Situation

A visitor has come to Head Office.

Receptionist: Good morning. Can I help you?
Mr. Williams: Yes, my name is Stephen Williams. I'm here to see
                Norman Stanley.
Receptionist: Is he expecting you?
Mr. Williams: I believe so. We made the appointment by email last week.
Receptionist: Please take a seat, Mr. Williams. I'll try to reach Mr. Stanley.
Mr. Williams: Thank you.

The receptionist makes a call.

Receptionist: Mr. Stanley will be down directly, Mr. Williams. Can I offer you
                some refreshment?
Mr. Williams: No, thanks; I'm fine. Is there a telephone I could use?
Receptionist: There's one over there on that table, and the computer has Wi-Fi.
Mr. Williams: Just the phone will be fine, thank you.

Mr. Williams makes a call.

Mr. Williams: That's great, thanks again.
Receptionist: No problem. Is there anything else I can help with?
Mr. Williams: Well perhaps; is the Tulip Hotel far from here?
Receptionist: It's about five kilometers from here, ten minutes by taxi. I could
                book one for you if you wish.
Mr. Williams: Could you? That would be great. Say for about 12:30?
Receptionist: Yes, I'll do that straight away. Ah, here's Mr. Stanley.
 Mr. Stanley: Hello, Stephen! How are you?
Mr. Williams: I'm fine, Norman; and yourself?
 Mr. Stanley: Couldn't be better. Let me show you to my office.
Mr. Williams: Okay, Norman. (to the receptionist) Thanks for your help.
Receptionist: You're welcome.