



You will watch the video “A phone call from a customer”. Listen carefully and order the conversation.

1. Hi Junko, it's Andrea here from redband. I'm calling about our latest order. ()
2. Yes, everything is fine with the order, I'm calling about the invoice and the payment terms, I need a favor. ()
3. ...Hello, Jinko Murray speaking, how can I help you?... ()
4. This is a little difficult, but I need an extension of the payment terms, I know they're usually 30 days but we're having some cash flow problems. You'd really be helping us out if you could extend it to 60 days... ()
5. Everything arrived okay right? We got the delivery confirmation at our end. ()
6. A favor? What do you need?... ()

Open questions

1. Why do people sometimes need a paying time extension when purchasing items?

Explain: _____
_____.

2. What happens when phone customer service is bad?

Explain: _____
_____.

3. What would you do in the customer's situation?

Explain: _____
_____.

4. Would you ever work in customer service?

Explain: _____
_____.