

Good morning. Winchester Electronics.

Hello, I'm calling about an order that I placed.

Can I have your name and the date that you placed the order?

My name is Robert Mitchell, I work for Newby Publishing. We placed an order for some computers on the 7th of May.

Yes, I have your details here. How can I help you?

Well we ordered three model X computers, but we received only two.

Oh, I'm sorry to hear that. I'll look into the matter straight away.

Can you tell me how long it will take to send the other computer?

Well it should take no longer than a week.

I'm afraid that's not good enough. We really need the computers now.

I apologise for the mistake and I will try to send the other computer by express delivery today.

I appreciate that. Thank you. Goodbye

Goodbye