## Handling orders and complaints

### Task 1 Telephone conversation

**Gloria**: Welcome at RapDel, my name is Gloria how may I help you?

**Mary Ham**: Hello Gloria, this is Mary Ham from Interactive Speedlan Inc. We are currently planning a hands-on seminar for our employees to train them for our soon upcoming products. To achieve a successful seminar we need some specific hardware configurations, and I was hoping whether your company can provide us with those.

**Gloria**: It depends on your required hardware. If we do not have them in stock, we have to order them first. The delivery from the manufactures can take up to two weeks. Which particular hardware do you need and by which date do you need it at the latest?

**Mary Ham:** We need 20 computers for our seminar room until the 20th of August 2019. They must support 10 Gigabit networking and should run Adobe Premiere Professional smoothly. In addition we need one monitor, keyboard, and mouse for every computer. Also we need a 10 Gigabit network Switch and cables which are suitable for 10 Gigabit networking. It would be perfect if every computer has the exact same configuration so we do not run into any issues according to different hardware.

**Gloria:** Let me have a quick look to see if we still have enough 10 Gigabit network cards in stock. Could I put you on hold for a few minutes?

**Mary Ham:** Sure, no problem!

**Queue:**  *Please hold the line. We are right back!*

*2 Minutes later*

**Gloria:** Hello Mary, can you hear me?

**Mary Ham:** Yes, I can hear you Gloria.

**Gloria:** Thank you for waiting. I have just checked our stock. Unfortunately, we only have 14 10 Gigabit network cards left, so we have to order eight more but this should not be a problem.

We can offer you 20 FUJITSU ESPRIMO P758 and 20 24” acer Full-HD monitors. Mouses and keyboards are included within the FUJITSU computers. Usually those computers do not come with 10 Gigabit network cards but we will replace the network cards with 10 Gigabit cards. As for the network switch we can provide you with a 24 port device. If you just need it once, you can also rent it from us.

**Mary Ham:**  That’s sound great! I am happy you can provide us with everything required for our seminar. What does it cost in total if we buy all of the devices and rent the network switch for three days?

**Gloria:** One FUJITSU ESPRIMO P758 costs 540$, one monitor costs 125$, and renting the switch costs 20$ per day. So in total we have 13,360$ but I can offer you a ten percent discount because you order so many devices. So the total amount would be 12,024$, excluding tax.

**Mary Ham:** Oh wow! I thought it would get a lot more expensive. Okay we would like to order the devices and rent the switch for three days.

**Gloria:** Perfect! Can I have your e-mail and delivery address, please? I will then confirm your order by e-mail.

**Mary Ham:** Sure. My email address is ham\_mary@speedlan.com. Our delivery address is 723 Baker Avenue in 76011 Arlington, Texas.

**Gloria:** Thank you Mary. I will confirm your order by e-mail shortly. Thanks for calling us. Bye!

**Mary Ham:** Bye!

### Task 2 E-Mail about the faulty invoice

|  |
| --- |
| From: ham\_mary@speedlan.com |
| To: info@rapdel.com |
| Subject: Wrong order |
| Dear Gloria,Thank you for confirming our order. Unfortunately, there are some mistakes within this confirmation which I want to clarify first. First of all there is a mistake in the delivery address. It should be delivered to Speedlan Inc.723 Baker Avenue in 76011 Arlington, TexasAnd not to 623 Baker Avenue. Please correct this for us. Moreover the invoice says that we want to buy the 10 Gigabit network switch but on phone we said we want to rent it for three days. We don’t need it permanently! Last but not least, you promised us a ten percent discount but it does not show up in the invoice either. Could you fix all of this for us please? Until that's cleared up, I'm afraid we can't pay.Best regards, Mary HamInteractive Speedlan Inc. |