

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.