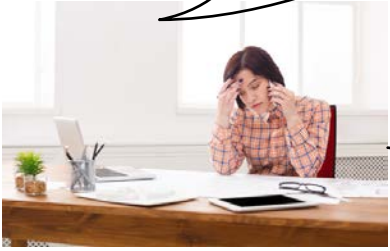


Office telephone conversation

Complete the telephone conversation between a company representative and her client.

mix-up wrong furniture send sort it out
assistance That's great. It's my pleasure.
tell me more this is pull up the new office here

*Hello, Janine
from Smith and Decker Associates.*



1 making a call

*Hi, Janine. It's Cathy How can I
help you today ?*



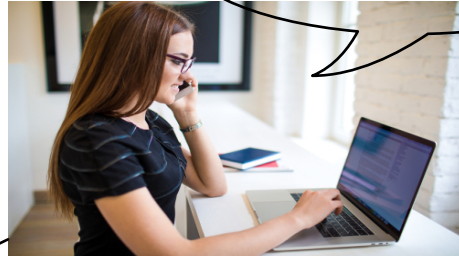
2

*We have a problem with
.....*



3

*Let me just your details.
Could you about the
problem ?*



4

*Yes, the was ordered.
I'll you the order.*

*Ok. Thanks. Oh I see there was
some kind of I'll
straight away.*



5



6

*..... Thanks so
much for your help Cathy.*

*..... I'm always
glad to be of*



7



8

Office telephone conversation answers

Complete the telephone conversation between a company representative and her client.

*mix-up wrong furniture send sort it out
assistance That's great. It's my pleasure.
tell me more this is pull up the new office here*



Hello, this is Janine from Smith and Decker Associates.

1 making a call



Hi, Janine. It's Cathy here. How can I help you today?

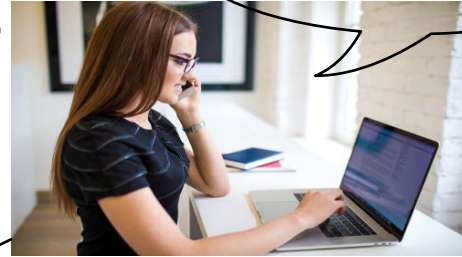
2

We have a problem with the new office.



3

Let me just pull up your details. Could you tell me more about the problem?



4

Yes, the wrong furniture was ordered. I'll send you the order.

Ok. Thanks. Oh.... I see there was some kind of mix-up. I'll sort it out straight away.



5



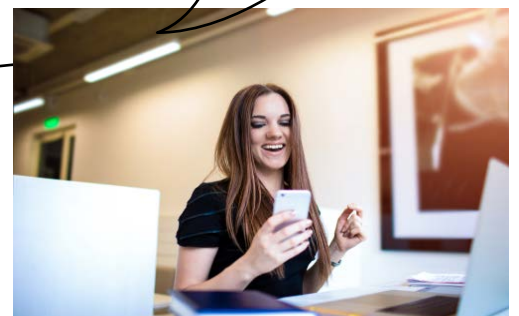
6

That's great. Thanks so much for your help Cathy.

It's my pleasure. I'm always glad to be of assistance.



7



8