**Listen to a phone call, which problems do the speakers have?**

- late deliveries
- bad products or services
- machinery or equipment not working
- human mistakes
- angry customers

**Listen again and complete the sentences**

1 We _____ a problem with the order for Gosport.
2 We _____ all the baseball bats and T-shirts yesterday so I _____ ship them tomorrow. But the logos on the caps _____.
3 We _____ fix the machine today and print them again.
4 OK. _____ worry.
5 I know the Purchasing Manager at Gosport, so I _____ to him …
6 We _____ give another delivery date for this.
7 Sure. I _____ the factory now and I _____ you know as soon as I can.
8 That _____ be great. Thanks a lot.



LIVEWORKSHEETS