

## **BUSINESS SCENARIO 1**

Hello, this is Mister Roberts speaking....

Excuse me?

This is Mister Roberts...I'm calling from London. May I speak to \_\_\_\_\_?

Speaking....

Yes, I'm calling on behalf of Chis Tomlen who is sick today. I wanted to find out how things are going with the N.A.P. project...

So far, so good. Things are going according to plan.

Great, great. No problems with the transport service?

No, not at all.

That's good to know. Listen, I'm going to email you an important document that you need to complete and return to me as soon as possible.

When are you sending it?

I'll be sending it sometime this week, definitely by Thursday.

OK. No problem. When do you need it back?

Monday at the latest.

That shouldn't be a problem. By the way, I still haven't received your fax regarding the new employees.

Are you sure? I thought it was sent three days ago!

I'm positive. In that case, could you please send me another one as soon as possible?

Right away!

Thanks. I need that in order to finish processing the data.

Of course. Well, I'm sorry for the delay. I'll see that you get it today.

Thanks again. Anything else?

No, that will be all....goodbye.

Alright, goodbye.

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## **BUSINESS SCENARIO 2**

Hello, this is Mister Jones speaking....

Excuse me?

This is Mister Jones...I'm calling from London. Can you hear me?

Yes, but it's a bad connection.

OK, I see. Do you want me to call you back?

No, no...that's OK, it's better now.

Who am I speaking to?

This is \_\_\_\_\_. How can I help you?

I'm calling to find out how the JAMESON project is coming along.

Everything's on schedule.

Good. How about the WAYBERRY HILLS contract?

It hasn't been signed yet. The client is out of town at the moment.

When do you expect him to return?

He should be back by the end of next week.

Alright then. Make sure you get it to me as soon as possible.

No problem. Will do. Anything else?

Yes, one more thing.... Have you had any news about the SHAW project?

Yes, I'm afraid I've got some bad news. We're running behind schedule and the client is getting a little frustrated.

We need some more staff on the jobsite.

I see. Okay, I'll see what I can do. I'll call you back tomorrow at three. Is that alright?

Actually, three's not good...how about four-thirty?

Four-thirty.....ummm.....OK. Talk to you tomorrow, then.

Alright, goodbye.

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