

Telephone conversation Solving a Problem



1- Unscramble the sentences

John: How you Hello, this speaking. is can I help? Star company, John

Paul: Moon company I speaking Hello. is Paul Smith from. May with Mary? This speak

John: she please Could wait a,? I'll see if is available. minute you

Paul: Ok That's.

John: Would she's I'm on line another call. like to in? afraid hold

Paul: wait long Yes, I'll if it won't too. take

John: she Mr Smith, put available. I'll you. is now through

Mary: speaking Mary.

Paul: from Hello Mary, is Moon company Paul this.

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Mary: How Hello you Paul. can I help?

Paul: gotten I'm the shipment of for our office. We them yet. packings calling haven't about

Mary: delivered sorry Oh, I'm to hear. were They be yesterday. that supposed to

Paul: right has Yes, that's. pack And really I need these packings put because our production any stopped since we don't have to them in.

Mary: Don't, I'll into it right. If necessary, away we can you an overnight shipment. worry look send emergency

Paul: Thank you Mary, I appreciate really it.

Mary: call No problem, Paul. have I'll you later, as as I information back soon. more

Paul: That's. to you soon. Talk great

Mary: Bye

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2- Listen and record your voice

John: Hello, Star company, this is John speaking. How can I help you?

Paul: Hello. This is Paul Smith speaking from Moon company. May I speak with Mary?

John: Could you wait a minute, please? I'll see if she is available.

Paul: That's Ok.

John: I'm afraid she's on another call. Would you like to hold in line?

Paul: Yes, I'll wait if it won't take too long.

John: Mr Smith, she is available now. I'll put you through.

Mary: Mary speaking.

Paul: Hello Mary, this is Paul from Moon company.



Mary: Hello Paul. How can I help you?

Paul: I'm calling about the shipment of packings for our office. We haven't gotten them yet.

Mary: Oh, I'm sorry to hear that. They were supposed to be delivered yesterday.

Paul: Yes, that's right. And I really need these packings because our productions has stopped since we don't have any pack to put them in.

Mary: Don't worry, I'll look into it right away. If necessary, we can send you an emergency overnight shipment.

Paul: Thank you Mary, I really appreciate it.

Mary: No problem, Paul. I'll call you back later, as soon as I have more information.

Paul: That's great. Talk to you soon.

Mary: Bye

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