

### LISTENING EXERCISE

PROCUREMENT DEPT. INTERNAL ORDER FORM	
<u>NAME</u>	_____
<u>DEPT</u>	_____
<u>COUNTRY</u>	_____
<u>ORDER FOR</u>	_____
<u>ORDER NO.</u>	_____
<u>ACTION</u>	_____

IT HELP DESK CALL LOG	
<u>CALLER</u>	_____
<u>COUNTRY</u>	_____
<u>PROBLEM</u>	_____
<u>ACTION</u>	_____

CUSTOMER SERVICES COMPLAINT FORM	
<u>CUSTOMER</u>	_____
<u>COMPANY</u>	_____
<u>ORDER NO.</u>	_____
<u>COMPLAINT</u>	_____
<u>ACTION</u>	_____