

Listen to the recording and complete
these sentences from the dialogues

Call 1

- 1 _____ that you need some assistance.
- 2 _____ type this in ... one moment ... OK.
- 3 As _____ it, the problem begins with entering the password.
_____?
- 4 I _____ the service technicians' schedule and I _____ back in half an hour.
- 5 Does that sound _____?
- 6 _____ you with anything else today?

Call 2

- 7 One moment, _____ your customer file on my screen.
- 8 So, Mr Walker, what can I _____ you?
- 9 I _____ your order as urgent so that the items will be sent out _____
- 10 _____ for your order. Goodbye.