Useful phrases – Solving problems

- **Read the conversations and complete them with the expressions.**

You need to *I'll speak to* *There are some problems with*
That would be great *explain the situation*

A [1] _____ the equipment and the products aren't ready for the Polish order. Can you help?

B [2] _____ contact the customer and [3] _____.

A OK.

B [4] _____ the service engineers.

A [5] _____.

We did, but *I'll call* *You need to* *for your help*
No problem *We can't* *I'll explain*

A [6] _____ find the invoice for Delaney & Co. They want a special price.

B [7] _____ call Jenny in the Accounts Department.

A [8] _____ she wasn't in the office.

B [9] _____the customer then. Do they normally have a special price?

A No, not usually.

B OK. [10] _____ the situation.

A That's great. Thanks a lot [11] _____.

B [12] _____.

LIVEWORKSHEETS