

Calling to complain conversation

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Complete the telephone conversation between a company and a customer.



1

Hello,Janine
from Smith and Decker Associates

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

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



2

We have a problem with.....



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.



7

..... glad to be of



6

LIVE **WORKSHEETS**