

Office telephone conversation

Complete the telephone conversation between a company and a customer.



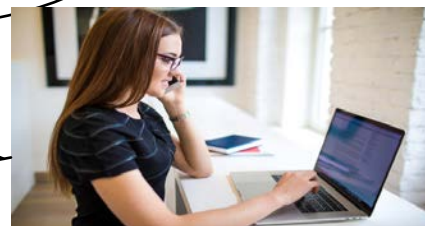
1 making a call

Hello,Janine
from Smith and Decker Associates

mix-up was delivered send assistance
get the correct That's great. It's my pleasure.
tell me more this is pull up
the new office here

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

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

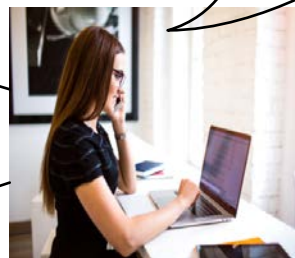


2

Let me just your details.
Could youabout the
problem ?



3



4

Yes, the wrong furniture
I you the order.

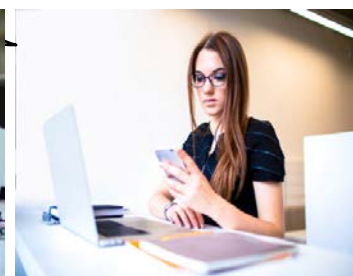
Ok. Thanks. Oh, I see there was some kind of
..... We'llfurniture delivered
as soon as possible.



5



6



6

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

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



7



8

Answers/script

Hello, this is Janine from Smith and Decker Associates

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

We have a problem with the new office.

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

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

Ok. Thanks. Oh, I see there was some kind of mix-up

We'll get the correct furniture delivered as soon as possible.

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

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