**5d Page 64 AUDIOSCRIPT**

Pre-Intermediate Student’s Book

Life

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**V = Recorded voice, C = Customer care assistant, J = Jane**

**V:** Thank you for calling Teco Art dot com. Your call is important to us. For information about our latest products, press one. For orders, press two. For problems with your order, press three. … All our customer service assistants are busy. We apologise for the delay. Your call is important to us. One of our customer service assistants will be with you as soon as possible.

**C:** Good morning. Can I help you?

**J:** Hi, I’m calling about an order for a Computer Circuit Board Clock from your website but I received an email saying I have to wait seven more days.

**C:** One moment … Do you have the order number?

**J:** Yes, it’s 8-0-5-3-1-A.

**C:** Is that A as in Alpha?

**J:** That’s right.

**C:** Is that Ms Jane Powell of 90 North Lane?

**J:** Yes, it is.

**C:** Hmm. Can I put you on hold for a moment?

**J:** Sure.

**C:** Hello?

**J:** Yes, hello.

**C:** I’m very sorry but this product isn’t in stock at the moment. We’ll have it in seven days.

**J:** I already know that. But it’s my husband’s birthday tomorrow.

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**C:** I see. Well, would you like to order a similar clock? We have an Apple iPod one for thirty-five pounds.

**J:** Hmm. I really liked the one I ordered.

**C:** Oh, I’m sorry about that. Would you like to cancel the order?

**J:** Yes, I think so. How does that work?

**C:** Well, we’ll refund the amount of thirty-nine pounds to your credit card.

**J:** OK. Thanks.

**C:** And would you like confirmation by email?

**J:** Yes, please.

**C:** Let me check. Your email is J – powell at S-mail dot com.

**J:** That’s right.

**C:** Is there anything else I can help you with?

**J:** No, thanks. That’s everything.

**C:** OK. Goodbye.

**J:** Bye.