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Mr. Shelli is the Sales Manager of Modern Office Limited. He buys office equipment in Europe and sells it in Dongali. The equipment is usually sent by sea. Today Mr Shelli is enquiring about a shipment of typewriters that he is expecting. His Secretary Maria telephones the United Shipping Agents Ltd. Mr Da Costa of the shipping agents tells Maria that the shipment should arrive on Saturday and it usually takes two days to unload the cargo and clear the Customs. Maria says she will telephone Mr Da Costa on Tuesday morning to ask if the shipment is ready for collection. Here is the wrote episode.

MR SHELLI : Maria , I am waiting for some more typewriters to arrive weve nearly sold out. MARIA : When should they be here ? MR SHELLI : We ordered them two months ago so they should be here by now. MARIA : Shall I telephone the shipping agents and ask them when the ship arrives ? MR SHELLI : Yes. Yes , please Maria. You can get all the information from the copy of the Bill of Lading you will find it in the file. MARIA : Certainly , Mr Shelli. (TO HERSELF) Now , where is the Bill of Lading ? Ah , here it is. And the agents telephone number is 74319. (LIFTS RECEIVER) ROSE : Switchboard. MARIA : Give me an outside line , please Rose. ROSE : Here you are Maria. MARIA : Thank you. (STARTS TO DIAL) Seven Four Three One Nine. MALE VOICE : United Shipping Agents Ltd.Can I help you ? MARIA : Good morning. This is Modern Office Ltd. Id like to

enquire about a shipment of typewriters coming from Switzerland.

MALE VOICE : From Switzerland ? MARIA : Yes.

MALE VOICE : Hold the line , please , caller , Ill put you through to Mr da Costa. He deals with shipment from Europe.

DA COSTA : Da Costa speaking.

MARIA : Oh , good morning , Mr da Costa. This is Modern Office Limited. I want to enquire about a shipment of typewriters coming from Switzerland.

DA COSTA : I-lave you a copy of the Bill of Lading ?

MARIA : Yes , I have.

DA COSTA : Good. What ship are the type-writers coming on ?

MARIA : The “ Motazuri ” 。

DA COSTA : The “ Motazuri ” ?

MARIA : Yes , when did it leave Marseilles ?

DA COSTA : Hold the line please. (LOOKS THROUGH PAPERS) The “ Motazuri ” left Marseilles two weeks ago. It should arrive on Saturday.

MARIA : When can we collect the typewriters ?

DA COSTA : Well , it usually takes two days to unload the cargo and clear the Customs. Sunday , Monday , yes , you can collect he shipment on Tuesday.

MARIA : Thank you , Mr Da Costa. Ill telephone you on Tuesday morning to ask if the shipment is ready for collection.

DA COSTA : Yes , I shall know by then.

MARIA : Thank you , very much Goodbye.

DA COSTA : Goodbye.

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