

Business communication | Ordering

1 Read about a company.

What does it sell? Does it deliver the products?

2 ▶ 5.9 Carel Peeters from Belgium calls Paul Rice at Euroboxes. Listen and complete the order form.

Product	Size	Item No	Price per box	Quantity	Total price
SSW box	Small	¹ _____ - _____	20 cents	² _____	³ _____ euros
SSW box	Medium	⁴ _____ - _____	⁵ _____ cents	5,000	⁶ _____ euros
					⁷ _____ euros

3 Who says the expressions from the conversation? Tick (✓) *Company* or *Customer*.

	Company	Customer
1 Can I help you?	<input type="checkbox"/>	<input type="checkbox"/>
2 I'd like to order Standard Single Wall boxes.	<input type="checkbox"/>	<input type="checkbox"/>
3 Do you have the item number?	<input type="checkbox"/>	<input type="checkbox"/>
4 How many would you like?	<input type="checkbox"/>	<input type="checkbox"/>
5 Does that include delivery?	<input type="checkbox"/>	<input type="checkbox"/>
6 And I also want 5,000 medium.	<input type="checkbox"/>	<input type="checkbox"/>
7 What's the price?	<input type="checkbox"/>	<input type="checkbox"/>
8 The total price is 3,250 euros.	<input type="checkbox"/>	<input type="checkbox"/>
9 Can you confirm my order by email?	<input type="checkbox"/>	<input type="checkbox"/>
10 I'll email that now.	<input type="checkbox"/>	<input type="checkbox"/>

4 ▶ 5.9 Listen again and check.

» For more exercises, go to **Practice file 5** on page 64.

5 Put the words in the right order to make sentences.

- help / Can / you / I
_____?
- like / order ... / I'd / to

- price / the / What's
_____?
- include / Does / delivery / that
_____?
- order / email / Can / confirm / my / by / you
_____?