

**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.

