

READING: SHOPPING ONLINE

2 Read the website and email order. What did the customer order? What is the problem?

WWW.TECOART.COM

HOME MY ACCOUNT SHOPPING CART CHECKOUT

Unusual clocks, Office clocks, Unique clocks, Computer clocks, Computer art, and Vintage clocks all from recycled computers!



Computer Hard Drive Clock with Circuit Board
\$39.00

Apple iPod Hard Drive Clock on a Circuit Board
\$35.00

Order number: 80531A

Order Date: March 20

Thank you for your order. Unfortunately, the model you ordered is currently not available. We expect delivery in seven days. We apologize for the delay. For further information, or to speak to a customer service representative, please call 800-555-0175.

Ms. Jane Powell
90 North Lane

Item Number	Description	Quantity	Price
HCV1N	Hard drive clock	1	\$35

Real life calling about an order

3 23 Jane Powell calls customer service about her order. Listen to the conversation and answer the questions.

- 1 What information does the customer service representative ask for and check?
- 2 Why does Jane want the clock quickly?
- 3 How much does the other clock cost?
- 4 What does Jane decide to do?
- 5 What will the customer service representative email her?

Answers:

- 1
- 2
- 3
- 4
- 5

4 23 Look at the expressions for calling about an order. Then listen to the conversation again and mark the sentences the customer service representative uses.

► CALLING ABOUT AN ORDER

Telephone expressions

Good morning. Can I help you?
I'm calling about an order for a clock.
Can I put you on hold for a moment?
Is there anything else I can help you with?

Talking about an order

Do you have the order number?
Would you like to order something else?
Would you like to cancel the order?
Would you like a refund?
Would you like confirmation by email?

Checking and clarifying

Is that A as in alpha?
Let me check.
So that's F as in Freddie.
That's right.

WRITING: PROBLEMS WITH AN ORDER.

Writing emails

1 Put these emails (1–5) between a customer and a customer service representative in order.

A Dear Mr. Cottrell,

I would like to inform you that the e-book reader you ordered is now in stock. I would be delighted to deliver this item immediately. Please reply to confirm you still require this item.

Charlotte Lazarro

B Dear Sir or Madam:

I recently ordered an e-book reader and received an email which said that it was not currently available. Please refund my credit card.

Yours sincerely,

Mr. M. Cottrell

C Thanks, but I bought the same product at a store yesterday. Therefore, please cancel the order and, as requested, send me a refund.

M. Cottrell

D As requested, here is the order number: 80531A

E Dear Mr. Cottrell,

Thank you for your email. I apologize for the problem with your order. In order to provide you with the necessary assistance, could you please send the order number?

Best regards,
Charlotte Lazarro
Customer Service Assistant

3 Writing skill formal language

a The language in the emails in Exercise 1 is fairly formal. Match the formal verbs in the emails to these less formal verbs and phrases (1–9).

1	get	<i>receive</i>
2	agree
3	asked for
4	give
5	give back (money)
6	help
7	say sorry
8	tell
9	want

b Working in pairs, make these sentences more formal.

- 1 I want my money back.
- 2 I'm writing to tell you that I didn't get the delivery.
- 3 Do you want any help?
- 4 Please give us your credit card details.
- 5 Sorry, but I can't give you your money back.

DO THE WRITING ON
THE JAMBOARD.