

▶ CALLING ABOUT AN ORDER

Telephone expressions

Good morning. How can I help you?

I'm calling about **an order for a clock**.

Can I put you on hold for a minute?

Is there anything else I can help you with?

Talking about an order

Do you have the order number?

Would you like to order **a different product**?

Would you like to cancel the order?

Would you like a refund?

Would you like confirmation by email?

Checking and clarifying

Is that **A** as in **America**?

Let me check.

So that's **F** for **Freddie**?

That's right.

5 Pronunciation sounding friendly

a ▶ **42** Listen to these sentences from a telephone conversation. Does the speaker sound friendly (F) or unfriendly (U)? Circle your answers.

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|---|---|---|---|
| 1 | Good morning. How can I help you? | F | U |
| 2 | Can I put you on hold? | F | U |
| 3 | Is that A as in America? | F | U |
| 4 | I'm calling about an order. | F | U |
| 5 | Is there anything else I can help you with? | F | U |
| 6 | Do you have the order number? | F | U |