



Listen again and fill in the blanks.

Question 1:

W: Have you more printing papers for the office yet? We're running out of them.

M: I contacted A Plus supplier, and they said that the shipment wouldn't arrive until theof this month due to some

W: Well, we cannot wait until then. Please the order with our supplier and contact a new one immediately to ship the papers today.

M: Sure. I'll do it right now.

Question 2:

M: Hi, I bought this smartphone at your store yesterday, but it's now because it fell off the table, and the screen cracked.

W: Okay. Could you please complete this form and wait for your ?

M: How long will I have to wait? It's my lunchtime now, and I have to in fifteen minutes.

W: I am sorry, but as you can see, there are many customers in our store now, and our technicians are all busy. Why don't you the phone here, then we will have a look at it? If the fault is minor, the phone can be fixed here. However, for problems, we have to send it to our service center.

M: Okay. When should I come back here?



W: Please write your name and phone number on this form. As soon as it is, I will contact you to pick it up.

Question 3:

W1: Hi. I purchased this tablet at your store yesterday, for my sister, but it is not

W2: There're some problems with it. I can't access the internet, and the screen doesn't, so I have to restart it many times. It's annoying.

M: Okay, don't worry. Just leave it here and one of our technicians will it for you.

W1: How long do I have to wait?

M: Well, it may take several days. You can here on Saturday.

W2: Oh no, that's too long. I need it for my next week, could I have it repaired this weekend?

M: Sorry, I am not sure because we are very busy. Please call us on Friday. It might be at that time.