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?



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LIVEWORKSHEETS