

CALLING TO COMPLAIN CONVERSATION

INSTRUCTION: Complete the following telephone conversation between a company and a customer. Use the words in the box.

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

COMPANY: Hello, _____ Janine from Smith and Decker Associates.

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

COMPANY: We have a problem with _____

CUSTOMER: Let me just _____ your details. Could you _____ about the problem ?

COMPANY: Yes, the wrong furniture _____ I _____ you the order.

CUSTOMER: Ok. Thanks. Oh, I see there was some kind of _____. We'll _____ furniture delivered as soon as possible.

COMPANY: _____ Thanks so much for your help, Cathy.

CUSTOMER: _____ I'm always glad to be of _____