



Call Part 1



(After receiving the email, Jun calls Mr. Chan)

Jun: Hello Good morning, may I please speak to Mr. Chan.

Secretary: May I know who's calling please?

Jun: Jun Honda the Senior Engineer of Bell Trading

Secretary: I'm sorry Mr. Honda; Mr. Chan is not here right now. Could I just take your message?

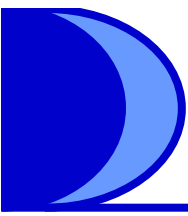
Jun: That will be good, please tell Mr. Chan that I have received the company's Terms and Conditions and we would like to have a further talk about the cost and production schedule.

Secretary: Would that be all?

Jun: Yes, for this time.

Secretary: Okay Mr. Honda, I'll be sure to give him the message.

Useful Expressions	Purpose	Other way of saying
1. Good morning, may I please speak to ____	- Saying who you want to talk	- I'd like to speak to ____, please. - Could I have the department, pls. - Is ____ there, please



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2. May I know who's calling please?	- asking who the caller is	- Who's on the line pls.? - Who's this please? -Who am I talking to?
3. Could I just take the message?	- offering to help in other ways	- May I take your message? - Do you wish to leave a message?

4. That will be ok	- agreeing to the offer	- That would be very nice - I'd like that - Thank you. That would be a pleasure.
5. Would that be all?	-asking if there's anything the secretary can do for the caller.	- Is that all? - Do you need anything else?
6. I'll be sure to give him the message.	- saying that she will surely relay the message	- You'll be assured he gets the message. - I'll be sure to relay your message.