

Free essay about a conversation about customers

[Life](#), [Home](#)



Communication

Anna: Hello, Technogym, Anna Reynolds speaking.

George: Good morning, Anna. My name is George. I'm calling because I need piece of advice. Does your company provide fitness equipment for home use?

Anna: Good morning, George. Yes, of course, we offer a full range of fitness machines for home. Actually, over 20 thousand families worldwide have chosen our equipment for their homes. Can you please tell me a little more? What kind of workout do you enjoy doing?

George: Actually, I and my wife just want to keep ourselves fit. She prefers cardio workout to keep herself in a good shape and also Pilates. As for me, I hate jogging and cycling, but prefer some weight lifting to train all major muscle groups.

Anna: Great, we have equipment for all possible purposes to address aerobic, strength, resistance and flexibility needs. George, can I ask you, how much space you want to allocate for your home gym?

George: Well, we have a dedicated workout room about 150 square feet.

Anna: Great, so we can design a multi station home gym with separate zones for cardio and strength training.

George: Yes, but I don't want our gym room to be cluttered with those machines, so I need professional advice how to equip it in a best way possible. Maybe, you have some multi-functional machines to address several muscle groups, or something alike

Anna: Of course, we have. You can consider our Kinesis Personal Heritage, it

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allows over 200 resistance-based exercises. It's a single machine with adjustable system of weight stacks, grips and cables

George: Sounds too sophisticated for the beginner!

Anna: Oh, it just sounds, but looks quite simple and intuitive. Can we arrange a meeting in your place with our expert? It's the best way to discuss your fitness needs, show you all the possible options and design your home gym in a best way to make it functional and spacious.

George: Well, yes, next week is a good option.

Anna: Sure. George, where's your house located?

George: It's in Honolulu suburb, Oahu, Hawaii.

Anna: Great, we have our office in Honolulu. Our representative will contact you today to arrange the exact date and time of the meeting. And I can send our online catalogue for you to get an overview of our product range.

George: I already went through your website and looked up all these treadmills, ellipticals, Kinesis machines and so on. The thing I didn't find there was the price list. Can you send it to me via email?

Anna: George, we do not list the standard prices online because it's very hard to put a generic price on the customized equipment. Next week, our expert together with you will define the necessary set of equipment for your home gym and you can also discuss the budget options.

George: Sounds good. So, what's next?

Anna: Today, you'll get a call from our Honolulu representative and you'll discuss the details of your meeting. Is there anything more I can do for you?

George: Thanks, Anna. Bye.

Anna: Have a great day! Bye.