Audio transcript 3/2007
Ex. 12 Preparing for calls

Howard Jones: Howard Jones. Good morning.
Francine Davis: Oh, sorry. I was expecting your secretary. Um. Hi. Hello.
Jones: Sorry. I didn't catch your name.
Davis: No. Um. It's, um, Davis. My name is Francine Davis.
Jones: Right. May I ask what it's about?
Davis: Oh, right. Of course. It's about seminars. How much are they?
Jones: I'm sorry. I'm not quite clear what you mean.
Davis: My boss wants me to find out how much your seminars cost.
Jones: Let me get this straight. You'd like me to hold a seminar. When, how long and on what topic?
Davis: September. Sorry. I'm not being very clear, am I? Four of our managers want a seminar on time management.
Jones: I see. And who are you exactly?
Davis: I'm the assistant to the HR manager.
Jones: No, what I meant was — which company are you from?
Davis: Oh, right. Of course. Multiservices. We offer logistics support to manufacturing
companies.
Jones: OK. Let's see if I've understood you correctly, Ms Davis. You're calling from the human-resources department of Multiservices to see if I can provide a seminar on time management for four of your managers in September. Right?

How can you improve this call?

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