

### Complete the email with the correct words

Dear Ms Causewell;

ISSUES

Thank you for calling earlier. I would just like to \_\_\_\_\_

CLARIFY

a few \_\_\_\_\_ before we place any orders.

BACK

Could you possibly \_\_\_\_\_ on what you said about the  
promotions you have on at the moment? If I \_\_\_\_\_

TOP

you correctly, you were offering 50 free sets for orders of  
over 500.

EXPAND

\_\_\_\_\_ would be great, but would we also get the  
advertised discount on \_\_\_\_\_ of that?

THAT

I look forward to hearing \_\_\_\_\_ from you.

UNDERSTOOD

\_\_\_\_\_ sincerely