



Useful phrases – Solving problems

- Read the conversations and complete them with the expressions.

*You need to I'll speak to There are some problems with
That would be great explain the situation*

A ¹ _____ the equipment and the products aren't ready for the Polish order. Can you help?

B ² _____ contact the customer and ³ _____.

A OK.

B ⁴ _____ the service engineers.

A ⁵ _____.

*We did, but I'll call You need to for your help
No problem We can't I'll explain*

A ⁶ _____ find the invoice for Delaney & Co. They want a special price.

B ⁷ _____ call Jenny in the Accounts Department.

A ⁸ _____ she wasn't in the office.

B ⁹ _____ the customer then. Do they normally have a special price?

A No, not usually.

B OK. ¹⁰ _____ the situation.

A That's great. Thanks a lot

¹¹ _____.

B ¹² _____.