

Handout 3

Instructions: Read the following conversation once.

1. Secretary: Of course. I'll tell him you came to ask for him. He'll be back in the office tomorrow morning.
2. Secretary: Good morning. Come in, please. How are you doing this morning Ma'am.
3. Secretary: Are you Sarah Fennelly?
4. Sarah: Yes, can you please tell him that Sarah needs to discuss something about the meeting next Thursday? I need to know what time it's going to start.
5. Secretary: You are welcome. Have a good day.
6. Sarah: That's right. Could you ask him to call me back, please?
7. Secretary: He is not in the office now. Would you like leave a message?
8. Sarah: Hello, could you tell Bernie Campos I need to talk to him personally, please?
9. Sarah: Thank you

In pairs, discuss and decide what is the best **order** for the following conversation between a constituent (client) and a municipal worker(secretary).

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