

II Part. Read the short conversations given below and complete them with the most appropriate phrase from the drop down list.

Agent: Thank you for calling Capital One, my name is Rebeca. How may I help you today?

Robert H: Hi, I am really frustrated because I just checked my credit card balance and I saw an extra charge you promised I wouldn't have.

Agent:

Robert H: Well, do something now.

Agent: Of course, let me verify your account first. I need your full name and your social security number.

Robert H: Robert Hills, my social security is 435-225-678.

Agent: Perfect. Let me place you on hold to verify the charge and I will be back in a moment.

Robert H: Ok

Agent:

Robert H: No problem, but did you reverse the charge? Because this is unacceptable.

Agent:

Robert H: So, do I have my money back now?

Agent: Well, actually I couldn't reverse the charge.

Robert H: What? Let me talk to your supervisor right away.

Agent:

Robert H: Sure?

Agent: Yes, I just need a moment to talk to my boss. I'll place you on hold again.

Robert H: Alright.

Agent: I'm glad to inform you the charged is already reversed.

Robert H: Great, that's what I wanted to hear.

Agent:

Robert H: No, that's it.

Agent: In that case, thank you for calling Capital One.