

Telephoning – supply missing lines: KEY

A: "Hello? This is Steve."

B: "Hi Steve, this is Mary from ABC Company. I'm returning your call."

A: "Hi Mary. How are you doing?"

B: "I'm doing great thanks."

A: "Thanks for returning my call. I couldn't figure out why the ending balance on fiscal year 2003 didn't match the beginning balance on of 2004."

B: "When I checked, it was matching. How much is the difference?"

A: "The amount is exactly \$42,000."

B: "Oh. I know what the problem is. We opened another bank account at the end of fiscal year 2003. I might not have included the new bank statements when I sent over the information."

A: "That makes sense. I'm just glad it wasn't out of my miscalculation. Can you send over the statements? I should be done by end of day since everything looks good."

B: "Sure. I'll fax them to you immediately. Is 555-123-4567 the number I should fax it to?"

A: "Yes. That is the correct number."

B: "I'll do it right now."

A: "Thank you for your help."

B: "I should have sent them over to you the first time. I apologize for that."

A: "No problem."

B: "Thank you."

A: "Thank you. Bye."

A: "Hello, ABC Company."

B: "Hi, this is Janet from Consult R Us. May I speak with Alex please?"

A: "He's in a meeting right now. Would you like to leave a message?"

B: "Yes. Can you have Alex call me back when he is available? My name again is Janet, and he can reach me at 555-987-6543."

A: "It's Janet at 555-987-6543. Can I tell him what this is regarding?"

B: "He sent over a fax, and the last page didn't print out. I will need for him to resend the fax to me."

A: "I'll let him know."

B: "Thank you."

A: "Thank you for calling ABC."

B: "Good bye."

A: "Bye."

A: "Microsoft, this is Steve."

B: "Hi Steve, this is Richard from Third Hand Testing. I'm calling in regards to the MSN assignment. Do you have a minute to answer a couple of questions?"

A: "Sure. What can I help you with?"

B: "We originally agreed on 5 testing procedures, but our program manager received a mail indicating 4 testing procedures. Is 4 the correct number?"

A: "Yes it is. We found that we can do the last one here."

B: "Great. Does the timeline change because we reduced one of the testing procedures?"

A: "We don't have to change the timeline. Our original timeframe was very aggressive."

B: "That makes our job a little easier."

A: "Do you have any other questions?"

B: "No. That's all I had. Thanks for your time."

A: "No problem."

B: "Ok. Good bye."

A: "Bye."

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