



Business Communication unit 7

Business communication

- 1** Put the words in *italics* in the correct order to complete the conversation.

Gerhard Hi, Nicole. I'm calling to discuss the recent delivery problems we've been having.

Nicole Oh, hi, Gerhard. I've heard there have been a few delivery issues recently. ¹ *problems / the / Could / were? / what / you / exactly / clarify*

Gerhard Yeah, sure. Basically it's White Route Logistics, they just don't seem able to deliver on time any more.

Nicole ² *mean / you / Do / that*

the other logistics companies we use aren't causing any of the problems?

Gerhard Well, not exactly. ³ *is / I'm / saying / What* that it's mainly an issue with White Route Logistics, but we have also had a couple of problems with Utome.

Nicole ⁴ *logistics / of / What / name / other / again? / was / the / company / the*

Gerhard Utome.

Nicole Oh, yes. That's right. That reminds me.

⁵ *Have / notice? / Hans / you / handed / that / his / has / in / heard*

He's been headhunted by that web company, Utopia.

Gerhard Really? I knew he wasn't particularly happy. ⁶ *about / way, / By / talking / the*

people leaving, have you heard about Helga?

Nicole No. What's happened?

Gerhard Apparently, she's taking early retirement. Anyway, sorry. ⁷ *That's / of / digression. / a / bit / a /*

Nicole ⁸ *main / back / issue. / to / Let's / get / the*