

Sato: Creative Service Company, Kana Sato speaking.

Powell: Hello, this is Ted Powell from Grayson Foods. I'm calling to make sure if you received the product sample I mailed to you.

Sato: The product sample? I haven't received it yet. When did you send it?

Powell: The day before yesterday. I sent it by surface mail, so it should have been delivered by this morning.

Sato: I didn't receive anything.

Powell: I see ... Well, I'll contact the post office and call you when I found something out.

Sato: Thank you ... Oh, just a second. What did you write for the receiver's name?

Powell: I wrote "Kana Sato."

Sato: Did you write the name of the division?

Powell: No, just the name of the department, "Sales."

Sato: We have two Kana Satos in different divisions but in the same department. The package might have been passed to her. I'll check and call you back.

Powell: I'd appreciate it. I'm sorry for the hassle.