Auchan is a retail company. It sells food and clothes. It has stores in Europe and Asia. The head office is in Croix, France. Martin Reuland works for Auchan, but he doesn't work in the head office. He is a store manager in Calais.





LG is an electronics company. It makes and sells televisions and mobile phones. Soo Jin Lee works in the R&D Department in Seoul. She designs new products. LG has over 20 factories in 11 countries and exports products all over the world.

Tip | *have / has*

We write *I / you / we / they have* but *he / she / it has:*
it ***has*** *stores all over the world.*

5 Complete the sentences with the correct form of the verbs in (brackets).

1 Auchan _____ (sell) food and clothes.
2 He _____ (not work) in the head office.
3 LG _____ (have) over 20 factories in 11 countries.
4 She _____ (design) new products.
5 It _____ (export) products all over the world.
6 LG _____ (not make) food products.

6 Put the words in the right order.

1 Martin / work / Does / Croix / in
_____?
2 export / LG / products / Does
_____?
3 Auchan / have / stores / Africa / in / Does
_____?
4 design / Soo Jin Lee / new / Does / products
_____?
5 she / work / the Sales Department / Does / in
_____?

7 Match the answers to the questions in **6**.

a No, it doesn't. ___
b Yes, she does. ___
c No, he doesn't. ___
d Yes, it does. ___
e No, she doesn't. ___

LIVEWORKSHEETS

Who – kto?

What – co?

Where – gdzie?

9 Complete the question words.

1 Wh_____ does Martin work?
2 Wh_____ does Soo Jin work for?
3 Wh_____ does LG export?

Euroboxes

www.euroboxes.com

EUROBOXES



Euroboxes delivers cardboard boxes to businesses. We sell standard cardboard boxes but we also design packaging for your needs.

LIVEWORKSHEETS

Business communication | Ordering

1 Read about a company.
What does it sell? Does it deliver the products?

2 ▶5.9 Carel Peeters from Belgium calls Paul Rice at Euroboxes. Listen and complete the order form.

Product	Size	Item No	Price per box	Quantity	Total price
SSW box	Small	1 _____- _____	20 cents	2 _____	3 _____ euros
SSW box	Medium	4 _____- _____	5 _____ cents	5,000	6 _____ euros
					7 _____ euros

		Company	Customer
1	Can I help you?	☐	☐
2	I'd like to order Standard Single Wall boxes.	☐	☐
3	Do you have the item number?	☐	☐
4	How many would you like?	☐	☐
5	Does that include delivery?	☐	☐
6	And I also want 5,000 medium.	☐	☐
7	What's the price?	☐	☐
8	The total price is 3,250 euros.	☐	☐
9	Can you confirm my order by email?	☐	☐
10	I'll email that now.	☐	☐

5 Put the words in the right order to make sentences.

1 help / Can / you / I
_____?

2 like / order … / I'd / to
_____

3 price / the / What's
_____?

4 include / Does / delivery / that
_____?

5 order / email / Can / confirm / my / by / you
_____?

LIVEWORKSHEETS

Key expressions

Ordering items

I'd like to order (small Standard Single Wall boxes).
Do you have the item number?
The item number is (SSW-3411).
How many would you like?
I also want (5,000 medium).

Talking about the price

What's the price?
Does that include delivery?
The total price is (3,250 euros).

Asking to confirm

Can you confirm my order by email?
What's your email?
I'll email that now.

Translate sentences:

1. Chciałbym zamówić 1000 standardowych pudełek o wymiarach 20x40.

2. Jaka jest cena?

3. Czy cena obejmuje dostawę?

4. Jaki to numer produktu?

5. Mamy tę pozycję w rozmiarze małym, średnim i dużym.

6. Czy mogę dostać potwierdzenie zamówienia na mój adres mailowy?

7. Jaki jest pański adres mailowy?

8. Czy chciałby Pan...?

9. Ile sztuk by Pan chciał?

10. Jaki rozmiar by Pan chciał?

LIVEWORKSHEETS

1 Match 1–5 to a–e.

1 Carrefour is a retail company. ___
2 Boeing is an aeronautical company. ___
3 Tata Motors is an automobile company. ___
4 Shell is an energy company. ___
5 Sony is an electronics company. ___

a We make televisions.
b We make cars.
c We sell food.
d We make aeroplanes.
e We sell oil and gas.

2 Match the questions in **1** to the answers.

a ___ One chair is 35 euros.
b ___ Yes, it does.
c ___ Five, please.
d ___ Yes, of course. What's your email?
e ___ I'd like to order black office chairs.
f ___ Yes, it's OC-31-B.

3 Complete with the words.

order *have* *include* *confirm*
email *want* *like* *help*

A Hello, can I [1]_____ you?
B Yes, I'd like to [2]_____ some boxes.
A Do you [3]_____ the item number?
B No, sorry, I don't. It's the Single Wall boxes in your catalogue.
A OK. That's item SW-110. How many would you [4]_____?
B I [5]_____ 300, please.
A OK. The total price is £250.
B Does that [6]_____ delivery?
A Yes, it does.
B Great. Can you [7]_____ my order by email?
A Sure. I'll [8]_____ you now.

1 Put the words in the right order to make questions.

1 Can / help / you / I
_____?
2 Do / have / the / you / item / number
_____?
3 How / you / like / many / would
_____?
4 What / price / the / 's
_____?
5 Does / include / delivery / that
_____?
6 Can / by / email / my / order / you / confirm
_____?

2 Complete with the verbs.

have *sell* *order* *make*

American Apparel is a clothes retail company. We [1]_____ the clothes in a big factory in Los Angeles. We [2]_____ the clothes in 285 shops around the world. We [3]_____ a website and customers [4]_____ clothes from the online store.

design *build* *buy*

IKEA is a Swedish company. We [5]_____ products for the home. Customers [6]_____ the products from our shops and they [7]_____ the products at home.

LIVEWORKSHEETS

3 Write the country or nationality.

	Country	Nationality
1	the USA	
2		Brazilian
3	China	
4		English
5	Italy	
6		Indian
7	Japan	
8		Mexican

The script

5.9

A Hello, Euroboxes. Paul Rice speaking. Can I help you?
B Hi, it's Carel Peeters from Equest. I'd like to order Standard Single Wall boxes.
A One moment, please. Do you have the item number?
B Yes, it's SSW dash 3411.
A Thanks. One box is 20 cents. How many would you like?
B 10,000.
A So that's … 2,000 euros.
B Does that include delivery?
A Yes, it does.
B OK. And I also want 5,000 medium. The item number is SSW dash 3412. What's the price?
A One box is 25 cents. … That's 1,250 euros.
B OK. That's fine.
A Right, so that's 10,000 small. And 5,000 medium. The total price is 3,250 euros.
B Can you confirm my order by email?
A Yes, of course. What's your email, Carel?
B It's C dot peeters. P-E-E-T-E-R-S at Equest dot co dot be.
A I'll email that now.
B Thanks very much.

LIVEWORKSHEETS