BUSINESS ENGLISH

A PHONE CALL FROM A CUSTOMER

Listening: B1

A phone call from a customer

Listen to the phone call from a customer to practise and improve your listening skills.

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

PREPARATION TASK

Match the definitions (a–h) with the vocabulary (1–8).

Vocabulary	Definition
1. …… an exception	**a.** proof that a delivery has been made
2. …… payment terms	**b.** the conditions of when a customer should make payment
3. …… an invoice	**c.** when more time is allowed for something
4. …… an extension	**d.** an official or organisational rule
5. …… delivery confirmation	**e.** a document which shows how much a customer has to pay, for what and by when
6. …… cash flow	**f.** when something doesn't follow the usual rule
7. …… a regulation	**g.** to show someone you are grateful for something they have done
8. …… to appreciate	**h.** the timing and amount of money coming in and going out of a company

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TASK 1

1. Are the sentences true or false?

		ANSWERS	
a.	The delivery hasn't arrived yet.	True	False
b.	Andrea is having cash flow issues and needs a payment extension.	True	False
c.	Andrea usually asks for an extension of the payment terms.	True	False
d.	Andrea has a new order to place, even bigger than the last one.	True	False
e.	Junko can extend the payment terms on the last order to 60 days.	True	False
f.	Junko will send Andrea an email confirmation.	True	False

TASK 2

2. Write the sentences in the correct group.

Let me see what I can do.	I promise this won't become the norm.
I'm happy to help you.	I'm not sure if I can do that.
You'll really be helping us.	I appreciate your help.
I need a favour.	I think we can make an exception this time.

LIVEWORKSHEETS

BUSINESS ENGLISH

The customer says:	The suplier says:

Discussion

Do you ever do favours or make exceptions for important clients?

Transcript

Junko: Hello, Junko Mori speaking. How can I help you?

Andrea: Hi, Junko, it's Andrea here from Red Band. I'm calling about our latest order.

Junko: Everything arrived OK, right? We got the delivery confirmation at our end.

Andrea: Yes, everything's fine with the order. I'm calling about the invoice and the payment terms. I need a favour.

Junko: A favour? What do you need?

Andrea: This is a little, er ... difficult, but I need an extension on the payment terms. I know they're usually 30 days, but we're having some cash flow problems. You'd really be helping us out if you could extend it to 60 days.

Junko: I'm not sure if I can do that, Andrea. We've got regulations at our end, and also have to manage our own cash flow.

Andrea: I promise this won't become the norm, Junko. Actually, I also want to place another new order. The same size order as last time. It's for an important customer and they pay on delivery.

Junko: I see. So your cash flow problem will be solved after this new order is delivered.

Andrea: Exactly.

Junko: That sounds good. Hold on, Andrea. Let me see what I can do. Yes, I think we can make an exception this time.

Andrea: That's great, Junko. I appreciate your help.

Junko: And we appreciate your business, Andrea. It works both ways.

Andrea: Thanks again, Junko. Can you send me a quick email confirmation of the payment terms extension?

Junko: Sure, no problem. We're happy to help you.

Andrea: Great. And I'll email you the new order.

Junko: Thanks. I'll keep an eye out for it. Talk to you soon.

Andrea: You too. Goodbye.

LIVEWORKSHEETS