**Receptionist:** Janson Wine Importers. Good Morning. How can I help you?

**Caller:** Could I speak to Mr. Adams, please?

**Receptionist:** Who's calling please?

**Caller:** This is Juan Meza.

**Receptionist:** Sorry, I didn't catch your name. 

**Caller:** Anna Beare. That's M -E -Z -A.

**Receptionist:** Thank you. And where are you calling from?

**Caller:** Sun Soaked Vineyards

**Receptionist:** OK Mr. Meza. I'll try and put you through. … I'm sorry but the line's busy. Would you like to hold?

**Caller:** Could I leave a message?

**Receptionist:** Certainly. 

**Caller:** Could you tell Mr. Adams that our shipment will be postponed and that the 200 cases ordered should arrive next Monday.

**Receptionist:** Shipment delayed … arriving next Monday.

**Caller:** Yes, and could you ask him to call me back when the shipment arrives?

**Receptionist:** Certainly. Could you give me your number please?

**Caller:** Yes, it's 503-589-9087

**Receptionist:** That's 503-589-9087

**Caller:** Yes, that's right. Thanks for your help. Goodbye

**Receptionist:** Goodbye.