

Work with a partner. Write the words or phrases from the box below in the correct gaps.

I'll go over      Is there anything else      May I help      Would you like  
Could you give      We'll rush      Let me just      May I confirm

**Agent:** Good morning. Beverage Warehouse Helpline. \_\_\_\_\_ [1] you?

**Customer:** Yes, please. I need to order ten cases of water – six sparkling and four still – for my restaurant.

**Agent:** \_\_\_\_\_ [2] me your customer number, please?

**Customer:** Yes, here it is: 55008-22.

**Agent:** So, I've got your customer file here. That's Mr Sabatini of Little Italy Restaurant?  
\_\_\_\_\_ [3] your contact details? Is that 57 Landon Street ?

**Customer:** No, that's our old address. Our new address is 89 Oakville Road. The postcode is M2 4JB.

**Agent:** OK. \_\_\_\_\_ [4] repeat that. 89 Oakville Road, Manchester, M2 4JB. Is that correct?

**Customer:** Yes, that's right.

**Agent:** \_\_\_\_\_ [5] us to send out your order this morning?

**Customer:** That'd be perfect. I really need it by 5pm today.

**Agent:** Sure, that's no problem. We can send it out by 11am, Mr Sabatini.  
\_\_\_\_\_ [6] your order again. That's ten cases of water – six sparkling and four still. \_\_\_\_\_ [7] the order so it arrives by 5pm.

**Customer:** That sounds great. Many thanks for your help.

**Agent:** \_\_\_\_\_ [8] I can help you with?

**Customer:** No, thank you. That's all for today. Bye for now.

**Agent:** Goodbye.