



CONVERSATION

Mandy Jones is dealing with more complaints.

- A:** Good morning. Electro Market Wholesale.
Mandy Jones speaking.
- B:** Good morning.
This is Ron Mason from Boyle and Pitt.
I'm afraid there's a problem with our last order.
- A:** I'm sorry to hear that, Mr. Mason.
Could you give me the order number?
- B:** Yes, it's BV4541S.
- A:** One moment, please.
Yes, according to our records, you placed the order on May 10.
You ordered 80 VCRs, model number KT265EM.
- B:** That's not quite correct. We orderd 70 VCRs, not 80.
- A:** I see. I'm sorry about the inconvenience.
I'll look into it right away and get back to you, if that's OK.
- B:** Yes, that'll be fine.
Thank you.

During the call, Mandy corrected the order form like this:

Electro Market Wholesale					
Customer	Order number	Date	Amount	Item	Model number
Boyle and Pitt	BV4541S	May 10	80 70	VCR	KT265EM

USEFUL LANGUAGE

I'm afraid there's a problem with order.

I'm sorry to hear that.

Could you give me the order number?

You placed an order on ...(*date*)

That's not quite correct.

I'm sorry about the inconvenience.

I'll look into it right away.

I'll get back to you, if that's OK.



ACTIVITY

Now take turns making and dealing with complaints. Use the information below.

Electro Market Wholesale					
Customer	Order number	Date	Amount	Item	Model number
City Lights	BV2125G	May 15	120	digital camera	136B7S 136B4S

Electro Market Wholesale					
Customer	Order number	Date	Amount	Item	Model number
I-Link	BV6375P	May 22	200 150	cell phone	TMS801K