

On the telephone



Receptionist



Salesman



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Purchasing Manager



Salesman

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A BAD LINE

Robotics Limited. Good morning

Good morning. I to Mr. Rodriguez please? is Bob Whittaker.

I'm sorry, ... you repeat your name more please?

Yes, of course, Bob....Whittaker

I'm, I can't you very well. Could you it please?

Yes, Bob Whittaker. That's W H I double T A K E R

I'm sorry his line's Can I

..... a message?

Yes, could you him to call me

please? My number's London 350-2261

I'm sorry, where are you from?

From London

OK, thank you Mr Whittaker. Goodbye

Goodbye and thank you.

A RELUCTANT CUSTOMER

Twiney Industries. Can I help you?

Good morning. I to the Purchasing Manager please?

Who's please?

This is Bob Whittaker from Caracax Limited

One please

O'Brien

Good morning. My name's Bob Whittaker from Caracax Limited

Yes. What do you?

I'm about the literature I you.

Literature? What literature?

concerning our new of office equipment

Ah yes! I now. Very attractive but very expensive....

and excellent quality! Mr. O'Brien, I'm in your

..... this week. When can I you a visit and give you a d.....?

I'm sorry Mr Whittaker. We have all the office equipment we at the moment.

Well, I'll call you in a few months.

Why not, Mr. Whittaker? Goodbye!

Goodbye, Mr O'Brien and thank you for your time!