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A: Hello, thank you for calling Bradford and Sons. This is Tracy speaking, How may I help you? B: Hello. I would like to speak to your director of human resources, Ms. Jenkins, Please. A: Just a moment. I'll check to see if she is at her desk. May I tell her who is calling? B: This is Bill Burton from Milford Insurance, I'm calling to regards to our meeting next Tuesday. A: Thank you, Mr. Burton. Can you please hold for a moment? I'll check to see if she is available. B: No problem. A: I'm sorry, Ms. Jenkins is away from her desk. She has already left for lunch. Would you like to leave a message for her? B: Yes, please have her return my call when she returns to the office. It's best if she can get in touch with me before 3 pm today. She can reach me at my office number, 635-8799. A: I'm sorry, I didn't quite catch that, could you please repeat the number? B: No problem, my office number is 635-8799, Tell her to ask for extension 31. A: I'm sorry, Mr. Burton, just to confirm, your name is spelled B-U-R-T-O-N, is that correct? B: Yes, and I represent Milford Insurance. A: I will make sure Ms. Jenkins receives your message and returns your call before 3pm this afternoon. B: Thank you very much. Dialogue 2 A: Hello, Pasadena Inn, this is Sandy, how may I direct your call? B: I'd like to speak to someone about reservations. A: I can help you with that. What date would you like to make a reservation for? B: We'll be arriving May 12th, but I would like to make reservations for penthouse. A: Oh, I'm

sorry sir,I only handle bookings for our standard rooms.The person you need to speak with is Tony Parker,he makes all the arrangements for our executive accounts.Unfortunately,hes not here right now.Can I take your name and number and have him get back to you? B:When do you expect him back in? A:Hell be out all afternoon,he might not be able to return your call until tomorrow,Will that be alright? B:Yes.I suppose.My name is Sam Darcy.He can contact me at 660-843-3235. A:Could you please spell your last name for me? B:Sure.Its D-A-R-C-Y. A:Okay.Mr Darcy,and your phone number is 660-843-3233? B:Thats 3235. A:Sorry!3235.Great.Ill have Tony call you first thing tomorrow morning. 100Test 下载频道开通，各类考试题目直接下载。详细请访问 [www.100test.com](http://www.100test.com)