Talking to a Supervisor Practice A

**Calling in Late**

*Practice the script with your partner. Please note the bold sections.*

Receptionist: Good morning, Target Azusa. Jenny speaking, how can I help you?

Mark: Good morning, Jenny. **This is Mark Jones from fresh foods. Can you transfer me to Jim Chan’s extension**?

Receptionist: Sure, Mark. Please hold while I connect you. Mark: Thanks.

Mr. Chan: This is Jim Chan.

Mark: Hi Mr. Chan, **this is Mark Jones**. **I am calling to let you know that my son is sick and I have to wait for the babysitter to arrive. Can I come in late today?** I should be there in two hours.

Mr. Chan: Sorry to hear your son is ill and yes you can come in late. Mark: Thank you. I hope my tardiness doesn’t cause a problem. Mr. Chan: It’s no problem, I understand. What time will you arrive?

Mark: **I should be there at 11:00 am.** If the babysitter gets here earlier, I will be there before 11:00 am.

Mr. Chan: Okay, Mark. Take care of your son and I will see you soon.

Mark: Thanks for understanding, Mr. Chan. **I really apologize for the inconvenience. Can I stay late to make up the time?**

Mr. Chan: I think that’s OK, Mark. You’re never late or absent. We can talk about this when you arrive.

Mark: That sounds great. Should I call you when I arrive?

Mr. Chan: No, it’s not necessary, I will find you in the fresh foods department. Mark: OK. I will be there shortly.

Mr. Chan: Good to hear.

Mark: Thanks again. See you soon.

Mr. Chan: Okay, goodbye.