Listening Script: Handling Business Calls (Level: B1)

1.

Speaker 1: Good morning, this is Robert from NorthLine Logistics.

Speaker 2: Good morning, Robert. This is Emma from BlueWave Trading.

Speaker 1: I'm calling about shipment 7843. We haven't received it yet.

Speaker 2: Let me check that for you, please.

Speaker 1: Thank you.

Speaker 2: I can see here that the shipment was delayed due to a technical issue.

Speaker 1: I see. When can we expect delivery?

Speaker 2: It should arrive by Thursday.

Speaker 1: That's acceptable. Please keep us informed.

Speaker 2: Of course. I'll send you an update by email.

2.

Speaker 1: Hello, this is Daniel from SoftPro Solutions.

Speaker 2: Hello, Daniel.

Speaker 1: I'm calling regarding the invoice we received yesterday.

Speaker 2: Yes, how can I help?

Speaker 1: The amount seems higher than agreed.

Speaker 2: I understand. Could you give me the invoice number, please?

Speaker 1: It's 6621.

Speaker 2: Thank you. I will check this and get back to you today.

Speaker 1: I appreciate that.

Speaker 2: You're welcome.

3.

Speaker 1: Good afternoon, Orion Services.

Speaker 2: Hello, may I speak to Ms. Carter, please?

Speaker 1: I'm afraid she is not available at the moment.

Speaker 2: Could I leave a message?

Speaker 1: Of course.

Speaker 2: Please ask her to call me back this afternoon.

Speaker 1: Certainly. May I have your name and number?

Speaker 2: This is Michael Lee, 555-2047.

Speaker 1: Thank you. I'll pass on the message.