

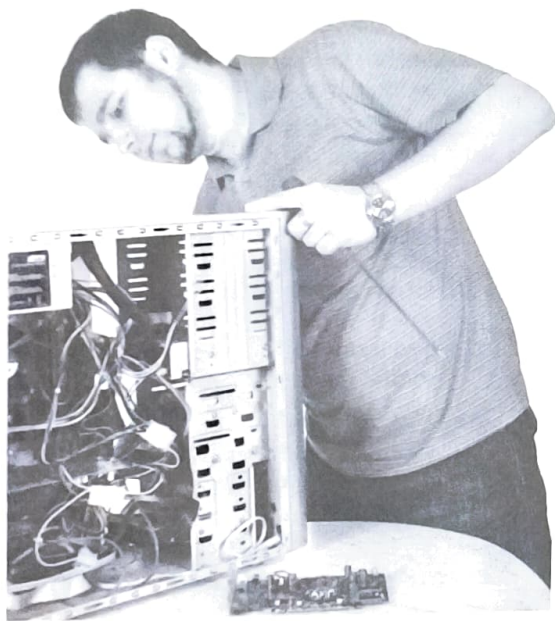
1 Match the departments in A to their responsibilities in B.

A

1. sales and marketing department
2. accounts department
3. IT maintenance department
4. customer relations department
5. human resources department

B

- a. repairs equipment
- b. finds new employees
- c. manages a company's money
- d. sells and advertises products
- e. gives help to customers and deals with their problems



2 Match A to B to form sentences. Pay attention to the words in bold.

A

1. Our order didn't arrive
2. We couldn't assemble the computer
3. We corrected the invoice
4. The IT department sent back the screen
5. We didn't buy the headphones

B

- a. because they had **defects**.
- b. because it was **damaged**.
- c. because it was **missing a part**.
- d. because there was an **error**.
- e. because it got **lost in the post**.

3 Complete the sentences with the words below.

charge • doesn't fit • hold the line • discuss it  
make a claim • making a noise • get back to

1. Mr Evans phoned and left his number. He wants you to ..... him.
2. I can't give you an answer right now. I'll ..... with Ms Jenkins and we'll see how to deal with it.
3. How much did the web designer ..... for designing your website?
4. Can you please ..... while I transfer your call?
5. The fan is ..... There's something wrong with it.
6. Can you help me? This part ..... into the slot.
7. We decided not to ..... because the company paid us for all the damage.

4 Circle the correct answer to show you understand the words in bold.

1. Our office suppliers **overcharged** us.
  - a. We should pay £100, and not £120.
  - b. We should pay £120, and not £100.
2. Leisters Engines sent us a **faulty part**.
  - a. It didn't work.
  - b. It was just what we needed.
3. Mr Shipton was not **satisfied** with our service.
  - a. He wants to work with us again.
  - b. He never wants to work with us again.
4. Mr Larson gave us a **quote** for the laptops and projectors.
  - a. We paid £10,350.
  - b. It will cost us £10,350.



**5 The words in bold are in the wrong sentences. Write them next to the correct sentences.**

1. Their **enquiries** are Monday to Friday, 9.00-6.00. ....
2. The **customer number** is 15th October. ....
3. My **wrong item** is B536. ....
4. You sent us the **shipping date** – you sent us model A31 instead of B31. ....
5. I've made a list of all your **opening times** and I'll contact you as soon as I get the answers. ....

**6 Circle the correct answer to show you understand the words in bold.**

1. When you **return** something, you ... .  
a. keep it  
b. send it back
2. When you **assist** someone, you ... .  
a. help them  
b. pay them
3. When you **refuse** to do something, you say you ... .  
a. will do it  
b. won't do it
4. When you **suggest** something, you ... .  
a. give advice  
b. get advice
5. When you make a **complaint**, you say ... .  
a. you'd like a discount on in the price of a product  
b. you're not satisfied with a product or service

**7 Match A to B to form sentences. Pay attention to the words in bold.**

**A**

1. If the part is **under warranty**,
2. If we **lose business** because of this,
3. If you **check your records** and find a mistake,
4. If you are not completely **satisfied**,

**B**

- ..... a. we will **credit your account**.
- ..... b. you will get a **refund**.
- ..... c. we will ask for **compensation**.
- ..... d. we will repair it **at our expense**.

**Say It!**

**Number the sentences in the correct order to create a dialogue.**

- ..... a. Yes. My customer number is NA71095. We ordered the products on 12th June.
- ..... b. Thank you.
- ..... c. May I ask what the problem is, please?
- ..... d. OK. Let me take your name and number. I'll check and get back to you.
- ..... e. I'm sorry about that. Can you give me more details, please?
- ..... f. Yes. Our order still hasn't arrived.





**page 16**

**1** 1. d 2. c 3. a 4. e 5. b

**2** 1. e 2. c 3. d 4. b 5. a

**3** 1. get back to 5. making a noise  
2. discuss it 6. doesn't fit  
3. charge 7. make a claim  
4. hold the line

**4** 1. a 2. a 3. b 4. b

**page 17**

**5** 1. opening times  
2. shipping date  
3. customer number  
4. wrong item  
5. enquiries

**6** 1. b 2. a 3. b 4. a 5. b

**7** 1. d 2. c 3. a 4. b

**Say It!**

1. c 2. f 3. e 4. a 5. d 6. b