

SECTION 3.3

Dialog 1

SCRIPT:

Receptionist: Hello, Precious Metals and Gems, How can I help you?

Michael: This is Michael Peters. Can I speak to Bob Newhart?

Receptionist: Certainly, hold on a minute, I'll put you through...

Receptionist: I'm sorry. Mr. Newhart's not in his office today.

Michael: Oh, that's a nuisance. It was rather urgent.

Receptionist: Can I take a message?

Michael: Yes, could you ask him to call me on 44 01223 617894.

I need to talk to him about the order we discussed,
it's urgent.

Receptionist: Could you repeat the number please?

Michael: Yes, it's 4-4, the UK code, 0-1-2-2-3, 6-1-7-8-9-4, and
this is Michael Peters.

Receptionist: Thank you Mr. Peters, I'll make sure Bob gets this asap.

Michael: Thanks, bye.

Receptionist: Bye.