**Telephone task**

**Ordering hardware**

L: Hello, is it XED?

D: Yes, my name is Dmitriy, I’m working as a consultant here. What do you want?

L: I would like to place an order for some hardware.

D: Would you like to order concrete products, or you want me to help you make choice?

L: No, I need specific parts:RAM KINGSTON KVR/16 modules, Motherboard GIGABYTE Z390 AORUS XTREME WATERFORCE and SSD Apacer AS350 PANTHER.

D: Ok, let me check if those parts are available. Hold on for a couple of minutes, please.  
Yes, we have all of those components. Do you want to order something else?

L: Oh, can you check the price of Arctic Cooling Accelero XTREME IV?

D: Yes, sure. Hold on for a minute. Yes, it will be $98.90.

L: Has the price gone up? As this is a repeat order, could you grant us a discount?

D: I’m sorry, that’s not company policy.

L: Fine. How long will it take for me to get my order?

D: Depending on how would you like delivery to be made.

L: I prefer home delivery.

D: Ok, delivery time is about week and a half. Is this ok?

L: Yes, that suits me fine.

D: How would you like to pay? Card or cash on delivery?

L: On delivery.

D: Ok, it will be $490.20. Shall I confirm the order?

L: Yes.

D: Alright, estimated delivery time 1,5 week, payment on delivery. Our courier will inform you about delivery. You can also track you purchase on our site. Anything else?

L: No, that’s all, thanks. Goodbye!

D: Thank you for calling, goodbye!

**Suggesting a meeting**

L: Hello, is this Dmitriy?

S: No, this is his secretary. I afraid Dmitriy is out of the office at the moment.

L: Could you tell him that Leonid rang?

S: Sure. Maybe you want to leave a message for him?

L: No, just make sure that he is aware of my call. Thank you. Goodbye!

S: Goodbye!

\*3 hours passes\*

D: Hello, Leonid! I’m sorry I was unable to answer.

L: Nice to hear you, Dmitriy. It was a long time.

D: Yeah it was for sure.

L: There is an important topic that we should discuss in private.

D: I afraid I have very busy schedule, Leonid. I barely have a time for my family e.t.c.

L: This is something much more important than your work. Trust me.

D: What could it be?

L: This is not a topic for a telephone call.

D: That’s sound really serious.

L: Would Thursday suit you?

D: No, I definitely can’t make it on Thursday.

L: Then choose a day by your own.

D: I have to re-check my schedule first. I’ll call you when I’ll made up mind.

L: Ok, I’ll be waiting. Goodbye.

D: Goodbye.

\*30 minutes passes\*

D: Hello, I figured out that I can do some rearrangements in my schedule and get a one hour-window at 7:00 p.m. on Friday.

L: Good. Where would be the most convenient for you?

D: I know one good place at Royal Brougham Way 84.

L: Ok, I’ll be there.

D: I look forward to meeting you.

L: I’m too, Dmitriy. Goodbye.