“Have you got that?”
**SCENE:** Patrick Scott is running late for a meeting and trying to call his boss. Abbey, the secretary, is taking the phone call for Patrick’s boss, who is currently on another line.

Abbey: Good morning! PharmaConn. This is Abbey speaking. How may I help you?

**Patrick:** Good morning, Abbey! This is Patrick.

Abbey: Oh! You’re on your way here for the teleconference, right?

**Patrick:** Yeah, but my train stopped for some reason. So, I’m trying to catch a cab now. Could I speak to Ms. Obi?

Abbey: I’m afraid Ms. Obi is on another line. Can I take a message?

**Patrick:** Yes, please. Would you mind asking her to start the video conference without me?

Abbey: No problem.

**Patrick:** Could I give you the password to join the teleconference?
Abbey: Hold on please, I’ll get a pen and paper.

Patrick: Sure.

Abbey: OK, I’m ready.

Patrick: It’s G88-E410-B33. Have you got that?

Abbey: Let me repeat that. It’s G88-E410-B33. Is that correct?

Patrick: Exactly.

Abbey: But it looks like Ms. Obi won’t finish soon. Is it all right if I start the teleconference now? We don’t want our colleagues waiting, right?

Patrick: Yes, please. Thanks a lot, Abbey! See you in a bit!

Abbey: You’re very welcome, Patrick. Take it easy!
PRACTICE 1: Practice making phone calls to the following people based on your relationship with them. How well do you know them? Be careful about the degree of formality you use.

USEFUL PHRASES:

• Hello. This is Motoyuki Sato of East Electronics. Can I speak to Mr. Hays?

• Hi! It’s Motoyuki. Can I talk to Mr. Hays?

• Good morning! Mr. Hays, please. It’s Motoyuki Sato.

Call Mr. Lawrence
(a new client)

Call Mrs. Vanderbilt
(your receptionist)

Call Mr. Roberts
(a friend)
PRACTICE 2: When you leave a message, you are usually asking for a favor (お願い): You want someone to help with your presentation, change an event date, or come to the company party. But sometimes messages are commands (命令). Leave a message for the people below using the appropriate phrases.

USEFUL PHRASES:
1. Would you mind asking him/her to...? (favor)
2. Could you tell him/her that...? (favor)
3. Could/Would you ask him/her if we can...? (favor)
4. Please be sure to tell them that...(command)
5. Don’t forget to tell them that...(command)

Call Mrs. Vanderbilt
...I will be late for the meeting.

Call Mr. Roberts
...delay the party?

Call Mr. Lawrence
...submit the report?
PRACTICE 3: Especially in business situations, it is important to confirm information that you give or receive. There are many situations where you might not hear someone well, or you simply want to make certain what they said. Match the useful phrases with the pictures below.

USEFUL PHRASES:

1. Say that again, please. Sorry, it’s very loud in here!
2. Let me repeat that. It’s 555-444-3321, correct?
3. I’m sorry, what did you say? I couldn’t hear you. Awww, I dropped my phone!
4. Sorry, I didn’t catch that. Wait, I have to catch this...
COMMUNICATION PRACTICE: Imagine you are in charge of organizing a company event. Call a few people to make sure that they are properly prepared for the event.

Task 1: Ask the CEO, Mr. Allen, to wear a tuxedo for the event.

Task 2: Tell your friendly colleague, Erin, that you will pick her up at 8 o’clock.

Task 3: Ask your assistant staff, Tyler, if the catering service has already faxed the bar list. If not, make a follow-up call at 035-860-5545.
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