

Appendix 1

• Telephone Conversation

- Me : Hello...good morning, "Kapal Layar" Company
- Mr. Ronald : Yes hello, this is Ronald from Malaysia
- Me : Oh yes Mr. Ronald...how are you...?
- Mr. Ronald : I'm fine thanks...
- Me : Can I help you Mr. Ronald...?
- Mr. Ronald : Oh...yes, my stock is already empty, so I want to order some chips...
- Me : Yes please...how much Sir...?
- Mr. Ronald : About 2 tons of fish chips and 1 ton for shrimp chips...
- Me : Ok, let me repeat first...so 3 tons consist of 2 tons fish chips and 1 ton shrimp chips. Anything else I can help Sir?
- Mr. Ronald : Oh yes, I want you to send to me not more than a week, would you?
- Me : Yes Sir, but I should ask to my supervisor first whether we can handle in a week or not, so I will call you this afternoon to confirm about it.
- Mr. Ronald : Oh sure, I'll be waiting for your call.
- Me : Thank you for the order Sir...
- Mr. Ronald : Your welcome.

Appendix 2

- E-mails

The screenshot shows a Microsoft Internet Explorer browser window displaying the Yahoo! Mail interface. The address bar shows "E:\Yahoo! Mail". The page has a blue header with "Check Mail" and "Compose" buttons. On the left, there are folders: "Inbox (95)", "Draft", "Sent", "Bulk [Empty]", and "Trash [Empty]". Below the folders are search shortcuts for "My Photos" and "My Attachments". There are also promotional banners for a MasterCard, World of Wii, and Degrees. The main content area shows an email with the following details:

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Date: Wed, 8 Aug 2006 08:32:05 -0800

From: [Redacted] [Add to Address Book](#) [Add Mobile Alert](#)
Yahoo! DomainKeys has confirmed that this message was sent by yahoo.com. [Learn more](#)

Subject: order

To: [Redacted]

I'm Mr. Kwang from Singapore. I'm running out of the chips stocks, so that I want to order about one and a half tons, consist of:

- 1 ton of fish chips
- 1/2 ton of shrimp chips

I would be glad if you can complete my order in 5 days and send to Jakarta as usual to collect with my another order.

Please, send me the confirmation.

Thank for your attention.

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Send **Save as a Draft** **Cancel** **Send an eCard**

Insert addresses: | [Add CC](#) - [Add BCC](#)

To:

Subject: Confirmation

Attach Files

Stationery

Dear, Mr.Kwang
I'm Mrs. June from "Kapal Layar Company".
First, I would like to summarize your order, that are consist of two item :

- 1 ton fish chips
- 1/2 ton shrimp chips

and it will be send to Jakarta as usual, in 5 days.
Our Company are capable with the order,
and I will inform you later if the order are ready to send.
Thank you for the order.

Use my signature

Send **Save as a Draft** **Cancel**

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Internet

EVALUATION FORM

PARTS	COMMENTS