

At the help desk of Eastshore Entertainment, a software company that designs computer games.

1 Listen to the dialogue and describe how the help desk is treating the customer.

2 Listen to the telephone conversation again and fill in the gaps.

Help desk: Hello, this is help desk 17 at Eastshore Entertainment; my name is Linda Euston. Can I help you?

Customer: I've been trying to reach you for over ten minutes! How long does it take to pick up \_\_\_\_\_ a phone?

Help desk: I'm really sorry, but we are very busy at the moment. How can I help you, sir?

Customer: I've got this game called "Invade and Take Over". I'm having problems with the 3D sound card. The game doesn't accept the 3D sound \_\_\_\_\_-of my 3D sound card.

Help desk: So, you have no sound at all?

Customer: All I can hear is a screeching sound.

Help desk: I see. I can understand that this is very annoying \_\_\_\_\_. Which version of "Invade and Take Over" do you have, sir?

Customer: I think it is the 3.0, second release. Do you need my serial number?

Help desk: No, thank you, that won't be necessary. What I do need to know is what kind of sound card you have.

Customer: I have a "3D sound card" from a company called "Creative Tech".

Help desk: Oh yes, we've had several problems \_\_\_\_\_ with this sound card since the release.

The problem's quite easy \_\_\_\_\_ to fix. Do you happen to have access to the Internet?

Customer: Yes, I do.

Help desk: This is what you should do: Go to our Website; the address is www.Eastshore.com (the address is also on the last page of your manual \_\_\_\_\_.) Click under "downloads" and select "patchCT" for Creative Tech.

Customer: Does it take very long to download?

Help desk: That depends on \_\_\_\_\_ - your connection, but it shouldn't be any longer than 10 minutes.

Customer: And you can guarantee \_\_\_\_\_ that it works?

Help desk: We've never had any problems so far. If it doesn't work, you can call us at any time on \_\_\_\_\_ . Anyway, please give me your address; we would like to send you the "Invade and Take Over" mousepad and T-shirt \_\_\_\_\_ free of charge \_\_\_\_\_ to make up \_\_\_\_\_ for the problems you've experienced.

Customer: Oh, that's very kind of you, and thank you for your help.

Help desk: You're welcome. It was a pleasure \_\_\_\_\_ to serve you, and please don't hesitate \_\_\_\_\_ to call again if there should be any other problems.

Customer: Thank you, I will.