Dealing with Complaints

Listening 1

Listen to the first phone call and complete the sentences below with the missing words or phrases:

1. All our agents are _____right now, please hold.
2. Good afternoon! My name is David. _____ your name, please?
3. _____ I help you, Angela?
4. Is the _____ in your name?
5. Can I _____ for some further identification?
6. Can you _____ the phone number for this account, Angela?
7. I'll _____ to our customer service agents.
8. I'm sorry, I can't hear you very well. Could you _____, please?
9. This will take a few seconds. I'll just put you _____.
10. Is there anything else I can _____ this afternoon, Angela?

LIVEWORKSHEETS