Dialogue #1: Calling a child’s school

A: <Ring!>
B: Stevenson Elementary. This is Carol.
A: This is Terry Mishkov.
   My child is sick and will not be in school today.
B: What is your child’s name?
A: Sergey Mishkov.
B: How do you spell that?
A: Sergey is spelled S-E-R-G-E-Y, and Mishkov is M-I-S-H-K-O-V.
B: Thank you. What grade is Sergey in?
A: He is in third grade.
B: And what is his teacher’s name?
A: Mrs. Smith.
B: All right. Thank you for calling.
A: You’re welcome.
B: Goodbye.

Dialogue #2: Wrong numbers and right numbers

A. [dials]
B. [answers:] Hello?
A. This is ________. Is Sherri there?
B. I’m sorry. You have the wrong number.
A. Is this 555-5024?
B. No, it isn’t.
A. Oh, I’m sorry.

A. [dials]
B. [answers:] Hello?
A. This is ________. Is Sherri there?
B. No, she isn’t.
A. What time do you expect her home?
B. She’ll probably be back by 9:30.
A. Oh, thank you. I’ll call back later.
A. [dials]
B. [answers"] Hello?
A. This is __________. Is Sherri there?
B. Yes. Just a minute, please.
A. Thank you.

Dialogue #3: Telemarketers

A: <Ring!>
B: Hello?

A: May I please speak to Jun Tanaka?
B: This is Jun.

A: Jun, This is Vic Yeltsin from Humbug Insurance Company.
    How are you this evening?
B: Fine, thank you.

A: Jun, the reason I’m calling tonight is that we are offering
    a new special policy that can save you a lot of money.
B: No thank you. I’m not interested.

A: All right. Thank you anyway.
B: Good-bye.

(To stop a sales person from talking, say “Please take me off of your list.”
By law the person must stop. S/he may explain that it will take three
weeks to remove your name from the list, but the conversation will be
finished.)