

UNIT 4: BUILDING SUPPLIES

LESSON 3



ACTIVITY 1: Listen to this telephone conversation and **choose the correct answer**. Audio 22.



- 1 Who are Smith and Sons? a) the supplier b) the customer
2 Who are Apex Building? a) the supplier b) the customer

ACTIVITY 1: Listen again and **complete this email**. Audio 22.



Subject: Order confirmation
From: Ernest_Smith@sasconstructionsupplies.com
To: jjones@apexbuilding.com

First name: Jenny
Last name: Jones
Company name: Apex Building
Customer number: (1) _____
Order number: GGC33471
Item number: (2) _____ Description: chipboard
Quantity: (3) _____
Item number: (4) _____ Description: plywood
Quantity: (5) _____
Item number: (6) _____ Description: plywood
Quantity: (7) _____
Delivery: (8) yes / no
Pick-up: (9) yes / no
Pick-up date: (10) _____
Comments: Customer also wants timber XP6754. Out of stock.

ACTIVITY 3: Match these phrases with their definitions.

1. IN STOCK

2. OUT OF STOCK

3. DELIVERY

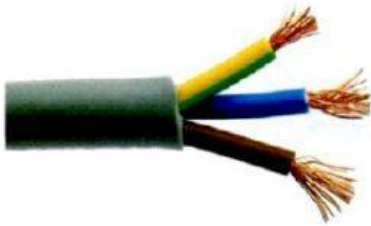
4. PICK UP

5. PLACE AN ORDER

6. CHANGE AN ORDER

- a) The act of taking goods, parcels, food, etc to people's houses or places of work.
b) To submit an order for a product. To buy a product.
c) The store doesn't have the item. Not available.
d) To collect something from a place.
e) To replace your order with another. *Example: You bought white paint but now, you want black paint.*
f) The store has the item. available for sale.

ACTIVITY 4: Choose the correct words or phrases in *italics* to complete these conversations.



- 1 A: I need some three-core cable, please. 2.5mm. 240V.
B: I'm sorry. We're in stock / out of stock.
- 2 A: I want to order some timber.
B: Yes, of course. What's your customer number / order number, please?
- 3 A: Do you have transport?
B: NO, I'm sorry. I don't.
A: No problem. We organise delivery / pick-up. Where is the site?
- 4 A: Hello again.
B: Hello. Can I place an order / change an order, please? We need three bags of sand, not thirty.
A: No problem at all.

ACTIVITY 5: Put these sentences in order to make a dialogue.

- _____ I don't have transport.
- _____ Don't worry. We organise delivery.
- _____ For the roof.
- _____ I want to order some white paint.
- _____ Is it for interior or exterior?
- _____ Yes, we're in stock.

ACTIVITY 6: Complete these sentences. Use **one word in each gap.**

- 1 'I'd like to _____ an order, please.' 'Yes, certainly. What's your order number?'
- 2 Sorry, we don't have any felt tape. It's out of _____.
- 3 We have a wide _____ of products on our website.
- 4 We design high quality products, made _____ your specifications.

