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LearnEnglish

Listening: B1

A phone call from a customer

Listen to the phone call from a customer to practise and improve your listening skills.

Before listening|
Do the preparation task first. Then listen to the audio and do the exercises.

AUDIO:

Preparation task

Match the definitions (a–h) with the vocabulary (1–8).

Vocabulary	Definition
1. ..... an exception	a. proof that a delivery has been made
2. ..... payment terms	b. the conditions of when a customer should make payment
3. ..... an invoice	c. when more time is allowed for something
4. ..... an extension	d. an official or organisational rule
5. ..... delivery confirmation	e. a document which shows how much a customer has to pay, for what and by when
6. ..... cash flow	f. when something doesn't follow the usual rule
7. ..... a regulation	g. to show someone you are grateful for something they have done
8. ..... to appreciate	h. the timing and amount of money coming in and going out of a company

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Task 1

Are the sentences true or false?

	Answer	
1. The delivery hasn't arrived yet.	True	False
2. Andrea is having cash flow issues and needs a payment extension.	True	False
3. Andrea usually asks for an extension of the payment terms.	True	False
4. Andrea has a new order to place, even bigger than the last one.	True	False
5. Junko can extend the payment terms on the last order to 60 days.	True	False
6. Junko will send Andrea an email confirmation.	True	False

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Task 2

Write the sentences in the correct group.

Let me see what I can do.	I promise this won't become the norm.
I'm happy to help you.	I'm not sure if I can do that.
You'll really be helping us.	I appreciate your help.
I need a favour.	I think we can make an exception this time.

The customer says:	The supplier says:

Discussion

Do you ever do favors or make exceptions for important clients?

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