

Lesson 1: Missing CDs

Scene 1

It's 7:30 AM Tuesday morning, and you sit down at your desk at the office. You check your voicemail and are surprised to find that you have six messages, all from co-worker Anthony Pike, who works out of your software company's New York office. The messages sound progressively urgent, and by the last one, he sounds rather agitated. A New York-based client was expecting to receive a shipment of CDs she had ordered and nothing had arrived, and her customers were waiting.

Mr. Pike seems to have forgotten that New York is 14 hours behind Tokyo and that you were probably still sleeping when he left his messages. Now, it is the end of his day and only the beginning of yours. In his last message, he said that he would be leaving the office at about 7 PM and would expect to hear from you before then or he would contact your supervisor, Takeda-san.

The phone rings, and you pick it up. It is the secretary telling you that Anthony Pike is on the line from New York.

You: Good morning. This is Takeshi Matsuo.

Anthony : Matsuo? Pike here. We have a problem.

You: I just walked in and received your messages. I was about to call you.

Anthony : Where are the damn CDs? I have a client who is really pissed off and don't know what to tell her.

You: As I mentioned, I just walked in. As soon as we get off the phone, I'll walk down to the shipping department and find out what happened. At what number can I reach you?

Anthony : My cell: 212-834-9137

You: Let me read that back to you: 212-834-9137.

Anthony : Yeah. Call me within 10 minutes, okay?

You: Yes, I'll call you back as soon as I have any information.

Anthony : Bye.

You: Good-bye.