

**Cathy:** Good morning. Holt Cycles Ltd. Cathy speaking. How can I help you?

**Becky Willis:** Good morning. I'd like to speak to the Shipping Operations Manager.

**Cathy:** Certainly. May I ask what you are calling about?

**Becky Willis:** Yes. The shipment of bicycles that we ordered two weeks ago from you was supposed to be here yesterday, but they still haven't arrived.

**Cathy:** Oh dear.

**Becky Willis:** Yes, and we need them urgently – our stock is running very low.

**Cathy:** OK. Can I take your name and your company name?

**Becky Willis:** Yes. I'm Becky Willis and I work at Pedal-Go Bikes.

**Cathy:** Thank you. May I put you on hold for a moment while I see if Mr Pitman, the Shipping Operations Manager, is free?

**Becky Willis:** Yes, of course.

**Mr Pitman:** Hello.

**Cathy:** Hello Mr Pitman. It's Cathy here from reception.

**Mr Pitman:** Ah. Hi, Cathy. What can I do for you?

**Cathy:** I've got Becky Willis on the phone from Pedal-Go Bikes. She says their shipment hasn't arrived.

**Mr Pitman:** I guess she didn't get the message about the delay. You'd better put her through to me.

**Cathy:** OK. Hello, Ms Willis?

**Becky Willis:** Hello. I'm still here.

**Cathy:** Great. Thank you for waiting. I'm transferring you to Mr Pitman now.

**Becky Willis:** Thanks for your help, Cathy.

**Cathy:** You're welcome. Enjoy the rest of your day.

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