

## A Missing Order

Brian: Wondergame Global, Brian here. How can I help you?

Brita: My name is Brita Berg. I ordered several items from you last week. I received the delivery today. When I opened the parcel, I noticed that one of the games we ordered was missing.

Brian: Let's see. Sometimes your goods will be delivered on different dates. So, first of all, have you checked your emails from us? Some of your items may simply be arriving separately. You will not be charged any additional postage costs if this is the case.

Brita: I check my emails many times a day, but I haven't received any additional emails from you.

Brian: OK. Let's check the invoice. Is there a 0 in the quantity column for any item on your invoice?

Brita: Let me have a look. Hmm, yes there is one, actually on the same line as the missing item. Why has this part of my order been cancelled?

Brian: This means that unfortunately we did not have that item in stock.

Brita: But I don't remember seeing any information on limited stock of that item. Why is that? My son is eagerly looking forward to receiving the game. We ordered it for him for his birthday next week.

Brian: Our website is updated on a regular basis and all items advertised online are in stock at the time of an update. Unfortunately, on very rare occasions we have small quantities of a particular item. Orders placed between updates may exceed the quantity of items that we have available. In that case we will process orders on a first come, first served basis.

Brita: Well now it's too late to order the game from somewhere else. My son will be very disappointed. I want my money back immediately and I expect you will also give us some compensation for this!

Brian: I am very sorry for the inconvenience. You will definitely not be charged for the item that has been cancelled. We only charge you for the items that we are able to deliver.

Brita: But that's the least you can do! I am not satisfied.

Brian: We would also be happy to offer you a gift card of 25 euros.

Brita: I suppose that's better than nothing.

Brian: I am very sorry about this, but we hope you will make purchases with us in the future, too.

Brita: We'll see. At least I'll use the gift card. Thank you and goodbye.

Actually = itse asiassa

Additional = ylimääräinen

Advertise = mainostaa

Arrive = saapua

Basis = periaate

Cancel = peruuttaa

Certain = tietty

Charge = veloittaa

Clear = selvittää, hoitaa

Column = sarake

Compensation = korvaus

Definitely = ehdottomasti

Depend on = riippua jostakin

Eagerly = innokkaasti  
Goods = tuotteet  
Immediately = välittömästi  
Inconvenience = harmi, haitta  
Invoice = lasku  
Limited = rajoitettu  
Missing = puuttuva  
Notice = huomata  
Occasion = tilanne  
Parcel = postipaketti  
Particular = tietty  
Postage costs = postikulut  
Procedure = menettelytapa  
Quantity = määrä  
Rare = harvinainen  
Regular = säännöllinen  
Separately = erikseen  
Several = useita  
Unfortunately = valitettavasti  
Update = päivittää

Lähde: Timonen, M. & Niskanen, T. Jackpot. Making the most of business English. Sanoma Pro