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FILL IN THE GAPS WITH THE EXPRESSIONS FROM THE LIST.

EXPRESSIONS

I'M AFRAID • CAN I CHECK • I'M SORRY • WE CAN OFFER YOU • I UNDERSTAND • CAN I DO • REPORT A PROBLEM • MAKE A COMPLAINT

- SA: GOOD MORNING. WHAT 1. \_\_\_\_\_ FOR YOU TODAY?
- C: HI, I'D LIKE TO 2. \_\_\_\_\_. THE LAPTOP I BOUGHT YESTERDAY KEEPS TURNING OFF.
- SA: OH, I SEE. 3. \_\_\_\_\_ TO HEAR THAT.
- C: IT'S REALLY FRUSTRATING.
- SA: 4. \_\_\_\_\_ IF WE DON'T HAVE THE SAME MODEL IN STOCK, BUT 5. \_\_\_\_\_ A REPLACEMENT OR A REPAIR.
- C: BEFORE THAT, 6. \_\_\_\_\_ IF YOU HAVE IT IN ANOTHER COLOUR?
- SA: SURE. ONE MOMENT, PLEASE.
- C: THANK YOU.
- SA: WE DO HAVE IT IN BLACK. ALSO, IF YOU LIKE, YOU CAN 7. \_\_\_\_\_ OFFICIALLY SO OUR MANAGER KNOWS ABOUT THE ISSUE.
- C: GOOD IDEA.
- SA: AND JUST TO BE CLEAR, 8. \_\_\_\_\_? A REFUND, REPLACEMENT, OR REPAIR?

