

Listen to the phone call from a customer to practice and improve your listening skills.

Before listening

Match the definitions (a–h) with the vocabulary (1–8).

Vocabulary	Definition
1. ..... an exception	A. proof that a delivery has been made
2. ..... payment terms	B. the conditions of when a customer should make payment
3. ..... an invoice	C. when more time is allowed for something
4. ..... an extension	D. an official or organizational rule
5. ..... delivery confirmation	E. a document which shows how much a customer has to pay, for what and by when
6. ..... cash flow	F. when something doesn't follow the usual rule
7. ..... a regulation	G. to show someone you are grateful for something they have done
8. ..... to appreciate	H. the timing and amount of money coming in and going out of a company

LIVEWORKSHEETS

Listening B1: A phone call from a customer – 1

Are the sentences true or false?

1. The delivery hasn't arrived yet.

A. True B. False

2. Andrea is having cash flow issues and needs a payment extension.

A. True B. False

3. Andrea usually asks for an extension of the payment terms.

A. True B. False

4. Andrea has a new order to place, even bigger than the last one.

A. True B. False

5. Junko can extend the payment terms on the last order to 60 days.

A. True B. False

6. Junko will send Andrea an email confirmation.

A. True B. False

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Task 2: Tick the sentences in the correct group.

	The customer says:	The supplier says:
1. Let me see what I can do.	☐	☐
2. I'm happy to help you.	☐	☐
3. You'll really be helping us.	☐	☐
4. I need a favour.	☐	☐
5. I promise this won't become the norm.	☐	☐
6. I'm not sure if I can do that.	☐	☐
7. I appreciate your help.	☐	☐
8. I think we can make an exception this time.	☐	☐

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