

When Someone is Unavailable

Dialogue Transcript 1A

Neela : Cathay Designs

Caller 1 : Hello, May I speak to Mr Pulido, please?

Neela : I'm afraid Mr Pulido is in a meeting right now. May I take a message?

Caller 1 : Could you tell him that Nicholas Comtee called?

Neela : Would you mind spelling your last name for me, sir?

Caller 1 : No problem. It's C-O-M-T-E-E.

Neela : Thank you. And your telephone number?

Caller 1 : He's got it. Thank you.

Neela : My pleasure. Have a good day!

Dialogue Transcript 1B

Neela : Cathay Designs

Caller 1 : Hello, May I speak to Mr Pulido, please?

Neela : I'm _____ Mr Pulido is in a meeting right now. May I take a message?

Caller 1 : Could you tell him that Nicholas Comtee called?

Neela : Would you _____ spelling your last name for me, sir?

Caller 1 : No problem. It's C-O-M-T-E-E.

Neela : Thank you. And your telephone number?

Caller 1 : He's got it. Thank you.

Neela : My _____. Have a good day!

Dialogue Transcript 1C

Neela : Cathay Designs

Caller 1 : Hello, _____ I speak to Mr Pulido, please?

Neela : I'm _____ Mr Pulido is in a meeting _____. May I take a message?

Caller 1 : _____ you tell him that Nicholas Comtee called?

Neela : Would you _____ your last name for me, sir?

Caller 1 : No problem. It's C-O-M-T-E-E.

Neela : Thank you. And your telephone number?

Caller 1 : He's got it. Thank you.

Neela : _____ . Have a good day!

Dialogue Transcript 2A

Neela : Cathay Designs

Caller 2 : Hi. I'm trying to get some information about a design project.

Neela : Okay. Is it a new project or an existing one?

Caller 2 : It's a new project.

Neela : I will connect you to the New Accounts department and a designer can answer your questions. Since it's lunchtime now, they may be at lunch, so if you get the voicemail, please just leave a message. I'm connecting you now, ma'am.

Machine : Hello. You've reached the New Accounts Head Designer, Linda Gao, and I'm unable to take your call at the moment. Please leave me your name and number and I will call you back as soon as I can.

Caller 2 : Hi. My name is Patricia Lee and I would like to speak with someone about a new expansion to my business. Could you please call me back today?

Again, my name is Patricia Lee and I can be reached on 6522 3454. Thank you.

Dialogue Transcript 2B

Neela : Cathay Designs

Caller 2 : Hi. I'm trying to get some information about a _____ project.

Neela : Okay. Is it a new project or an _____ one?

Caller 2 : It's a new project.

Neela : I will connect you to the New Accounts department and a _____ can answer your questions. Since it's lunchtime now, they may be at lunch, so if you get the voicemail, please just leave a message. I'm _____ you now, ma'am.

Machine : Hello. You've reached the New Accounts Head Designer, Linda Gao, and I'm _____ to take your call at the moment. Please leave me your name and number and I will call you _____ as soon as I can.

Caller 2 : Hi. My name is Patricia Lee and I would like to speak with someone about a new _____ to my business. Could you please call me back today?

Again, my name is Patricia Lee and I can be _____ on 6522 3454. Thank you.

Dialogue Transcript 2C

Neela : Cathay Designs

Caller 2 : Hi. I'm trying to get some _____ about a _____ project.

Neela : Okay. Is it a new project or an _____ one?

Caller 2 : It's a new project.

Neela : I will _____ you to the New Accounts department and a _____ can answer your questions. Since it's _____ now, they may be at lunch, so if you get the voicemail, please just leave a message. I'm _____ you now, ma'am.

Machine : Hello. You've _____ the New Accounts Head Designer, Linda Gao, and I'm _____ to _____ your call at the moment. Please _____ me your name and number and I will call you back as soon as I can.

Caller 2 : Hi. My name is Patricia Lee and I would like to speak with someone about a new _____ to my _____. Could you please call me back today?

_____, my name is Patricia Lee and I can be reached on 6522 3454. Thank you.