



Unit 4: Customer Communication

Part 2: Fill-in-the-Blanks Exercises

Name _____ No. _____ Dept. _____

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1 Instructions

Choose the correct word from the boxes to fill in the blanks, ensuring it is grammatically correct and appropriate for the situation.

Some words may not be used.

WORD BANK What When Do Does Is Are Can Could Would May like
possible

1 _____ is your order number?

6 _____ you please send me a quotation?

2 _____ will the order arrive?

7 _____ I know the status of my order?

3 _____ you confirm the order, please?

8 I would _____ to inquire about your delivery timeframe.

4 _____ the shipment ready for delivery?

9 Would it be _____ to expedite my shipment?

5 _____ you please provide your delivery address?

10 _____ you need any further assistance?
