

CALL CENTER PRACTICE

Complete the conversation with there is or there are, then practice it with a partner.

Agent (A): Good morning. Thank you for calling XYZ Customer Support. My name is Sarah. How can I assist you today?

Customer (C): Hi Sarah. I'm experiencing some issues with my account. _____ anything you can do about?

A: Sure! and I'm sorry to hear that. Can you please provide me with your account number, so I can look into it?

C: Sure, my account number is 1234567.

A: Thank you for that. Let me check. (Agent reviews the account) I see that there was a recent payment discrepancy. Can you confirm if there _____ a payment made on your end?

C: Yes, I made a payment last week.

A: Thank you for confirming that. It appears the payment hasn't been applied yet. I'll investigate this further. Meanwhile, can you tell me if _____ any recent changes to your payment method?

C: Actually, yes, I updated my credit card information recently.

A: That might be the issue. It seems like _____ an issue with the update reflecting in our system. I'll initiate the update for you. In the meantime, _____ anything else I can assist you with today?

C: No, that should cover it for now. Thank you for your help.

A: You're welcome! If you have any more questions in the future, please don't hesitate to reach out. Have a great day.