

The Missing Shipment Mystery

Professional Phone Etiquette & Problem Solving

PART 01 Warm-Up Activity

- How often do you make formal phone calls in English?
- What is the most difficult part: starting the call, explaining the problem, or ending the call?
- Have you ever had to call customer service for a mistake they made? What happened?

PART 02 The Scenario

A local office supply company, "Global Stationers," has sent the wrong items to a law firm. The law firm ordered 10 ergonomic chairs, but they received 100 boxes of blue pens instead. The law firm has a big meeting tomorrow and needs the chairs immediately.

The Order Details:

- Order Number: GS-9982
- Items Ordered: 10 "Executive Pro" Chairs (\$2,500 total)
- Items Received: 100 Boxes of "Blue Ink" Pens (\$150 total)
- Urgency: High (Meeting at 9:00 AM tomorrow)

THE TASK & GOAL

Resolve the shipping error and ensure the correct items arrive before the deadline.

1. Connect with the correct person in the company.
2. Explain the discrepancy between the order and the delivery.
3. Negotiate a solution for a rush delivery.
4. Confirm the next steps and end the call professionally.

ROLES & PERSPECTIVES

A: OFFICE MANAGER

You work at the law firm. You are stressed because the chairs are missing for tomorrow's meeting. You need to speak to someone who can fix this immediately. Do not accept "we will call you back next week" as an answer.

B: CUSTOMER SERVICE AGENT

You work at Global Stationers. You are polite but the system shows the order was "completed." You need to check the system, perhaps put the customer on hold, and find a way to get the chairs to them by tomorrow morning.

REFERENCE Useful Language

MAKING THE CALL	HANDLING THE ISSUE	ENDING THE CALL
I'm calling regarding order GS-9982.	I'll just put you on hold while I check.	I appreciate the help, thank you.
I wonder if you can help me...	We'll need to check our system.	Let's speak again once the truck arrives.
Could I speak to the logistics manager?	I'll transfer you to the warehouse.	Have a nice evening.

PLANNING & NOTES

Plan your dialogue here

PART 03 Reflection

1. Did you reach a satisfactory agreement? Why or why not?
2. Which phrases from the "Useful Language Box" felt most natural during the conversation?

The Missing Shipment Mystery

Target language practice.



TIME

30 MINS

OBJECTIVE

To practice formal telephone functional language in a high-stakes professional scenario.



GRAMMAR FOCUS

POLITE REQUESTS AND
INDIRECT QUESTIONS

- I wonder if you can help me
- Could I speak to the manager?
- I'm calling regarding an order.

KEY VOCABULARY

AVAILABLE

REGARDING

TRANSFER

MESSAGE

SYSTEM

Procedure

1. **Warmer (5 mins):** Lead a brief class discussion using the warm-up questions. Elicit any "phone phobias" students might have.
2. **The Task (15 mins):** Pair students and assign roles. Monitor the "calls" (have them sit back-to-back to simulate a real phone environment). Encourage Student B to use "hold" and "transfer" language.
3. **Feedback (10 mins):** Ask a few pairs to share their solution. Provide error correction specifically on the formal tone and the use of the target phrases from the source text.