

**Online shopping: correspondence between
a sales manager and Ann, a customer**

1. Fill in the missing words and phrases to complete the dialogues.

Part 1

*10 dollars That's a very good choice pay I would like to order
create the order are popular with smartphone discount*

Ann: Hello! _____ a violet silicone case for my _____ that you showed in yesterday's Instagram story.

Sales Manager: Hello! _____.
These cases _____ our customers.

Ann: How much does it cost?

Sales Manager: Its regular price is _____ but there's a 30% _____ when you buy online.

Ann: Does it mean I have to _____ only 7 dollars for it?

Sales Manager: Correct. Shall we start to _____?

Part 2

*we are going immediately worth waiting we ran out of
let me check shame for informing us we can give you I haven't got*

Ann: Good morning! I ordered a case for my phone at your shop 5 days ago but _____ it yet.

Sales Manager: Good morning! Thank you _____ about that. _____ what the reason is.

Ann: Ok.

Sales Manager: The thing is _____ silicone cases of the colour you ordered. That's why we waited. And only today we've received them so _____ to send you a violet case _____.

Ann: That's a _____! Why didn't you tell me about that?

Sales Manager: I am very sorry about that. You know, _____ a 50% discount.

Ann: Oh, thank you. If so, it was _____.

Sales Manager: Thank you again for getting in touch with us about this problem.

Part 3

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|--|
| <i>take it back</i> <i>blue</i> <i>high quality</i> <i>case</i> <i>scratch</i> <i>new</i> <i>a few</i> |
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Ann: Hello again! You know, I got the case at last and it took only a day but it has _____ deep scratches all over.

Sales Manager: Hello! It can't be true! Our products are of _____. Maybe you have a cat that could play with your case and _____ it a bit?

Ann: Are you kidding me? What cat? And besides, it is not violet at all, it is _____.

Sales Manager: How can it be so? Could you take a photo of the _____ and send it to me?

Ann: Oh, come on... I'm not going to do it. You have to _____ and send me a _____ one without any scratches and in VIOLET colour.

Sales Manager:

2. Answer the questions.

1. What did Ann order? Describe it and say why she liked it.
2. How long and why did she have to wait?
3. How much did she pay for it?
4. How long did it take to arrive?
5. What happened when it arrived? What was wrong with it?
6. What did she decide to do?
7. What do you think happened at the end of the story?