

Listen to a phone call, which problems do the speakers have?

- late deliveries
- bad products or services
- machinery or equipment not working
- human mistakes
- angry customers

Listen again and complete the sentences

- 1 We _____ a problem with the order for Gosport.
- 2 We _____ all the baseball bats and T-shirts yesterday so I _____ ship them tomorrow. But the logos on the caps _____.
- 3 We _____ fix the machine today and print them again.
- 4 OK. _____ worry.
- 5 I know the Purchasing Manager at Gosport, so I _____ to him ...
- 6 We _____ give another delivery date for this.
- 7 Sure. I _____ the factory now and I _____ you know as soon as I can.
- 8 That _____ be great. Thanks a lot.

