

1. Salesperson: Hi.

Joseph: Hello.

Salesperson: Can I help you?

Joseph: Yes, I'm looking for a James Patterson book.

Salesperson: Patterson? All right. Let me just check the computer.... I'll check by author...

Joseph: It's his new book called, uh, Roses Are Red.

Salesperson: Let's see.... James Patterson... Mmm... oh, I misspelled it. How do you spell that?

Joseph: Oh, P-A-T-T-E-R-S-O-N.

Salesperson: Okay, so it's with, uh, two Ts....

Joseph: Mm-hmm.

Salesperson: ..not like the city? And ... Roses Are Red, you said?

Joseph: Yes.

2. Salesperson: All right. It looks like it's only out in.. oh, no.... it looks like... is it out in paperback?

Do you want me to check to see if we have the paperback?

Joseph: Okay.

Salesperson: All right. Let me just check my computer here. I just have to enter the code. And I made a mistake, so I'm going to try again. *And it looks like....* No, we don't have it right now, sir.

Joseph: Okay, *can I order it then and come pick it up?*

Salesperson: Yeah, absolutely. Here. Let me just get the ordering form. And the book is... Roses Are Red.... By James Patterson. Today's the 22nd, right?

Joseph: Yes, it is.

Salesperson: All right. Now looks like we should be able to get this from our distributor, so we should be able to get it pretty quickly.

Joseph: Okay.

3. Salesperson: What's your name, sir?

Joseph: Joseph.

Salesperson: And...

Joseph: Rosen....

Salesperson: Your last name?

Joseph: Rosenblatt. R-O-S-E-N-B-L-A-T-T.

Salesperson: Okay. *And could you just write down a number where we can reach you?*

Joseph: Sure.

Salesperson: All right. You don't have to pay now.

Joseph: Okay.

Salesperson: Um... we'll give you a call as soon as it comes in.

Joseph: Great.