**Ms. Anderson** (sales representative Jewels and Things): ring ring...ring ring...ring ring...

**Mr. Smith** (Secretary): Hello, Diamonds Galore, this is Peter speaking

**Ms. Anderson**: Hi there Peter.

**Mr. Smith** (Secretary): How may I be of help to you today?

**Ms. Anderson**: Yes, this is Ms. Janice Anderson calling. May I speak to Mr. Franks, please?

**Mr. Smith**: I'm afraid Mr. Franks is out of the office at the moment.

**Ms. Anderson**: Is that so, who is the line that I can talk to for now?

**Mr. Smith**: I, Maam, Peter here. Would you like me to take a message?

**Ms. Anderson**: Uhm...actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Franks mentioned. Did he leave any information with you?

**Mr. Smith**: As a matter of fact, he did leave information to tell to you. He said that a representative from your company might be calling. He also asked me to ask you a few questions...

**Ms. Anderson**: Great, I'd love to see this problem resolved as quickly as possible.

**Mr.Smith**: I hope it can resolve the thing that is giving hinderance to your shipment.

**Mr. Smith**: Well, we still haven't received the shipment of earrings that was supposed to arrive last Tuesday.

**Ms. Anderson**: Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the earrings will be delivered by tomorrow morning.

**Mr. Smith**: Excellent, I'm sure Mr. Franks will be pleased to hear that.

**Ms. Anderson**: Yes, the shipment was delayed from France. We weren't able to send it along until this morning.

**Mr. Smith**: I see. Mr. Franks also wanted to schedule a meeting with you later this week.

**Ms. Anderson**: Certainly, what is he doing on Thursday afternoon?

**Mr. Smith**: I'm afraid he's meeting with some clients out of town. How about Thursday morning?

**Ms. Anderson**: Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?

**Mr. Smith**: No, it looks like he's free then.

**Ms. Anderson**: Great, should I come by at 9?

**Mr. Smith**: Well, he usually holds a staff meeting at 9. It only lasts a half-hour or so. How about 10?

**Ms. Anderson**: Yes, 10 would be great.

**Mr. Smith**: OK, I'll schedule that. Ms. Anderson at 10, Friday Morning...Is there anything else I can help you with?

**Ms. Anderson**: No, I think that's everything. Thank you for your help

**Mr.Smith**: Are you sure you won’t need any help?

**Mr.Anderson**: For now, that’s all. Thank you again. Goodbye.

**Mr. Smith**: Goodbye.