

LISTENING EXERCISE WORK

EXERCISE 1:

Listen to two customer services assistants deal with dissatisfied customers on the phone.
Complete the chart.

QUESTIONS	CONVERSATION 1	CONVERSATION 2
What is the problem?		
What action does the assistant take?		
Is the customer satisfied?		

EXERCISE 2:

Listen again and complete. Pierre's sentences:

Conversation 1:

- a. I'm very sorry for _____
- b. I'm afraid we've been _____
- c. Please give me a moment and _____
- d. I'll get onto it _____

Conversation 2:

- e. I do apologize for _____
- f. I know, but unfortunately, we've been having _____
- g. Could you bear with me _____, please?
- h. I'll sort it out _____

EXERCISE 3:

Listen and write the number of each speaker (1-6) next to the correct picture (a-f).

**EXERCISE 4:**

Listen again and complete the expressions:

1. The air-conditioning's _____
2. This computer _____
3. The printer won't _____
4. I can't get this fax to _____
5. The projector _____
6. This camera won't _____

EXERCISE 5:

Listen to Pilar and Martin deal with a routine problem at the office. Answer the questions:

- a. What's the problem? _____
- b. What do they do? _____
- c. What was the cause of the problem? _____