

Phoning about an order

Student A

1 Put the words in order to make expressions for phoning about an order. Then check your answers with a partner.

1 I'm / pet / calling / order / about / a / an / for / .

2 put / moment / Can / you / I / hold / a / on / for / ?

3 product / to / Would / you / different / like / order / a / ?

4 B / Is / Beta / that / in / as / ?

Answers (for Student B)

1 Is there anything else I can help you with? 2 Would you like to cancel the order?

3 Can I help you? 4 Would you like confirmation by email?

2 Work in pairs. Look at the situations in the picture stories. With your partner, take turns to phone about the order that has gone wrong in each situation.



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Student B

1 Put the words in order to make expressions for phoning about an order. Then check your answers with your partner.

1 else / with / Is / you / help / there / anything / can / I / ?

2 to / Would / order / you / cancel / like / the / ?

3 you / I / Can / help / ?

4 email / like / Would / confirmation / you / by / ?

Answers (for Student A):

1 I'm calling about an order for a pet. 2 Can I put you on hold for a moment?

3 Would you like to order a different product? 4 Is that B as in Beta?

2 Work in pairs. Look at the situations in the picture stories. With your partner, take turns to phone about the order that has gone wrong in each situation.