

Calling to complain conversation

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Complete the telephone conversation between a company and a customer.

mix-up was delivered send assistance
get the correct That's great. It's my pleasure.
tell me more this is pull up
the new office furniture here



1

Hello,Janine
from Smith and Decker Associates

Hi, Janine. It's Cathy How can I
help you today ?

We have a problem with.....



2

Let me just your details.
Could youabout the
problem ?



3

Yes, the wrong furniture
I you the order.



4

Ok. Thanks. Oh, I see there was some kind of
..... We'llfurniture delivered
as soon as possible.



5

..... Thanks so
much for your help Cathy.



6

..... I'm always
glad to be of



7

