N: Delivery Development Company, good afternoon.

A: Good afternoon, my name is Andrew, I would like to speak to somebody about an order.

N: Okay, what’s happened?

A: My order was supposed to arrive a week ago. I still haven’t received any information about its delivery.

N: It’s very terrible. Please provide your track number.

A: LV3336444790GB.

N: Could you speak more slowly, please?

A: \*repeat track-number more slowly\*

N: Thanks, I will try to deal with this order. Can you hold a few minutes?

A: Yes, of course.

N: Your order is being held by customs. Your order will arrive in the post office in three days. We apologize to you for our error. You will receive a delivery message by email.

A: Thanks for the help. Goodbye.

N: Good luck.