

## Calling to complain conversation

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Complete the telephone conversation between a company and a customer.



1

Hello, .....Janine  
from Smith and Decker Associates

mix-up      was delivered      send      assistance  
get the correct      That's great.      It's my pleasure.  
tell me more      this is      pull up  
the new office furniture      here

Hi, Janine. It's Cathy ..... How can I  
help you today ?

We have a problem with.....



3



2

Let me just ..... your details.  
Could you .....about the  
problem ?



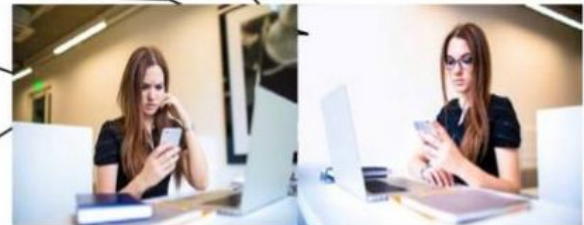
4

Yes, the wrong furniture .....  
I ..... you the order.



5

Ok. Thanks. Oh, I see there was some kind of  
..... We'll .....furniture delivered  
as soon as possible.



6

..... Thanks so  
much for your help Cathy.



7

..... I'm always  
glad to be of .....

