

Smartphone Availability Enquiry Role Play

Exercise 1: Match the words to the pictures.

released • identical • currently
features • out of stock • delay



1. _____

2. _____



3. _____

4. _____

5. _____

6. _____

Exercise 2: Listen and complete the conversation using the cues.

Customer Service

Morning/welcome/TechZone/help?

Yes/popular/unfortunately/out of stock

Chip shortage/delay/3-4 weeks

SmartX Ultra/identical/\$100 cheaper Would/see?

Pro/Screen/6.7 inches vs 6.5/similar performance

Of/happy/add/notification list/email?

Perfect/Added/list/email/ as soon as/available

Customer

Hi/looking for/SmartX Pro/release

Oh no/when/more?

Quite/ wait/similar phones?

What/main difference?

I see/notify when/back in stock?

Yes/smith.j@email.com

Great/thanks/help