Objective 37 Role Play Practice

Calling a Supervisor

Operator: Hello. This is Bill’s Department Store. May I help you?

Employee: Hi, my name is \_\_\_\_\_\_\_\_\_. I want to talk to Mrs. Plant, please.

Mrs. Plant: This is Mrs. Plant. May I help you?

Employee: Hi, this is \_\_\_\_\_\_\_.

Mrs. Plant: Hello, \_\_\_\_\_\_. How can I help you?

Employee: I have a problem. I need to leave early on Thursday.

Mrs. Plant: Why do you need to leave early?

Employee: I need to go to the clinic.

Mrs. Plant: Can you go after work?

Employee: No, I can’t. The clinic closes at 5:00.

Mrs. Plant: Okay. Thank you for calling me.