

Order 204

Keep this page private. You work at the hire shop.

Ask for the order number and listen to the problem. Answer one question at a time. Let the caller ask about alternatives and delivery. Offer a choice if they need help. Use only the stock and times below.

Stock list

Item	What you can offer
Red coat	1 available today
Old brown suitcase	Available tomorrow at 10 am - too late
Old black suitcase	1 available today
Blue chair	No extra blue chairs until tomorrow
Matching white chairs	2 available today
Matching black chairs	2 available today

Delivery and collection

You can deliver today at 4 pm or tomorrow at 10 am. Collect the wrong coat, suitcase, and both chairs when you deliver. The crew keeps the lamp.

Useful supplier phrases

- I'm sorry about that.
- We have ..., but we don't have ...
- Would ... be OK?
- We can deliver at ...
- Yes, that's right.

Before the call ends

Ask the caller to say the complete plan back. Check the items, quantities, colours, and time. Correct any misunderstanding.

Agreed items: _____

Delivery day and time: _____

Order 319

Keep this page private. You work at the hire shop.

Ask for the order number and listen to the problem. Answer one question at a time. Let the caller ask about alternatives and delivery. Offer a choice if they need help. Check what size table the crew needs. Use only the stock and times below.

Stock list

Item	What you can offer
Red cups	More arrive tomorrow
Matching white cups	2 available today
Matching blue cups	2 available today
Small round table	1 available today
Large round table	1 available today - check the caller's needs

Delivery and collection

You can deliver today at 12 noon or 3 pm. Collect both delivered cups and the square table when you deliver. The crew keeps the umbrella.

Useful supplier phrases

- I'm sorry about that.
- We have ..., but we don't have ...
- Would ... be OK?
- We can deliver at ...
- Yes, that's right.

Before the call ends

Ask the caller to say the complete plan back. Check the items, quantities, colours, and time. Correct any misunderstanding.

Agreed items: _____

Delivery day and time: _____