Business communication

1 Complete the phone call between Virginie, a customer, and Kevin, a call handler. Put the words in *italics* in the correct order.

Kevin Good afternoon, you're speaking to Kevin. How can I help you?

Virginie Hello, I am ~~*up / chasing / an / order*~~ [1] *chasing up an order* I placed three weeks ago.

Kevin *account / take / I / your / details / Can* [2] _____, please?

Virginie Yes. The account number is 572638.

Kevin OK. If you bear with me a moment, I'll *into / look / it* [3] _____.
Let me see. Well, *my / to / information / according* [4] _____, it is still on order.

Virginie I really need to know *happened / to / has / it / what* [5] _____.
Could *check / me / you / it / for / out* [6] _____?

Kevin Certainly. I'll *back / you / to / hour / within / get / the* [7] _____.

Virginie Thank you.

2 Kevin calls Virginie back. Complete their conversation with the phrases from the list.

~~*put the order straight through*~~ *asap* *charge it to* *was dispatched on* *check it out* *as quick as we can* *must have gone wrong*

Kevin Hello, this is Kevin from DYK calling. I've got some information about your order.

Virginie Oh, thanks for calling back. So, what's happened to it?

Kevin Well, we [1] *put the order straight through* to the warehouse, and it [2] _____ the 25th.

Virginie But I haven't received it yet.

Kevin I'm sorry about that. Can you confirm the delivery address?

Virginie We wanted it delivered to our Brussels office.

Kevin Oh, something [3] _____. It looks like it might have gone to your Paris office instead. I'll [4] _____ straightaway.

Virginie I've already been waiting three weeks. Could you just send it again [5] _____?

Kevin OK, no problem. We'll resend it [6] _____.

Virginie Thank you. And please [7] _____ the Brussels account, not the Paris one.

LIVEWORKSHEETS