

Business communication

- 1 Complete the phone call between Virginie, a customer, and Kevin, a call handler. Put the words in *italics* in the correct order.

Kevin Good afternoon, you're speaking to Kevin.
How can I help you?

Virginie Hello, I am ~~up / chasing / an / order~~
chasing up an order I placed three we

ago.
Kevin *account / take / I / your / details / Can*
₂ *please?*

Virginie Yes. The account number is 5726

Kevin OK. If you bear with me a moment, I'll

Kevin: *Or if you bear with me a moment, I'll just look / it³ _____.*
Let me see. Well *me / to / information / according*

4 _____, it is still on order.

Virginie I really need to know *happened / to / has /*

what⁵ _____.

6 Could check / me / you / it / for / out
_____?

Kevin Certainly. I'll back / you / to / h

the⁷ _____.

Virginie Thank you

- 2 Kevin calls Virginie back. Complete their conversation with the phrases from the list.

*put the order straight through asap charge it to
was dispatched on check it out as quick as we can
must have gone wrong*

Kevin Hello, this is Kevin from DYK calling. I've got some information about your order.

Virginie Oh, thanks for calling back. So, what's happened to it?

Kevin Well, we ¹put the order straight through to the warehouse, and it ² _____ the 25th.

Virginie But I haven't received it yet.

Kevin I'm sorry about that. Can you confirm the delivery address?

Virginie We wanted it delivered to our Brussels office

Kevin Oh, something³ _____.
It looks like it might have gone to your Paris.

It looks like it might have gone to your Paris office instead. I'll⁴ _____ straightaway.

Virginie I've already been waiting three weeks. Could you just send it again

Kevin OK, no problem. We'll resend it.

6 _____.

Virginie Thank you. And please

7 the Brush

VIEWWORKSHEETS