Telephone Call Script: Parking Lot Reservation

Mr. Finn: Alden Finn speaking, how may I help you?
Kris: Good morning, Mr. Finn. This is Kris of Bianca Empires Hotel. I'm one of Maine’s colleagues. Is this a good time?

Mr. Finn: Yes, Kris. Are there any changes regarding our visit tomorrow?

Kris: There’s none, actually. I just called to ask if you’re going to bring your own cars tomorrow so we can reserve parking spaces for you.

Mr. Finn: Oh, right! I totally forgot about that. Yes, we’ll be arriving in two cars tomorrow morning.

Kris: Noted, sir. I’d like to ask for the plate numbers please so our security team can reserve spaces for you.

Mr. Finn: Okay, do you mind staying on the line while I get the details?

Kris: No problem, sir.

Mr. Finn: Thanks!
Mr. Finn: Thanks again for waiting. We’ll be bringing a black BMW sedan with plate number VMG 1892. That’s victory-mike-golf 1892. The other one is a blue Subaru sedan with plate number NDX 9308. That’s november-delta-x-ray 9308.

Kris: Thank you for that, sir. If you don’t mind, I’d like to confirm if I got the details correctly.

Mr. Finn: Please...

Kris: So the plates for a black BMW sedan and a blue Subaru sedan are VMG 1892 and NDX 9308.

Mr. Finn: That’s correct.

Kris: Thank you very much, sir. We’ll be expecting you tomorrow at 8:30AM. You may head to the right wing of the hotel along Rousey Street where the parking slots are.

Mr. Finn: That’s very helpful! Thanks again, Kris. I’ll see you tomorrow then. Have a good day!

Kris: Thank you Mr. Finn, you too!

A. Exercise 1

Complete the telephone conversation using appropriate and polite words: 丁寧な語を使用して、電話での会話を完成させましょう。

Mr. Finn: ______ speaking, ________________?

Kris: Good morning, ______. This is Kris of Bianca Empires Hotel. I’m one of Maine’s colleagues. __________?

Mr. Finn: Yes, Kris. Are there any changes regarding our visit tomorrow?

Kris: There’s none, actually. I just called to ask __________.

Mr. Finn: Oh, right! I totally forgot about that. Yes, we’ll be arriving in two cars tomorrow morning.

Kris: Noted, sir. __________________________. __________________________.

Mr. Finn: Okay, _________________ while I get the details?

Kris: No problem, sir.

Mr. Finn: ____________.
B. Exercise 2

Express the ideas in the following sentences on your own:
以下の文に自分の言葉で答えてみましょう。

EXAMPLE: “Yes, Kris. Are there any changes regarding our visit tomorrow?”
1. Sure, Kris. Are you calling about our visit tomorrow?
2. Not a problem, Kris. Is this about possible changes in our appointment tomorrow?

A: “Good morning, Mr. Finn. This is Kris of Bianca Empires Hotel. I'm one of Maine’s
colleagues. Is this a good time?”
1. __________________________________________________________
2. __________________________________________________________

B: “Okay, do you mind staying on the line while I get the details?”
1. __________________________________________________________
2. __________________________________________________________

C. Exercise 3

Discuss:
話し合いましょう。

1. What was the call about?
2. Why do you think Kris called Mr. Finn to make sure his team has designated parking
spaces for the meeting?
3. What can you add to make the call even better?

D. Exercise 4

Additional Reference
（You may use the NATO phonetic alphabet to spell words or names over the phone for
clarification.）
例を使ってスペルを説明しましょう
（電話でスペルや名前などを説明するための”NATO音標文字”を使っても良いです。）

1. ZWX 991: 4. 531 NCK:
2. BY 4554: 5. AD60 YTB:
3. AR02 ONR: 6. EK10 PKB: