Thanks for calling Riverside Auto Repair. How can I help you?

Hi. I got my car repaired last week and used your shuttle service to get a ride back to my office. Can you tell me why there’s a service charge on my invoice for using the shuttle? I’ve never had to pay that before.

Yes, unfortunately the cost of auto fuel has risen quite a bit, so the company now requires us to charge for the shuttle.

Well, I wasn’t expecting that.

I’m sorry we didn’t inform you of this ahead of time. I’ll waive the fee now, but please be aware that you’ll have to pay for rides in the future.

**35-37**

In sports news, our own Easton Jaguars won today’s soccer match against the Portville Lions. Here to tell us about the game is Aaron Parker, the goalkeeper for the Jaguars. Mr. Parker, thanks for joining us

Thanks for having me. Today’s game was challenging – it started to rain early on, and the storm didn’t let up for nearly an hour. There were several times when we lost control of the ball because the field was so wet and slippery.

Well, you all played really well despite the weather. Now, it’s time for a commercial break, but stay tuned – we’ll soon be back with Aaron Parker to talk about the game’s most exciting moments.

**38-40**

Hi Paul, l know we were planning to work at the trade show together next week, but something has come up. Do you think you could find someone else to go in my place?

Sure, that can probably be arranged. Can I ask why you’re unable to go?

My department recently hired several new people, and I want to be here to make sure that their training goes smoothly.

I understand. I’ll call Ramona and ask her if she’d be able to attend the show instead.