TELEPHONE CALLS, APPOINTMENTS

SCRIPT

* Good morning, Kelly’s Hair Salon, how may I help you?
* Oh, hello. I have an appointment to get my hair cut today at 4 pm but I am afraid something’s come up and I have to cancel it.
* May I have your name please?
* Kim Sora. S-O-R-A
* OK, that’s fine. Would you like to book another appointment?
* No, thank you. Not right now. I’ll call back to reschedule. Thank you
* You’re welcome. Bye
* Bye