



**EXERCISE 2** Fill in the blanks and read the dialogue.  
空欄を埋めて、ダイアログを読みましょう!

Greg Lincoln Airways, \_\_\_\_\_ department, Greg speaking.  
How may I help you?

Ann Hello, my name's Ann Boyle.  
I'm calling about an \_\_\_\_\_ a ticket reservation.  
I booked the ticket on your Web site yesterday,  
but I never received a confirmation e-mail.  
\_\_\_\_\_ that the transaction hasn't been processed properly.  
The booking number is 2475289.

Greg All right, Ms. Boyle.  
Let me clarify the situation and get back to you  
as soon as I figure out what happened.  
How can I \_\_\_\_\_ with you this afternoon?

Ann I'm at work at the moment, so \_\_\_\_\_ you my office number.  
It's 555-6403, extension 214.

Greg So that's 555-6403, extension 214. \_\_\_\_\_?

Ann Yes, that's correct.  
Unless something comes up,  
\_\_\_\_\_ me at that number until five o'clock today.

**FOLLOW UP QUESTIONS** | 関連情報

Question 1

» How did Ms. Boyle reserve her ticket?

Answer 1

- a. By e-mail
- b. By phone
- c. In person
- d. On a Web site

Question 2

» What is Ms. Boyle missing?

Answer 2

- a. A booking number
- b. A confirmation e-mail
- c. A contact number
- d. A mailing address

## EXERCISE 3

Practice speaking using the following scenarios.  
それぞれの状況に沿って、スピーキングを練習しましょう!

### Talk 1

Your manager (your teacher) is out of the office today.  
She calls you to see if a client has contacted you about a proposal you submitted.  
You have not heard from the client yet. Your manager wants you to let her know as soon as you hear anything. Ask your manager how you can reach her.

### Talk 2

You cannot find a folder with some work documents in it.  
You think you may have left the folder at the restaurant where you had lunch.  
You call the restaurant, and the staff member (your teacher) says she will look for it.  
She asks for your phone number so she can call you back.  
Relay your office phone number (use your actual phone number) to the staff member.

### Talk 3

You want to obtain a permit from the city government.  
You call the city, but it is not the right department for the permit you need.  
The official you are speaking to (your teacher) gives you the number of the correct department. Confirm the number by repeating it.

## WORDS & PHRASES | 単・熟語表現の紹介

» never / まだ～ない    » confirmation / 確認    » transaction / 商取引    » process / 処理する

» clarify / 明らかにする    » figure out / 見つける、考えつく    » at the moment / 只今のところ    » extension / 内線

## HOMEWORK

### Writing 1

You are planning a conference at a hotel. The event will start tomorrow afternoon.  
There are some last-minute changes you would like to discuss with the organizer, Ms. Dalton, by phone tomorrow morning.  
Write an e-mail asking how you can contact her tomorrow morning.

### Writing 2

You are on a business trip to New York. While there, you want to arrange a meeting with a supplier, Mr. Bernstein.  
You would like him to call you to set up a time. He has your mobile phone number, but you want to give him the hotel number as well. E-mail Mr. Bernstein and give him the contact number at the hotel. You are staying in room 305.