

## ► 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 <b>A</b> as in <b>America</b> ?	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