

Calling to complain conversation

Complete the telephone conversation between a company and a customer.

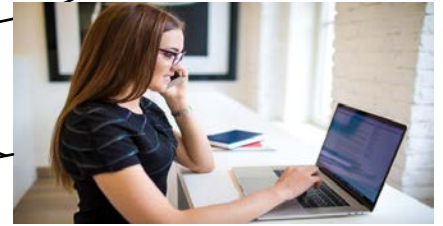


1

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 furniture here

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



2

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



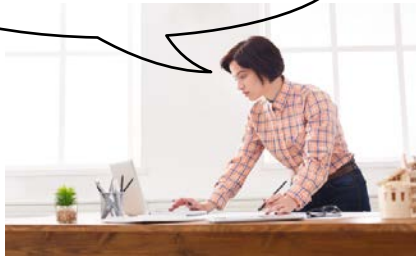
3

Let me just your details.
Could youabout the
problem ?



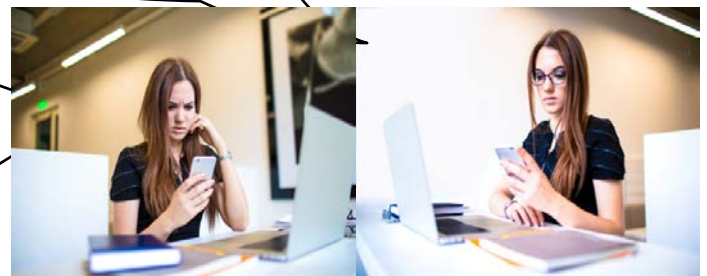
4

Yes, the wrong furniture
I you the order.



5

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



6

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



7

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



8

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 furniture. We ordered it last week, and it arrived yesterday.

Oh dear! I'm so sorry. Let me just pull up your details. Could you tell me more about the problem ?

Yes, of course. the wrong furniture was delivered. I'll send you the order right now.

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.