

▪ **SITUATION 01: LEAVING A MESSAGE**

Caller: You work for Samsung. Introduce yourself and say you want to talk to Mr. Fox to ask about the details of your next meeting. If he is not in, leave a message and ask him to call you back. Give out your telephone number.

Secretary: Mr. Fox is not in. Ask to take a message. Ask to repeat telephone number.

▪ **SITUATION 02: ASKING FOR INFORMATION ABOUT A SERVICE**

Caller: You are a client. Ask for information – opening and closing hours and ticket prices.

Customer Service Agent: Introduce yourself and answer client's questions.