



**Read this telephone conversation.**

A: Thank you for calling ABC Bookstore. May I help you?

B: Yes. Are you open on Sundays?

A: Yes, we are open on Sundays from 10:00 am to 6:00 pm.

B: And how late are you open on Saturdays?

A: We are open on Saturdays until 10:00 pm.

B: Thank you very much.

A: You're welcome. Have a nice day.

**Give 3 reasons as to why this is a good example of good telephone technique:**

1.

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3.

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