

Appendix 1

• Telephone Conversation

Yuli : Good morning, "PT. Sinar Selatan"
May I help you?

Caller : Hello.. Could I speak to Mr. Edwin, please?

Yuli : Yes.. Could I have your name, please?

Caller : My name is Richard

Yuli : Alright, Mr. Richard
Could you wait for a moment?

Caller : Yes.. Thank you

Appendix 2

• Emails

Dear Mr. / Mrs.

I'm Mr. Kishin from Dubai. I want to order sweater, consist of:

- 4 art @ 1000 DZ
- 1 art 3 colours : white, black, beige
- Size: S, M, L, XL, XXL
- Ratio: 1, 3, 3, 3, 2
- Packing 1 box : 4 DZ

I would be glad if you can complete my orders in 4 months and send it to Dubai as usual.

Please send me the confirmation.

Thanks for your kind attention.

Dear, Mr. Kishin

I'm Mrs. Susan from "PT. Sinar Selatan".

First, I would like to summarize your orders that are consisting of:

- 4 art @ 1000 DZ
- 1 art 3 colours : white, black, beige
- Size: S, M, L, XL, XXL
- Ratio: 1, 3, 3, 3, 2
- Packing 1 box : 4 DZ

In addition, it will be send to Dubai as usual, in 4 months.

Our company is capable with the orders.

I will inform you later if the orders are ready to send.

Thank you for the orders.