

Vocabulary

★ 1 Choose the correct word to complete the sentences.

- The transport company don't make *deliveries* / *orders* / *suppliers* on Sundays.
- Customers can *deliver* / *order* / *supply* their food on our website or app.
- Our company *deliveries* / *order* / *supplies* printers and other office equipment.
- They *delivered* / *ordered* / *supplied* the products to our warehouse yesterday.
- We work with hundreds of *delivers* / *orders* / *suppliers* in twenty-five different countries.
- The supermarket placed a big *delivery* / *order* / *supply* for fresh bananas.

★ 2A Put the words in the correct order to make questions.

- can / help / you / How / I / ?

- office desks / I'd / order / like to / some / .

- product reference number / have / you / the / Do / ?

- small boxes / do / How / need / you / many / ?

- are / much / large boxes / How / the / ?

- delivery / much / cost / does / How / ?

- deliver / morning / you / by Monday / Can / ?

B Match the questions (1-7) in Exercise 2A with the responses (a-g).

- | | |
|---|-------|
| a One euro each, or ten for €8.50. | _____ |
| b I'd like to order 5,000, please. | _____ |
| c Yes, I have it here. It's JX12045GE. | _____ |
| d I'd like to order some of your boxes. | _____ |
| e I'm very sorry, we can't deliver until Tuesday. | _____ |
| f It's free of charge for orders over €100.00. | _____ |
| g Yes, of course. How many would you like? | _____ |

Grammar

★ 3 Complete the sentences with *much* or *many*.

- We don't have _____ orders today.
- How _____ time do we have for the meeting?
- Do you have _____ work this week?
- How _____ does this smartphone cost?
- Do you have _____ customers in this country?
- How _____ people are in the office today?
- We don't get _____ deliveries at the weekend.
- The store doesn't have _____ fresh food on Friday.

★ 4 Choose the correct option.

- We are expecting _____ deliveries this morning.
a a b any c some
- She has _____ of meetings this week.
a a lot b any c some
- We don't have _____ suppliers in that country.
a a b any c some
- I have _____ important work to finish.
a a b any c some
- He doesn't have _____ time to visit the client today.
a any b a lot c some
- They sell _____ of food to the European market.
a a lot b any c some

★ 5 Complete the sentences with the correct form of *there is/there are*.

- _____ any paper in the photocopier?
- _____ a lot of people in the canteen.
- _____ any coffee. Can you buy some?
- _____ any cold water in the fridge?
- _____ many deliveries today.
- _____ a problem in the warehouse.
- _____ any refunds on orders?
- _____ much time to prepare the order.

Functional language

★ 6A Complete the sentences for making agreements about a service.

- How _____ offices are _____ ? _____
- How _____ days _____
you need a cleaner? _____
- What _____ you want the designer to do? _____
- How _____ time does the engineer need? _____
- What time _____ you want the
consultant to come? _____
- How _____ is that? _____
- _____ the price include VAT? _____
- _____ a place for
the equipment? _____
- When _____ the caterers start? _____

B Who asks questions 1-9 in Exercise 6A, the *Service Representative* (S) or the *Client* (C)? Write S or C for each question.