

# Calling to complain conversation

Complete the telephone conversation between a company and a customer.



1

1  
Hello, **this is** 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

2  
Hi, Janine. It's Cathy ..... **How can I**  
**help you today** ? **here**



2

3  
We have a problem with.....  
**the new office furniture**



3

4  
Let me just **pull up** your details.  
Could you **tell me more** about the  
problem ?



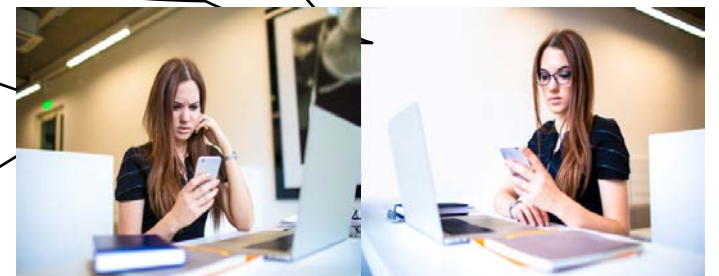
4

6  
Yes, the wrong furniture **was delivered**  
I **send** you the order.



5

8  
Ok. Thanks. Oh, I see there was some kind of  
**mix-up**... We'll **get the correct**  
**as soon as possible.**



6

10  
**That's great!**  
..... **Thanks so**  
**much** for your help Cathy.



7

11  
**It's my pleasure** I'm always  
glad to be of .....  
**assistance**



8