

Scenario: The communication and the relationship between the two companies when the gas delivery contract is being renegotiated to reflect a change in demand (also changed).

Joe	Whaling the hell... ring... ring...
Marion	Hello, Eastern Plumbing Services
Joe	Hello - is that the phone?
Marion	Yes - what can I do for you?
Joe	I have just ordered some and my boiler in Bristol! I have a water meter problem and I don't know what to do.
Marion	Well, the first thing you need do is turn the water off.
Joe	I have to like that!
Marion	Yes, have to find the stop valve and turn the water off.
Joe	Where would I find that?
Marion	If you look under the water meter for your house, you will see the water valve.
Joe	Oh, I'll do that now while I'm on the phone today.
Marion	Well as long as you've done it.
Joe	The valve has moved later.
Marion	I've done that several times but stopped. Where do you think you could come and help me for a price for work.
Marion	Sorry but I can't come until tomorrow morning as I have other clients to go to this afternoon.
Joe	Oh...that's fine. Can you tell me how much it will cost please?
Marion	There's a call out fee of £50 and then it will be £20 an hour and of course, materials on top of that.
Joe	Oh... Oh yes, please to be clear. Do you know when they you will be able to come, as I have things to do?
Marion	The earliest I can be that is just this afternoon, if you want.
Joe	Yes, that's great. See you tomorrow then and ring. Thanks for your help.
Marion	That's OK. See you tomorrow then.
Joe	Bye.