Activity 4:

Listen to the messages and answer the questions.

Message #1

1. Who made the phone call?
   a. Customer
   b. Sales associate
   c. Manager of the store
2. Why did she call?
   a. To inform the customer about their online order.
   b. To give answer a question customer had.
   c. To give information about store timings.
3. Is the store open seven days a week? _____

Message # 2

1. Who made the phone call?
   a. Customer
   b. Sales associate
   c. Manager of the store
2. How long will the item be on hold? _____
3. Does the customer need to call back? Why or why not?

   _____

   _____

Message # 3

1. Who is she talking to?
   a. Customer
   b. Another sales associate
   c. Customer service at Winners

2. Why did she call?
   a. To put something on hold for herself.
   b. To check for an item.
   c. Wanted to talk to Rebel.

3. When will the customer go to pick the item?
   a. Tomorrow evening
   b. Today evening
   c. Later in the afternoon

LIVEWORKSHEETS