Telephone Conversation

Caller

Receiver

Say your name. Offer help.

Give your name. Ask how he/she is.

Reply and ask (*And you?*)

Reply. Say you are calling to ask if he /she is free for a meeting.

Say you will check your diary (schedule). Ask when is good for him/her.

Ask if he/she is free on (day)

Say you are busy & give reason. Give another day.

Say that is fine. Ask if he/she is free at (time)

Agree.

Confirm day and time

Agree

End the call

End the call