

Telephone conversation about a delivery

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



1 making a call

Useful Words

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

I'm calling about
.....
My name's John Doe.

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



3

oh. I really need it
..... Could you
.....here really soon?

John Doe. Alright. I have it
right here. But I'm



2



4

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



5

Thanks so much. I really
.....

That's no problem. I really
.....



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Telephone delivery conversation

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



1 making a call



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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.