Listen to the telephone conversation between a delivery man and his customer. Complete the conversation.



## **Useful Words**

appreciate get it on my way as soon as possible delivery try to do my best help haven't received running late

1 making a call

I'm calling about

My name's John Doe.



John Doe. Alright. I have it

right here. But I'm .....

Hello, this is Mike's Delivery Service. .....?



oh. I really need it ......

...... Could you

.....here really soon?





Ok. I'm ..... I'll be there in

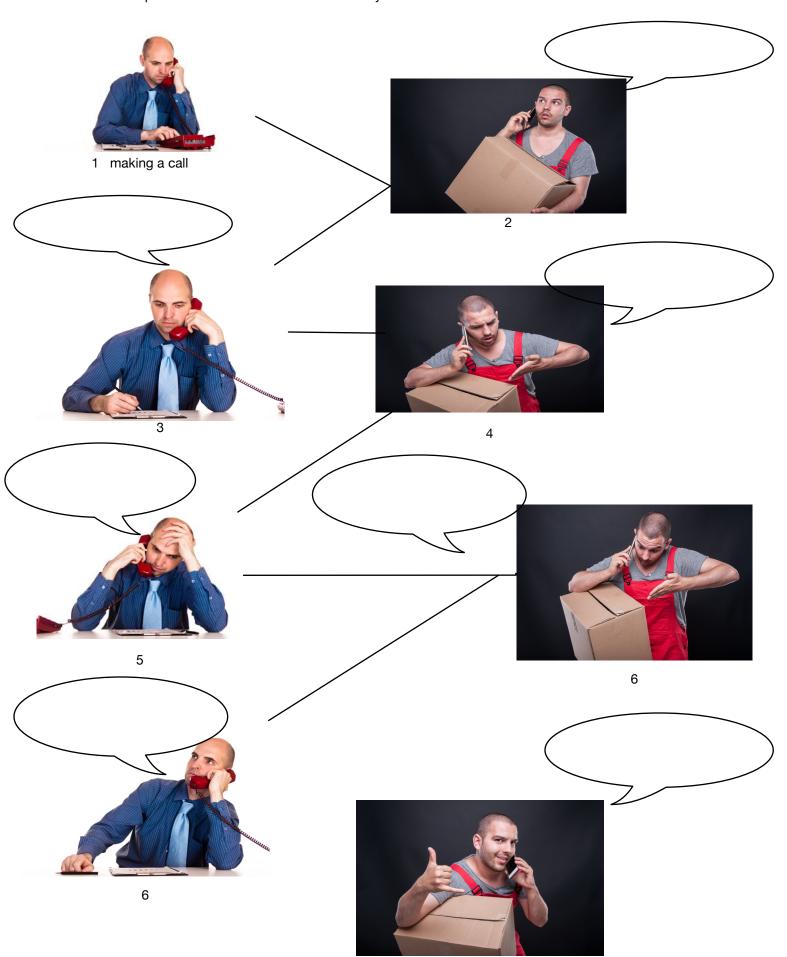
Thanks so much. I really

That's no problem. I really





Listen and write the telephone conversation between a delivery man and his customer.



## Script

Mike: Hello, this is Mike's Delivery Service. How can I help you today?

John: I'm calling about a delivery I haven't received. My name's John Doe.

Mike: John Doe. Alright. I have it right here. But I'm running late.

John: Oh. I really need it as soon as possible. Could you get it here really soon?

Mike: Ok. I'm on my way. I'll be there in 15 minutes

John: Thanks so much. I really appreciate that.

Mike: That's no problem. I really try to do my best for my customers.