

Checking Back and Confirming Information

Situation 1 Dialogue 1A

Amy: World Language Centre. Amy Nassar speaking. May I help you?

Andy: Hello, I'm phoning about your business English courses. Would it be possible for you to send me some information on them?

Amy: Certainly. Are you interested in our in-company courses or our public courses?

Andy: I'm interested in your in-company training courses, particularly ones which focus on business writing skills.

Amy: Could I ask you how you found out about us? Did you see our advertisement in the newspaper?

Andy: No. Actually, I saw your advertisement in The Language Key.

Amy: Are you a training officer?

Andy: Yes. I'm an Assistant Training Officer.

Amy: OK. We have a brochure giving full details of all our courses. It also includes a brief company profile and our client list. Could I just take down your details?

Andy: Certainly. My name's Andy Wang.

Amy: Is that Wang with an 'a' or an 'i'?

Andy: With an 'a'.

Amy: And, may I have your company name and address?

Andy: Yes, it's Zirrex Ltd.

Amy: How do you spell that?

Andy: Z - I - double R - E - X.

Amy: Z - I - double R - E - S.

Andy: No. E - X as in Xerox.

Amy: OK ...that's E - X. And your address is ...?

Andy: 24th floor, The Guggenheim Building, 3 Gashouse St, Central.

Amy: Could you just repeat the building name for me?

Andy: The Guggenheim Building.

Amy: What is the spelling of 'Guggenheim'?

Andy: G - U - G - G - E - N - H - E - I - M.

Amy: So that's G - U - G - G - E - N - H - E - I - M.

Andy: Yes, that's correct.

Amy: Let me repeat your address ... 24th floor, The Guggenheim Building, 3 Gashouse St., Central.

Andy: That's right.

Amy: Your name is Andy Wang, and your title is Assistant Training Officer.

Andy: That's correct.

Amy: May I have your contact telephone number, please?

Andy: It's 2847 9584.

Amy: 2847 95

Andy: 2847 9584.

Amy: OK, I've got it ... 2847 9584.

Andy: Yes.

Amy: OK Mr. Wang. We'll send the brochure to you in the next couple of days. Please do call us if you would like any further information.

Andy: Yes, I will. Thanks very much. Good-bye.

Amy: Good-bye.

Situation 1 Dialogue 1B

Amy: World Language Centre. Amy Nassar speaking. M_____ I help you?

Andy: Hello, I'm phoning about your business English courses. Would it be possible for you to send me some information on them?

Amy: Certainly. Are you interested in our in-company courses or our p_____ courses?

Andy: I'm interested in your in-company training courses, particularly ones which f_____ on business writing skills.

Amy: Could I ask you how you found out about us? Did you see our a _____ in the newspaper?

Andy: No. Actually, I saw your a_____ in The Language Key.

Amy: Are you a training officer?

Andy: Yes. I'm an A_____ Training Officer.

Amy: OK. We have a brochure giving full d_____ of all our courses. It also includes a brief company profile and our client list. Could I just take down your d_____?

Andy: Certainly. My name's Andy Wang.

Amy: Is that Wang with an 'a' or an 'i'?

Andy: With an 'a'.

Amy: And, may I have your company name and address?

Andy: Yes, it's Zirrex Ltd.

Amy: How do you s_____ that?

Andy: Z - I - double R - E - X.

Amy: Z - I - double R - E - S.

Andy: No. E - X as in Xerox.

Amy: OK ...that's E - X. And your address is ...?

Andy: 24th floor, The Guggenheim Building, 3 Gashouse St, Central.

Amy: Could you just _____ the building name for me?

Andy: The Guggenheim Building.

Amy: What is the spelling of 'Guggenheim'?

Andy: G - U - G - G - E - N - H - E - I - M.

Amy: So that's G - U - G - G - E - N - H - E - I - M.

Andy: Yes, that's correct.

Amy: Let me r_____ your address ... 24th floor, The Guggenheim Building, 3 Gashouse St., Central.

Andy: That's right.

Amy: Your name is Andy Wang, and your title is A_____ Training Officer.

Andy: That's correct.

Amy: May I have your contact telephone number, please?

Andy: It's 2847 9584.

Amy: 2847 95

Andy: 2847 9584.

Amy: OK, I've g_____ it ... 2847 9584.

Andy: Yes.

Amy: OK Mr. Wang. We'll send the brochure to you in the next couple of days. Please do call us if you would like any further information.

Andy: Yes, I will. Thanks very much. Good-bye.

Amy: Good-bye.

Situation 1 Dialogue 1C

Amy: World Language Centre. Amy Nassar speaking. _____ I help you?

Andy: Hello, I'm _____ about your business English courses. Would it be possible for you to send me some information on them?

Amy: Certainly. Are you interested in our in-_____ courses or our p _____ courses?

Andy: I'm interested in your in-_____ training courses, particularly ones which focus _____ on business writing skills.

Amy: Could I ask you how you found out about us? Did you see our advertisement _____ in the newspaper?

Andy: No. Actually, I saw your advertisement _____ in The Language Key.

Amy: Are you a training officer?

Andy: Yes. I'm an Assistant _____ Training Officer.

Amy: OK. We have a brochure giving full details _____ of all our courses. It also includes a brief _____ company profile and our contact _____ list. Could I just take down your details _____?

Andy: Certainly. My name's Andy Wang.

Amy: Is that Wang with an 'a' or an 'i'?

Andy: With an 'a'.

Amy: And, may I have your company name and address?

Andy: Yes, it's Zirrex Ltd.

Amy: How do you spell _____ that?

Andy: Z - I - d _____ R - E - X.

Amy: Z - I - d _____ R - E - S.

Andy: No. E - X as in Xerox.

Amy: OK ...that's E - X. And your address is ...?

Andy: 24th floor, The Guggenheim Building, 3 Gashouse St, Central.

Amy: Could you just r_____ the building name for me?

Andy: The Guggenheim Building.

Amy: What is the spelling of 'Guggenheim'?

Andy: G - U - G - G - E - N - H - E - I - M.

Amy: So that's G - U - G - G - E - N - H - E - I - M.

Andy: Yes, that's correct.

Amy: Let me r_____ your address ... 24th floor, The Guggenheim Building, 3 Gashouse St., Central.

Andy: That's right.

Amy: Your name is Andy Wang, and your title is A_____ Training Officer.

Andy: That's correct.

Amy: May I have your contact telephone number, please?

Andy: It's 2847 9584.

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Andy: 2847 9584.

Amy: OK, I've g_____ it ... 2847 9584.

Andy: Yes.

Amy: OK Mr. Wang. We'll send the b_____ to you in the next couple of days. Please do call us if you would like any f_____ information.

Andy: Yes, I will. Thanks very much. Good-bye.

Amy: Good-bye.

Situation 2 Dialogue 2A

Jimmy: Xpress Web solutions, Jimmy Cheung speaking. How may I help you?

Liz: Hi, this is Elizabeth Yang from Kowloon Travels and Tours. I'm calling about renewing our website subscription.

Jimmy: When is your renewal due, Ms. Yang?

Liz: The end of March.

Jimmy: May I have your customer identification number, please?

Liz: Yes, it's double 9, double 3, 81.

Jimmy: 9-9-3-3-8-1. Got it, thanks. Would you like to renew your subscription package for one year?

Liz: Yes, that's right.

Jimmy: Thanks. That will be \$2,321. Would you like to make your subscription payment by credit card, cheque or bank draft?

Liz: Credit card, please. You already have the details. We use the same card every time.

Jimmy: Well, I'm afraid we don't save sensitive information on our records. Could you give me the card details again, please?

Liz: Certainly. The card number is 4193 2234 6711 0987.

Jimmy: Could you repeat that, please?

Liz: Sure. 4193 2234 6711 0987.

Jimmy: 4193 2234 6711 0987. Is that correct?

Liz: Yes, that's right.

Jimmy: Is that a Visa card?

Liz: No, it's MasterCard.

Jimmy: Thanks. Could you also confirm your website's URL, please?

Liz: It's www.kowloontravels.com.

Jimmy: That's K-O-W-L-O-O-N, right?

Liz: That's right.

Jimmy: Thank you, Ms. Yang. Your subscription has now been renewed up to March 2010.

Liz: Thanks a lot.

Jimmy: You're welcome. Is there anything else I can help you with?

Liz: Actually yes, there is. We've been having a glitch on the product descriptions page.

Jimmy: I'm sorry to hear that. Could you tell me exactly what the problem is?

Liz: Well, the image for each product is supposed to link to the order form, but not all the links are working.

Jimmy: I'll have someone check that and get back to you right away, Ms. Yang.

Liz: That would be great, thanks.

Jimmy: Thanks for calling, and have a great day.

Liz: Thanks. Goodbye.

Jimmy: Goodbye.

Situation 2 Dialogue 2B

Jimmy: Xpress Web solutions, Jimmy Cheung s_____. How may I help you?

Liz: Hi, this is Elizabeth Yang from Kowloon Travels and Tours. I'm calling about renewing our website s_____.

Jimmy: When is your renewal due, Ms. Yang?

Liz: The end of March.

Jimmy: May I have your c_____ identification number, please?

Liz: Yes, it's double 9, double 3, 81.

Jimmy: 9-9-3-3-8-1. Got it, thanks. Would you like to renew your s_____ package for one year?

Liz: Yes, that's right.

Jimmy: Thanks. That will be \$2,321. Would you like to make your subscription p_____ by credit card, cheque or bank d_____?

Liz: Credit card, please. You already have the details. We use the same card every time.

Jimmy: Well, I'm afraid we don't keep sensitive information on our r_____. Could you give me the card details again, please?

Liz: Certainly. The card number is 4193 2234 6711 0987.

Jimmy: Could you r_____ that, please?

Liz: Sure. 4193 2234 6711 0987.

Jimmy: 4193 2234 6711 0987. Is that correct?

Liz: Yes, that's right.

Jimmy: Is that a Visa card?

Liz: No, it's MasterCard.

Jimmy: Thanks. Could you also c_____ your website's URL, please?

Liz: It's www.kowloontravels.com.

Jimmy: That's K-O-W-L-O-O-N, right?

Liz: That's right.

Jimmy: Thank you, Ms. Yang. Your subscription has now been r_____ up to March 2010.

Liz: Thanks a lot.

Jimmy: You're welcome. Is there anything e_____ I can help you with?

Liz: Actually yes, there is. We've been having a glitch on the product d_____ page.

Jimmy: I'm sorry to hear that. Could you tell me exactly what the problem is?

Liz: Well, the image for each product is supposed to link to the order f_____, but not all the links are working.

Jimmy: I'll have someone check that and get b_____ to you right away, Ms. Yang.

Liz: That would be great, thanks.

Jimmy: Thanks for calling, and have a great day.

Liz: Thanks. Goodbye.

Jimmy: Goodbye.

Situation 2 Dialogue 2C

Jimmy: Xpress Web solutions, Jimmy Cheung s_____. How m_____ I help you?

Liz: Hi, this is Elizabeth Yang from Kowloon Travels and Tours. I'm calling about r_____ our website s_____.

Jimmy: When is your renewal d_____, Ms. Yang?

Liz: The end of March.

Jimmy: May I have your c_____ identification number, please?

Liz: Yes, it's double 9, double 3, 81.

Jimmy: 9-9-3-3-8-1. Got it, thanks. Would you like to r_____ your s_____ package for one year?

Liz: Yes, that's right.

Jimmy: Thanks. That will be \$2,321. Would you like to make your s_____ p_____ by credit card, cheque or b_____ d_____?

Liz: Credit card, please. You already have the details. We use the same card every time.

Jimmy: Well, I'm afraid we don't keep s_____ information on our r_____. Could you give me the card details again, please?

Liz: Certainly. The card number is 4193 2234 6711 0987.

Jimmy: Could you r_____ that, please?

Liz: Sure. 4193 2234 6711 0987.

Jimmy: 4193 2234 6711 0987. Is that correct?

Liz: Yes, that's right.

Jimmy: Is that a Visa card?

Liz: No, it's MasterCard.

Jimmy: Thanks. Could you also c_____ your website's _____, please?

Liz: It's www.kowloontravels.com.

Jimmy: That's K-O-W-L-O-O-N, right?

Liz: That's right.

Jimmy: Thank you, Ms. Yang. Your subscription has now been r_____ up to March 2010.

Liz: Thanks a lot.

Jimmy: You're w_____. Is there anything e_____ I can help you with?

Liz: Actually yes, there is. We've been having a g_____ on the product d_____ page.

Jimmy: I'm sorry to hear that. Could you tell me exactly what the problem is?

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Jimmy: I'll have someone check that and get b_____ to you right away, Ms. Yang.

Liz: That would be great, thanks.

Jimmy: Thanks for c_____, and have a great day.