
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?

