***Taking messages***

**S:** Good morning, Athens Palace Hotel. Angela speaking. How can I help you?

**C:** Hello. Could I speak to Mr Wollman in room 502, please?

**S:** Just one moment, and I’ll connect you. I’m sorry, there’s no answer from room 502. Can I take a message for you?

**C:** Yes, please. My name’s Hans Schmidt. Please tell him there’s a meeting tomorrow at 10 o’clock.

**S:** Certainly, sir.