

Conversation # 2

Sales Associate: Hi, this is Rabiya Malik, how can I help you?

Customer: HI, I HAVE BEEN CALLING FOR SO LONG BUT NO ONE HAS
_____THE PHONE.

Sales Associate: I am so sorry sir, we have been quite
_____, how can I help you?

Customer: It's okay, Uh I came to the store today and I guess I
left my _____at till # 4, can you please check for me?

Sales associate: Sure, Can I _____ your name please?

Customer: My name is Saad Malik.

Sales Associate: Ok uh can I put you on hold for a
_____moment?

Customer: Sure.

Sales Associate: Sorry for the long _____ sir what is the
color of your wallet?

Customer: It is a green Guess wallet with a smiley face sticker on
it.

Sales associate: Perfect, yes sir, we got it, you can come
_____to customer service and mention that you have
_____to Rabiya and they will have your wallet.

Customer: Thanks, _____be there in half an hour.

Sales associate: No problem, I am working till 5, see you in a
bit.