



Hiro talks with the long-distance operator.
 Operator: Thank you for using AT & T. May I help you?
 Hiro : I want to call Japan
 Operator: May I have the number please?
 Hiro : It`s 045 – 4321-9876
 Operator: That`s 045-4321-9876,right?
 Hiro : Yes, I want to talk with akiko Kobayashi
 Operator: Person-to –person to Akiko Kobayashi
 Hiro : That`s right.
 Operator: Just a moment. I`m sorry , Sir. Nobody answers.
 Hiro :No, answer?? I`ll try again later.

Vocabulary	Meaning
employee	A person who works for a company or another person wages or a salary.
employer	One who pays another to do work
persuade	To convince someone of something
formalize	To make official or standard
proposal	A suggested plan
reject	To not accept
correspondence	Communication by letters
course	Line of motion or direction
policy	A general rule; usually of a government, business or organization
memo	A short, work-related note