

Telephone_09: Phone Systems (Duration: 01:09)

- Thank you for calling Pacific Rim Cruises. This is Stephanie speaking. How may I help you?
- I want to speak to Simon Chang please.
- And may I say who's calling?
- Yes. This is Edgar Young of Amcan Travel.
- Thank you Mr. Young. Please hold.

- This is Simon Chang's phone.
- There's a Mr. Young from Amcan Travel on the line.
- Simon's in a meeting. Hold on ... Simon?
- Yes?
- Edgar Young's on the line. Do you want to speak with him?
- No. Tell him I'm in a meeting, and tell him that I'll call him later.

- I'm putting you through now.
- Thank you.
- This is Mr. Chang's assistant. How may I help you?
- Can I speak to Simon please?
- I'm afraid he's in a meeting, Mr. Young. Can I take a message?
- It's important. Can't you interrupt him?
- I'm afraid not, Mr. Young. Do you want him to call you back?
- I guess so.
- Does he have your number?
- Yes, he does. Thank you.