

## UNIT 4: BUILDING SUPPLIES

### LESSON 3



**ACTIVITY 1:** Listen to this telephone conversation and **choose the correct answer**. Audio 22.



- 1 Who are Smith and Sons? a) the supplier b) the customer
- 2 Who are Apex Building? a) the supplier b) the customer

**ACTIVITY 1:** Listen again and **complete this email**. Audio 22.



Subject: Order confirmation  
From: Ernest\_Smith@sasconstructionsupplies.com  
To: jjones@apexbuilding.com

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|                  |                                                  |
|------------------|--------------------------------------------------|
| First name:      | Jenny                                            |
| Last name:       | Jones                                            |
| Company name:    | Apex Building                                    |
| Customer number: | (1) _____                                        |
| Order number:    | GGC33471                                         |
| Item number:     | (2) _____ Description: chipboard                 |
| Quantity:        | (3) _____                                        |
| Item number:     | (4) _____ Description: plywood                   |
| Quantity:        | (5) _____                                        |
| Item number:     | (6) _____ Description: plywood                   |
| Quantity:        | (7) _____                                        |
| Delivery:        | (8) yes / no                                     |
| Pick-up:         | (9) yes / no                                     |
| Pick-up date:    | (10) _____                                       |
| Comments:        | Customer also wants timber XP6754. Out of stock. |

**ACTIVITY 3:** Match these phrases with their definitions.

**1. IN STOCK**

**2. OUT OF STOCK**

**3. DELIVERY**

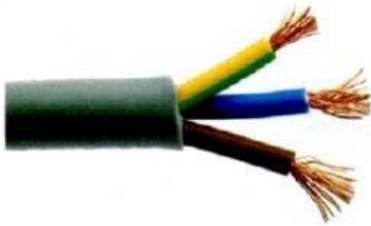
**4. PICK UP**

**5. PLACE AN ORDER**

**6. CHANGE AN ORDER**

- a) The act of taking goods, parcels, food, etc to people's houses or places of work.
- b) To submit an order for a product. To buy a product.
- c) The store doesn't have the item. Not available.
- d) To collect something from a place.
- e) To replace your order with another. *Example: You bought white paint but now, you want black paint.*
- f) The store has the item. available for sale.

**ACTIVITY 4: Choose the correct words or phrases in *italics* to complete these conversations.**



- 1 A: I need some three-core cable, please. 2.5mm. 240V.  
B: I'm sorry. We're in stock / out of stock.
- 2 A: I want to order some timber.  
B: Yes, of course. What's your customer number / order number, please?
- 3 A: Do you have transport?  
B: NO, I'm sorry. I don't.  
A: No problem. We organise delivery / pick-up. Where is the site?
- 4 A: Hello again.  
B: Hello. Can I place an order / change an order, please? We need three bags of sand, not thirty.  
A: No problem at all.

**ACTIVITY 5: Put these sentences in order to make a dialogue.**

- \_\_\_\_\_ I don't have transport.
- \_\_\_\_\_ Don't worry. We organise delivery.
- \_\_\_\_\_ For the roof.
- \_\_\_\_\_ I want to order some white paint.
- \_\_\_\_\_ Is it for interior or exterior?
- \_\_\_\_\_ Yes, we're in stock.

**ACTIVITY 6: Complete these sentences. Use **one word** in each gap.**

- 1 'I'd like to \_\_\_\_\_ an order, please.' 'Yes, certainly. What's your order number?'
- 2 Sorry, we don't have any felt tape. It's out of \_\_\_\_\_.
- 3 We have a wide \_\_\_\_\_ of products on our website.
- 4 We design high quality products, made \_\_\_\_\_ your specifications.

