

Call Part 2



Call Part 2 (Jun calls for Mr. Chan)

Jun: Hello Good morning, this is Mr. Honda.
Remember me?

Secretary: Oh yes sir, how could I forget? **What
can I do for you today sir?**

Jun: **Is Mr. Chan there? Could you connect me
to Mr. Chan please?**

Secretary: **Certainly**, hold on sir I'm putting you through.

(Secretary is connecting Jun to Mr. Chan's office)

Mr. Chan: Hello, who's this please?

Jun: This is Mr. Honda from Bell Trading Company.

Mr. Chan: Oh Good morning Mr. Honda. It's nice to finally talk to you.

Jun: Oh **likewise** Mr. Chan. Thank your for your prompt e-mail the
other day,

Mr. Chan: Oh, not at all.

Jun : I am planning to have a business trip to HK next week in order to
discuss further about the order, also I would like to set a
factory visit if possible.

Mr. Chan: Yes of course, next week would be perfect.

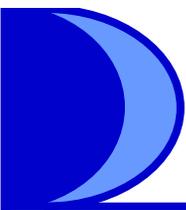
Jun: I will arrive in HK on 1st of June, so I wish to visit your place on
the next day the 2nd. Would that be okay?

Mr. Chan: No problem. We will arrange everything for your visit on
that day..

Jun: **That's great.** Thank you very much for your time Mr. Chan.

Mr. Chan: Thank you for calling, We are waiting for you next week...

Jun: Okay, See you then..



Call Part 2

Useful Expressions:	Explanation	Other ways to say
- What can I do for you today?	- offering help to a costumer	- How may I help you? -Can I help you with something?
- Is Mr. Chan there	- want to talk to someone	- Can I talk to Mr. Chan? - Could I speak to Mr. Chan? - I'd like to speak to... -Could I have the...Department please?

- Could you connect me to...?	- Asking if the person can be connected to a specific person	- Could you put me through...? - Can you help me connect to...
- Certainly!	- Giving a n affirmation	- Absolutely -Positively - Definitely - Sure
- Likewise	- The person feels the same way	- As well as - Also - Similarly
- That's great!	- The person is satisfied and happy with the arrangement.	- That's good - That's perfect - That's fine