

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> | _____ |