



Phone call 1:

Robert: Good morning, L Brothers, Robert Martin speaking. How can I help you?

Susan: This is Susan Peters. Can I speak to Mrs Stevens, please?

Robert: I'm afraid she's out at the moment. Can I take a message?

Susan: Yes, could you ask her to call me at 0117-555-1427? I have to talk to her about the Taylor contract. It's quite urgent.

Robert: Is that 0117-555-1427?

Susan: Yes, and my name is Susan Peters. I'm the lawyer who's handling the Taylor contract.

Robert: OK. Ms Peters. I'll make sure Mrs Stevens gets your message as soon as possible.

Susan: Thank you, bye.

Robert: Have a nice day. Bye.

Phone call 2:

Isabel: Good afternoon, Technotoys. Isabel Crane speaking.

Bob: Good afternoon. Is Jack Barnes in?

Isabel: May I ask who's calling?

Bob: This is Bob Green from Top-Shop Department Stores.

Isabel: One minute. I'll put you through. I'm sorry, sir, but Mr Barnes' line is busy right now. Shall I put you on hold or would you like to leave a message?

Bob: I don't mind waiting. I need to talk to him about our latest order. It's very urgent.

Isabel: OK. I'll connect you as soon as possible. I'm putting you on hold now.

Bob: Fine.

Isabel: Thank you for your patience.