

A: Midwestern Commercial Bank. Good afternoon.

B: Good afternoon, I wonder if you could help me. Um, I need to speak to someone in charge of international banking.

A: That'd be Mr. Peterson. Hold on, I'll put you through.

C: International banking. May I help you?

B: Oh, er, hello. Er, may I speak to Mr. Peterson, please?

C: I'm afraid he's in a meeting right now. Could you leave your name and phone number, so that he can call you back?

B: Sure. Ken Whiting at 480 555 7885.

C: And your company's name is?

B: Home Electronics.

KW: Home Electronics. Whiting speaking.

JP: Ah, yes, Mr. Whiting, this is Jim Peterson from Midwestern Commercial Bank.

KW: Oh, thanks for returning my call, Mr. Peterson.

JP: Ah, it's no problem at all. Er, what can we do for you?

KW: Well, I'd like to know more about your loan requirements for overseas investments. We're considering opening another branch in Brazil, and er ....

JP: Ah, yes, of course! I'll tell you what I'll do. I'll er, I'll have my secretary send you an information pack, and er, then we can schedule a meeting. What do you say to, er, Thursday?

KW: Yeah, that'll be good.

JP: Oh, OK then. I'll put my secretary back on the line to arrange a time for a meeting. OK?

KW: Thanks.

Sec: Hello again, Mr. Whiting. Can I have your address first, please?

KW: Sure. It's Home Electronics, 14 Melbourne Road, er ....

Sec: And, that's Phoenix?

KW: Correct. Phoenix, 85001.

Sec: OK. And now for the appointment. Mm, would 2:30 be convenient?

KW: That's perfect.

Sec: OK. So, that's 2:30 on Thursday.

KW: Right.

Sec: Now, let me give you our address.