

Business communication – Ordering by phone

1) Put the conversation in the correct order 1-8

- a ____ Can I order some safety helmets, please?
- b ____ Of course. It's Castell & Co.
- c ____ Sorry, is that 40?
- d ____ Good afternoon. Bentons Safety. How can I help you?
- e ____ Yes, of course. Can I have your company name, please?
- f ____ That's right. Can you deliver this week?
- g ____ Sure. It's Y5-RS. And we'd like 40.
- h ____ Castell & Co. And can you tell me the product code, please?

2) Put the words in *italics* in the correct order to continue the conversation from activity 1.

- A *but / in stock / I'm / don't / sorry / we / the Y5-RS / have*
1 _____. We can deliver on Monday. Is that OK?
- B OK, thanks. And *price / I / the / check / can*
2 _____. Is it \$5.35 for one?
- A That's right. *address / delivery / your / What's*
3 _____, please?
- B It's 97 Light Avenue, Baltimore MD 21202.
- A Sorry. *again / you / that / Can / say*
4 _____, please?
- B 97 Light Avenue, Baltimore MD 21202.
- A Thanks. We'll deliver to that address on Monday.
- B Great. *email / Can / my / order / confirm / by / you*
5 _____, please?
- A Of course. *email address / give / Can / me / you / your*
6 _____, please?
- B Yes. It's Phillipa underscore Wainwright at castellco dot com.
- A *that / say / you / slowly / more / Can*
7 _____, please?
- B Sure. It's Phillipa underscore Wainwright at castellco dot com.
- A Thanks. I'll send an email to confirm your order.
- B Thanks very much.
- A *for / Thanks / order / your*
8 _____.