Now you sit down.

S: Thank you, sir.

27. Write a dialogue between Rohit and Deepak.

Rohit: Do you have any special plans this week end?

Deepak: I don't have any special plans.

Rohit : How do you like the idea go to the zoo?

Deepak: That sounds good. But I have to ask my parents' permission

Rohit: I come to your house this evening and I ask your parents to allow you to come with me to the zoo.

Deepak: yea, it's a good idea

Rohit: Okay. See you at your home.

UNIT-V

III 10 marks

28. How do you mentally prepare for an interview?

INTERVIEW:

The word interview refers to a one-on-one conversation between interviewer and an interviewee. An interview is essentially a structured conversation where an interviewer asks questions to find out or evaluate an interviewee for a suitable job or course of study.

Before the interview:-

Research the company and collect the information all about this. It will be helpful during the interview.

Day of the Interview:-

Make sure that you look professional.

Dress more formally for the Interview

Beginning of the environment is casual

Arrive at least 15 minutes early before the interview

Bring a professional looking folder or pad folio with two copies of your resume, list of references, pen and notepad.

Be courteous to everyone

During the Interview:-

First Impression:-

Sustained eye contact, a firm handshake, a warm smile, good posture and introducing yourself in a confident manner are important elements for the Interview.

Greet the interviewer with a firm handshake

Always maintain the eye contact

Body Language:-

Use good posture. Sit up straightly, never slouch

Smile:-

Smile denotes confidence in a candidate. Try to smile often.

Speak with passion and enthusiasm

Listen Before Answering

Allow the interviewer to begin the interview. Make sure you understand the question. If not, ask the interviewer to clarify it.

Speak Clearly:-

Don't mumble. It portrays the lack of confidence. Speak with assurance. This indicates confidence.

Be Truthful:-

Don't lie when asked about something you have not done. Be honest and sincere.

Self – Evaluation:-

Give clear and concise answers with specific examples about your past experiences, skills and abilities that directly relate to the position or company goals. Mention your accomplishments whenever possible.

Clearly articulate your career goal and how they relate to the position. You know must know yourself well.

Avoid doing this:-

Avoid talking negativity about past supervisors, co-workers or companies of employment.

Avoid asking about salary and benefits during the first interview.

Don't use the mobile during the interview.

Do not chew gum, eat or drink.

Do not wear revealing clothes, extensive Jewelry, sunglasses, piercing make up and too much perfume.

Keep things at professional level

Be honest, sincere and be yourself

Some common interview questions :-

Tell me about yourself,

Why did you choose this career?

Where do you see yourself in 5 years?

What do you consider your strengths and weakness?

Tell me how you work effectively under pressure

29. Fill up the blanks with suitable tense and voice forms

a) You have recognized (recognize) the man over there? He asked (ask) you.

- b) You **know** (know) more about life as you **will grow** (grow) older.
- c) What father **will do** (do) when he finds out what we **did** (do)?
- d) After she **had worked** (work) at the college for two years, she **decided** (decide) to give up teaching.
- e) I **know** (know) him quite well when I **was** (be) young.

30. Read the following passage and answer the questions that follow.

School starts in a week and today is the day we go shopping for school supplies! I told them that I didn't need anything. I loved my backpack from last year. It had a picture of Topaz, my favorite rock singer. It even had her autograph across the bottom of her picture. I couldn't wait to get it out and check my supplies. When I pulled out my backpack from the back of my closet ;I was horrified at how dirty it was. Somehow, over the summer, a strap was broken, the color was faded, and the zipper was stuck. There was a dark spot right on Topaz's chin and you could hardly read her signature any more. When I looked inside, I found papers that were stuck together from an open glue bottle. I wondered who took the cap off of my glue bottle. There was a library book. I borrowed and forgot to return. My markers had escaped from the box and the caps were mysteriously missing. My lucky pencil was too short to write with anymore. I discovered the dark spot on Topaz's chin was from the cupcake I packed away from the end of the year picnic. The frosting melted all over my notebooks and scissors. I decided it was time to make my list of new school supplies.

a) Why didn't the main character think she needed new school supplies?

The main character told Mom that I didn't need anything. I loved my backpack from Last year.

b) What caused her to change her mind?

The frosting melted all over my notebooks and scissors. I decided it was time to make my list of new school supplies.

c) What **caused the dark spot on her backpack?**

She discovered the dark spot on Topaz's chin was from the cupcake. She packed away from end of the year picnic.

d) Why **couldn't the markers be used?**

Her markers had escaped from the box and the caps were mysteriously missing.

e) What **synonym for autograph is used later in the story?**

Autograph- **signature.**

31. Letter Writing → Ordering Books

From

A.Raja
Indira Nagar,
Madurai.

To

The Markandeya Book store,
Jai Singh Road,
Madurai.

Dear sir,

Sub:- placing an order for some books.

I hereby, place an order the some books for our class students. Please ensure that the books are in good condition and send the following books by TV parcel service.

Blue Umbrella by Ruskin bond- 30 pieces
Ashoka's knowledge bang - 30 pieces
Ashoka's phonetic Dictionary -30 pieces

Sir, I want these books in their latest addition and in original print. I have enclosed the cheque of Rs, 500 with the letter. The final amount will be settled after receipt of the books. Sir, kindly regard I am your regular customer so apply proper discount on the order.

Thank you

Date: 12/09/2019

Place: Madurai

your faithfully,

A. Raja

32. Write a letter to your head of the department asking his permission to participate in a cultural festivals.

From

XXX,
YYY
ZZZ.

To

The head of the department,
YYY,
ZZZ.

Respected Sir,

Sub:- seeking permission to take part in inter college cultural programme.

With due respect I want to state you that I am xxx, yyy of your college and want to take part in inter college debate competition which is going to be held in our college. Sir, I have been a regular student at this completion and I had also won

the first position last time. Hence, this year too I would like to have the opportunity to represent my college with my fellow students and win the competition.

Sir, I hope you will be kind enough to allow me to take part in the competition considering my achievements.

Thank you

Place: ZZZ

Date: 1/01/ 2020

Yours faithfully,

xxx

33. Write the Hotel Front Office Dialogue – Filling the registration card - Hotel Front Office Conversation- Mistakes in the Reservation.

Receptionist: Good afternoon, Sir. How can I help you?

Guest: I have a reservation for a suite room for three nights.

Receptionist: May I have your name, Sir?

Guest: I am Glen Rockwell from Australia.

Receptionist: Yes sir. We have your details. You are Mr. Glen Rockwell of ABM Corporation from Australia. Welcome XYZ Hotel. You booked a suite room for 3 nights from 12th December. Am I right sir?

Guest: Yes. Absolutely.

Receptionist: So, here is the registration card, but you don't need to fill up everything. We will do that for you. Could you please sign here at the bottom?

Guest: Sure. Why not? Is that all I need to do? Or there are more formalities?

Receptionist: Well, Sir. we will need your passport. We will photocopy first few pages of your passport and return you right now. I hope you would not mind.

Guest: Not at all. Here it is.

Receptionist: Thank you very much, Sir. Your room number is 938. It is on 9th floor. The porter will take your luggage and show you the way. By the way, how would you like to pay, Sir?

Guest: Don't you accept card?

Receptionist: Sure. We accept all valid international major credit cards.

Guest: That's good. I would like to pay by card. I use VISA.

Receptionist: That's great sir. May I have an impression of your card, Sir?

Guest: Sure. Here is the card.

Receptionist: Thank you so much, Sir. Wish you will enjoy staying with us.

Receptionist: I do hope so. Thanks. Bye.

Guest: See you later, bye.

Hotel Front Office Conversation- Mistakes in the Reservation

Guest: Hello! I am Donald McGill.

Receptionist: Good evening Mr. McGill. How can I help you?

Guest: Well, I have got a reservation for a junior suite.

Receptionist: Just a second sir. Let me check. I am sorry Mr. McGill, we don't have any record of your reservation today. Do you have any confirmation? Certainly. Here it is.

Receptionist: Oh I see. Just a minute sir . Well, sir, we do apologize for the inconveniences. I found your reservation from tomorrow in our record. Indeed, it is our fault. Unfortunately, we are fully booked for tonight. But don't worry sir. We will find a suite room in another hotel right now.

Guest: That's unexpected.

Receptionist: I apologize sir.

Guest: Will it take long?

Receptionist: Make yourself comfortable, Sir. I will be right with you. (After few minutes) We book the deluxe suite in Hyatt Regency for tonight. Our chauffeur will take you there and we will pick you up tomorrow whenever you like. We do apologize for the inconvenience again. Have a nice time, Sir.

Guest: Thanks for everything. Tomorrow afternoon, I will give a call to pick me up then, OK?

Welcoming a walk-in Guest

Receptionist: Good morning. How may I help you, sir?

Guest: Umm. Actually my wife and I want to have a room for two nights.

Receptionist: A double room or a suite room?

Guest: Actually I am not comfortable with these hotel terms like suite room. What is suite room?

Receptionist: No problem sir. Let me explain. A suite room has an extra seating room along with the bed room and also you have a small kitchenette.

Guest: OK that sounds exciting but I guess more expensive than double room. Double room will be perfect for us.

Receptionist: Sure sir. So you want a double room with a bath or shower?

Guest: With a bath, please.

Receptionist: OK then a double room with a bath will be US \$75 per night with complimentary breakfast in our Morning Shine Restaurant.

Guest: That's fine.

Receptionist: Would you please fill up this form and sign here in the bottom?

Guest: (After filling up the form and signing) Is it ok?

Receptionist: (After carefully inspecting the form) It's perfect, Sir. How would you like to pay?

Guest: By cash. Do you need any advance?

Receptionist: Well, sir that will be fine.

Guest: Here is US \$100.

Receptionist: Thank you very much, Sir. Here is the key for your room. It is 344 on the third floor. The porter will help you with the luggage. Have a nice stay.

Guest: Thanks.

Business Center Service

Receptionist: Good afternoon. Reception. Can I help you?

Guest: Good afternoon. I am George Neil from room 901. Could you tell me from where I can check my emails and also send some postcards to my friends?

Receptionist: Well, we have the business center, remains open 24 hours for our guests. Moreover, if you wish you could rent a laptop on hourly basis for your personal use. It costs only US \$5 per 2 hours.

Guest: And what about sending some postcard to my country, New Zealand?

Receptionist: If your postcards are ready by 6.00 in the evening we can deliver them to the nearest post office for sending. Should we send a laptop to your room?

Guest: No, in fact it is not required at the moment. I will better come down to the business centre, it is nice way to meet some people and also get assistance if required. And yes, I can handover the postcards to you so that you can send them today. Thanks for the information.

Receptionist: You are most welcome, Sir. We are always at your service.

For Doctor or Nurse

Guest: Hello, reception?

Receptionist: Good afternoon. Reception. How may I help you?

Guest: This is Anu Sing from 303. We have a serious problem. Is there any doctor in the hotel now?

Receptionist: I am afraid not. But we can call one quickly in an emergency. Aren't you feeling well?

Guest: Actually its not me. It's my Wife Hena Sing. She has very bad pain in her chest.

Receptionist: I will call the doctor at once. Can you tell about any other symptoms?

Guest: Yes, her breathing is weak and she doesn't seem to have a temperature. It looks as if she's had a heart attack.

Receptionist: I am sending the nurse right now and calling the doctor immediately. I will ask the ambulance to be ready also. I will call you back as soon as I know what doctor suggests.

Guest: Hurry up, please. It is an emergency.

Receptionist: I can understand sir.