**10. Telephone Conversation – Calling Customer Service**

**Level:** B1

**Leírás:**

Students can practise how to start a call, explain a problem, ask for help and end the call politely.

**Characters:**

* **Customer:** Jake – 17 years old, polite but frustrated because his new phone isn’t working properly.
* **Customer Service Clerk:** adult female – calm, professional and helpful.

**Scene:**

Jake is at home. He calls the mobile company’s customer service line using his phone.  
The scene shows a split screen: Jake on one side, the clerk in an office on the other.

**Slide 1**

**Action:** Jake holds his phone and dials the number.  
**Dialogue:**

**Clerk:** Good morning, TechLine customer service. How can I help you?

**Jake:** Hello, my name’s Jake Vella. I bought a new phone yesterday, but it doesn’t turn on.

**Slide 2**

**Action:** The clerk types on her computer.  
**Dialogue:**

**Ms Borg:** I’m sorry to hear that. Have you got the receipt?

**Jake:** Yes, of course. I’ve got the warranty too. Its number is 4529.

**Slide 3**

**Action:** Clerk checks the details on the screen.  
**Dialogue:**

**Clerk:** Thank you. Did you charge the phone before turning it on?

**Jake:** Yes, I charged it for two hours, but nothing happened.

**Slide 4**

**Action:** Clerk nods and offers a solution.  
**Dialogue:**

**Clerk:** I understand. Please bring the phone to our service centre. We’ll check or replace it for free.

**Jake:** That’s great, thank you. Where is the service centre?

**Slide 5**

**Action:** Clerk gives clear directions.  
**Dialogue:**

**Clerk:** It’s on Main Street, next to the post office. We’re open from 9 a.m. to 5 p.m.

**Jake:** Thank you very much for your help.

**Slide 6**

**Action:** Both smile; the call ends politely.  
**Dialogue:**

**Clerk:** You’re welcome. Have a nice day.

**Jake:** You too. Goodbye.

**Exercise:**

**Choose the correct answer.**

1. Why does Jake call customer service?  
   a) He wants to buy a new phone.  
   b) His new phone doesn’t work. ✅  
   c) He lost his phone charger.
2. What does the clerk ask Jake for?  
   a) His phone number.  
   b) His address.  
   c) His receipt. ✅
3. What does Jake say he also has?  
   a) The charger.  
   b) The warranty. ✅  
   c) The instructions.
4. What did Jake do before calling?  
   a) He charged the phone. ✅  
   b) He went to the customer service centre.  
   c) He emailed customer service.
5. What does the clerk tell Jake to do?  
   a) Bring the phone to the service centre. ✅  
   b) Wait for a new phone to arrive.  
   c) Call again tomorrow.