

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.....
.....

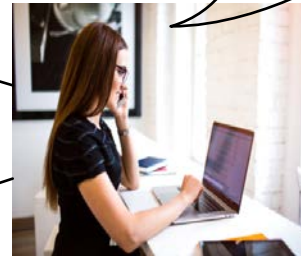


3



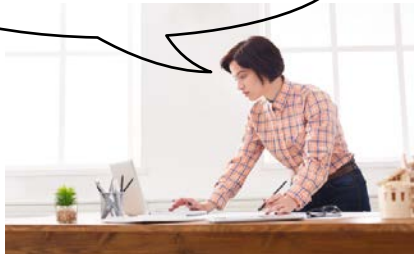
2

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



6

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



7

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



8