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 would like to talk to Mrs. Plant, please.

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

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

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

Employee: I have a problem. May I leave early this Thursday?

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

Employee: I need to go to the clinic.

Mrs. Plant: Why don’t you go on your day off?

Employee: That doesn’t work for me. The clinic isn’t open on my day off.

Mrs. Plant: Do I need to schedule someone else?

Employee: No, I will finish my work before I leave.

Mrs. Plant: Okay. That’s fine. Thank you for calling me.