

Hi Brian.

Hi Jim. How are you going ?

Could be better to be honest. We've got a problem with the production of our new product and I have no idea how to fix it.

What's the problem ?

Well they're selling like hotcakes and we can't produce them quickly enough.

It could be worse.

Yes, but I feel we're missing out on some valuable sales.

Hi Julie, do you know Ben & Sally's address ?

Sure, I have it here in my diary somewhere – I think it's on Thompson Road but let me check.

That would be great as I need to send them something.

Um, here it is. It's actually Thomikons road, number 13 and the postcode is 24358.

Could you spell the road name for me ?

Sure T H O M I K O N S

Hello, Dr Smith's office, how can I help you?

Hello I'd like an appointment for my son with Dr Smith please as soon as possible.

I'm sorry but I don't have any appointments for today but I do have one tomorrow morning at a quarter to eight or in the evening at 20 to 7.

Ah, I'll take the one in the morning please.

Hi Jenny. How are you ?

I'm good thanks. What about you Bob, how are you going ?

I've seen better days.

Do you have Tim's phone number ?

Of course. It's area code, 07 then double 5, 36, 91, double 4