

1 Match

1 Retail	A- Hacer un pedido
2 Place an order	B- Facturación
3 Quote a price	C- Comprar
4 Billing	D- Venta al público
5 Make an enquiry	E- Cotizar
6 Purchase	F- Hacer una pregunta/consultar
7 Refund	G- Reembolso
8 Complaint	H- Queja
9 Goods	I- Mercadería

2 Lee atentamente las frases relacionadas con el proceso de ordenar un producto. Luego piensa como ordenarlas, hay más de una posibilidad.

Al terminar escucha y enumera según el audio.

37▷ Work with a partner. Put the process of ordering in the right order. Then listen and compare your answers with a manager from an online retail company.

- a ___ The customer tracks the progress of the order online.
- b 1 The customer makes an enquiry about the supplier's products and the price.
- c ___ The customer pays the invoice.
- d ___ The customer places an order with the supplier by phone, fax, or email.
- e ___ The supplier provides information and quotes a price for the product or service.
- f ___ The supplier delivers the goods to the customer.
- g ___ The supplier confirms the order with the customer.
- h ___ The supplier checks that the product is in stock.
- i ___ The supplier gives the customer a date for delivery of the goods.
- j ___ The supplier begins to process the order.