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.

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

LIVEWORKSHEETS