

Listening and complete the conversation.

Delivery should be within three days.

Can I have your name and address, please?

It's 02072416351.

By cash on delivery.

Would you like an express delivery?

The Megatron DVD player.

How can I help you?

It's 6549.

Purchase order number is 41389

Yes, please.

Operator: Value Mart, [redacted]

John: Hello, I would like to order a DVD player from your catalogue, please.

Operator: Certainly, sir. Which DVD player are you interested in?

John: [redacted]

Operator: Can you please tell me the item code?

John: Oh, yes. [redacted]

Operator: Is that the Megatron DVD 212 priced at £39.95?

John: Yes, that's the one.

Operator: [redacted]

John: Yes. It's John Clarkson. My address is 20 Walton Drive, London, SE25.

Operator: 20 Walton Drive. And your telephone number, please?

John: [redacted]

Operator: 020 7241 6351. How would you like to pay for the DVD player?

John: [redacted]

Operator: Okay Mr. Clarkson; I'm placing an order for one Megatron DVD 212 DVD player at £39.95. [redacted] It's an extra charge of £10.

John: [redacted]

Operator: Your total, including tax and delivery charge, comes to £54. Your [redacted] Please keep this number for future enquiries. [redacted] Thank you for shopping at Value Mart.

John: Great, thank you.