

## Business communication

- 1 Complete the phone call between Virginie, a customer, and Kevin, a call handler. Put the words in *italics* in the correct order.
- Kevin Good afternoon, you're speaking to Kevin.  
How can I help you?
- Virginie Hello, I am *up/chasing/an/order*  
<sup>1</sup> *chasing up an order* I placed three weeks ago.
- Kevin *account / take / I / your / details / Can*  
<sup>2</sup> \_\_\_\_\_, please?
- Virginie Yes. The account number is 572638.
- Kevin OK. If you bear with me a moment, I'll *into / look / it* <sup>3</sup> \_\_\_\_\_.  
Let me see. Well, *my / to / information / according*  
<sup>4</sup> \_\_\_\_\_, it is still on order.
- Virginie I really need to know *happened / to / has / it / what* <sup>5</sup> \_\_\_\_\_.  
Could *check / me / you / it / for / out*  
<sup>6</sup> \_\_\_\_\_?
- Kevin Certainly. I'll *back / you / to / hour / within / get / the* <sup>7</sup> \_\_\_\_\_.
- Virginie Thank you.

- 2 Kevin calls Virginie back. Complete their conversation with the phrases from the list.
- put the order straight through asap charge it to was dispatched on check it out as quick as we can must have gone wrong*
- Kevin Hello, this is Kevin from DYK calling. I've got some information about your order.
- Virginie Oh, thanks for calling back. So, what's happened to it?
- Kevin Well, we <sup>1</sup> *put the order straight through* to the warehouse, and it <sup>2</sup> \_\_\_\_\_ the 25th.
- Virginie But I haven't received it yet.
- Kevin I'm sorry about that. Can you confirm the delivery address?
- Virginie We wanted it delivered to our Brussels office.
- Kevin Oh, something <sup>3</sup> \_\_\_\_\_.  
It looks like it might have gone to your Paris office instead. I'll <sup>4</sup> \_\_\_\_\_ straightaway.
- Virginie I've already been waiting three weeks. Could you just send it again <sup>5</sup> \_\_\_\_\_?
- Kevin OK, no problem. We'll resend it <sup>6</sup> \_\_\_\_\_.
- Virginie Thank you. And please <sup>7</sup> \_\_\_\_\_ the Brussels account, not the Paris one.