II Part. Read the short conversations given below and complete them with the most appropriate phrase from the drop down list.

Agent: Thank you for calling Capital One, my name is Rebeca. How may I help you today?
Robert H: Hi, I am really frustrated because I just checked my credit card balance and I saw and extra charge you promised I wouldn't have.
Agent:
Robert H: Well, do something now.
Agent: Of course, let me verify your account first. I need your full name and your social security number.
Robert H: Robert Hills, my social security is 435-225-678.
Agent: Perfect. Let me place you on hold to verify the charge and I will be back in a moment.
Robert H: Ok
Agent:
Robert H: No problem, but did you reverse the charge? Because this is unacceptable.
Agent:
Robert H: So, do I have my money back now?
Agent: Well, actually I couldn't reverse the charge.
Robert H: What? Let me talk to your supervisor right away.
Agent:
Robert H: Sure?
Agent: Yes, I just need a moment to talk to my boss. I'll place you on hold again.
Robert H: Alright.
Agent: I'm glad to inform you the charged is already reversed.
Robert H: Great, that's what I wanted to hear.
Agent:
Robert H: No, that's it.
Agent: In that case, thank you for calling Capital One.

LIVEWORKSHEETS