

## Business communication

- 1** A customer is calling TNC about a banking problem. Complete the dialogue with the phrases from the list.

*by tomorrow    in time for the    you mean  
how can I help you    could you give me  
once I've looked into it I'll call you back  
let me get this straight  
could you explain exactly what the problem is*

A TNC, Customer Service.

1 \_\_\_\_\_?

B Hello. I'm calling about my online bank account. I'm having problems completing a transaction.

A 2 \_\_\_\_\_?

B Well, I've entered the payment details to pay an invoice for my holiday and the computer won't let me send it.

A Hmm. 3 \_\_\_\_\_ – you want to transfer some money but you can't?

B That's right. I'm trying to pay an invoice. I've left it a bit late and need to pay it

4 \_\_\_\_\_

A 5 \_\_\_\_\_ your user number and the name of the account.

6 \_\_\_\_\_

B Thanks.

*(5 minutes later)*

A Hello. This is TNC. The account you're trying to access is a savings account and you can't use your online facility with that.

B 7 \_\_\_\_\_ I can't pay my invoice online with that account?

A That's correct. You can transfer money into your current account and then pay the invoice.

B If I do that, will the invoice be paid  
8 \_\_\_\_\_ deadline tomorrow?

- 2** Correct the one mistake in each sentence.

1 What can I do you for?

\_\_\_\_\_

2 If I understand you right, you received the wrong items.

\_\_\_\_\_

3 I'll look under it straightaway.

\_\_\_\_\_

4 We need the goods in time to the training day.

\_\_\_\_\_

5 Once I've found your order, I'll get you back.

\_\_\_\_\_

6 It should be by Friday by the latest.

\_\_\_\_\_