

Call centre

Recorded messages

- 1  Listen and complete the recorded message.

Welcome to Banana online banking. Please
_____ ¹ one of the following three options.

If you're _____ ² in connection with your
membership _____ ³ or pass code, please press
_____ ⁴.

For customers with _____ ⁵ banking enquiries,
please press option two.

For all _____ ⁶ online banking enquiries, please
press three or _____ ⁷ to speak to an advisor.

- 2  Listen to the recorded messages. What options
should the following people choose?

- 1 Sarah needs to renew her Safe Car membership.

1 ☐ 2 ☐ 3 ☐

- 2 Hamid wants to buy tickets for the Picasso exhibition.

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

- 3 Eddie wants to report the loss of his Onion
credit card.

1 ☐ 2 ☐ 3 ☐