

Work with a partner. Write the words or phrases from the box below in the correct gaps.

I'll go over

Is there anything else

May I help

Would you like

Could you give

We'll rush

Let me just

May I confirm

Agent: Good morning. Beverage Warehouse Helpline. _____ [1] you?

Customer: Yes, please. I need to order ten cases of water – six sparkling and four still – for my restaurant.

Agent: _____ [2] me your customer number, please?

Customer: Yes, here it is: 55008-22.

Agent: So, I've got your customer file here. That's Mr Sabatini of Little Italy Restaurant?
_____ [3] your contact details? Is that 57 Landon Street ?

Customer: No, that's our old address. Our new address is 89 Oakville Road. The postcode is M2 4JB.

Agent: OK. _____ [4] repeat that. 89 Oakville Road, Manchester, M2 4JB. Is that correct?

Customer: Yes, that's right.

Agent: _____ [5] us to send out your order this morning?

Customer: That'd be perfect. I really need it by 5pm today.

Agent: Sure, that's no problem. We can send it out by 11am, Mr Sabatini.
_____ [6] your order again. That's ten cases of water – six sparkling and four still. _____ [7] the order so it arrives by 5pm.

Customer: That sounds great. Many thanks for your help.

Agent: _____ [8] I can help you with?

Customer: No, thank you. That's all for today. Bye for now.

Agent: Goodbye.