Business communication – Ordering by phone

1) Put the conversation in the correct order 1-8

a ___ Can I order some safety helmets, please?
b ___ Of course. It's Castell & Co.
c ___ Sorry, is that 40?
d ___ Good afternoon. Bentons Safety. How can I help you?
e ___ Yes, of course. Can I have your company name, please?
f ___ That's right. Can you deliver this week?
g ___ Sure. It's Y5-RS. And we'd like 40.
h ___ Castell & Co. And can you tell me the product code, please?

2) Put the words in italics in the correct order to continue the conversation from activity 1.

A *but / in stock / I'm / don't / sorry / we / the Y5-RS / have* [1] _____. We can deliver on Monday. Is that OK?
B OK, thanks. And *price / I / the / check / can* [2] _____? Is it $5.35 for one?
A That's right. *address / delivery / your / What's* [3] _____, please?
B It's 97 Light Avenue, Baltimore MD 21202.
A Sorry. *again / you / that / Can / say* [4] _____, please?
B 97 Light Avenue, Baltimore MD 21202.
A Thanks. We'll deliver to that address on Monday.
B Great. *email / Can / my / order / confirm / by / you* [5] _____, please?
A Of course. *email address / give / Can / me / you / your* [6] _____, please?

B Yes. It's Phillipa underscore Wainwright at castellco dot com.
A *that / say / you / slowly / more / Can* [7] _____, please?
B Sure. It's Phillipa underscore Wainwright at castellco dot com.
A Thanks. I'll send an email to confirm your order.
B Thanks very much.
A *for / Thanks / order / your* [8] _____.

LIVEWORKSHEETS