

Roleplay: Ordering by phone

Choose the right response:

- Can I have 10 blue pens, please? The item code is P-101
- Hello, I'd like to place an order, please
- Goodbye!
- Perfect. How much is delivery?
- Yes, my name is Alex Reed from Novus Tech
- Yes, I also need 5 notebooks. The item code is N-205
- Excellent. Thank you very much!

Roles

Student A: Sales assistant

Student B: Customer

Student A: Hello, Apex Stationers. How can I help you?

Student B : _____.

Student A: Certainly! What would you like to order?

Student B: _____.

Student A: OK, 10 blue pens, P-101. Anything else?

Student B: _____.

Student A: Great. So that's 5 notebooks, N-205. Can I have your name and company name, please?

Student B: _____.

Student A: Thank you, Alex. The total is \$40.

Student B: _____?

Student A: Standard delivery is free.

Student B: _____!

Student A: Thank you for your order. Have a nice day! Goodbye.

Student B: _____!