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Consulting & Solutions

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.
_____

LIVEWORKSHEETS