





????????????????????:"Excuse me?who is that  
speaking?"?????????????????"Where are you  
from?please?"?????????????"What is the matter with you?"?????????????????  
??  
??"YE  
"?"NO"??4?????????????  
???"I understand what you  
said?but could you send an email to me to confirm?please?"?????????????????  
??NO?I DON'T KNOW?????????????  
??5????????????????????????????????  
???"He you sent the email to me before?"?????"YES"???"NO"?????????????????  
???"THANKS FOR YOUR  
CALLING"?6?????????GLAD TO SPEAK WITH YOU?GOOD BYE?????????