

Mr Jones bought some things from a big shop last month, and when he got the bill a few days ago, he thought that there was a mistake in it, so he telephoned the shop and asked to speak to the Accounts Department. 'Who do you want to speak to in the Accounts Department?' the telephone operator asked.

'It doesn't matter to me,' Mr Jones answered. He did not know the names of any of the people who worked there. He heard nothing for a few seconds and then the operator said, 'Hullo, you wanted to speak to someone in the Accounts Department, didn't you?'

'Yes, that's right,' Mr Jones answered.

'Would you like to speak to Mr Hankinson?' the operator said.

'Yes, that'll be all right,' Mr Jones said patiently. 'It doesn't matter who I speak to.'

'I'm sorry,' the operator answered, 'but Mr Hankinson isn't in today.'