

## SECTION 3.3

### Dialog 2

#### SCRIPT:

Michael: Hello, Michael Peters.

Bob: Hello, Michael. This is Bob Newhart. My secretary called to say there's an urgent matter you wish to discuss.

Michael: Oh, hello, Bob. Your receptionist said you were out all day.

Bob: She passed your message on to my secretary as it was urgent.

Michael: An efficient lady! You should hang on to her!

Bob: Yes, she's usually quick on the uptake. What's the problem?

Michael: It's not a problem, Bob, it's good news.

Bob: Tell me more!

Michael: Well, the order you and I discussed a week or so ago.

Bob: Yes, I remember: a nice order.

Michael: The buyer has given the go ahead, and wants delivery as soon as possible.

Bob: Wow! That's great. Why the sudden rush?

Michael: They were so pleased with the last shipment you sent.

Bob: The necklaces and earrings?

Michael: Yes, they sold like hot cakes. They want the order we discussed plus a few extras.

Bob: So that's the diamond rings and gold bracelets, the emerald and ruby items, and the anklets.

Michael: That's right. And they want some silver rings and bracelets.

Bob: Can you email the details to me?

Michael: Certainly, and they'd like you to send a proforma invoice.

Bob: No problem.

Michael: Can the invoice include merchandise, packaging and shipping, duty if required, and any taxes and insurance.

Bob: Certainly.

Michael: Do you think you can put the order together fairly quickly?

Bob: We can usually deliver within 14 business days, but I'll try to put a rush on it for the end of this week.

Michael: That'd be great! I'll get the email off to you by the end of the day.

Bob: And I'll try and put the invoice together to email you tomorrow.

Michael: That sounds wonderful. Thanks for getting back to me so promptly.

Bob: My pleasure. And thank you for the order.

Michael: Bye for now.

Bob: Bye.