

3

Office materials

bulletin board

paper clip

cubicle divider

stapler

binder

desk lamp

Get Ready!

1 Before you read the passage, talk about these questions.

- 1 What supplies do offices need?
- 2 How much do office supplies cost?

Reading

2 Read the invoice from an office supply company. Then, mark the following statements as true (T) or false (F).

- 1 — One bulletin board costs more than one stapler.
- 2 — The customer is required to pay a ten-percent tax.
- 3 — The customer will pick up the order in person.

Mega OFFICE SUPPLY

invoice

626 521 732-4

Bill to:		Equity Accountants 4545 Oak Street Kensington, PA 990765			Invoice #	626
Date	Your Order #	Our Order #	Sales Rep	Ship Via	Invoice Date:	2010.11.1
2010.10.30	626	100967.626	DF	Ultimate Transit	Terms	Tax ID
Quantity Description					Unit Price	Total
500	Paper Clips				\$0.02	\$10.00
20	Stapler				\$15.00	\$300.00
30	Desk Lamp				\$25.00	\$750.00
4	Bulletin Board				\$10.00	\$40.00
10	File Cabinet				\$99.00	\$990.00
5	White Board				\$12.00	\$60.00
10	Dry Eraser				\$3.00	\$30.00
250	Binder				\$1.00	\$250.00
50	Note Pad				\$2.00	\$100.00
10	Cubicle Divider				\$120.00	\$1200.00
					Subtotal	\$3730.00
					Tax (10%)	\$373.00
					Shipping	\$150.00
					Balance Due	\$4253.00

Mega-Office Supply provides superior products and customer service. Please let us know immediately if you are not completely satisfied with your order.

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

1 — note pad	4 — cubicle divider
2 — desk lamp	5 — binder
3 — paper clip	6 — bulletin board

- A a small object that holds papers together
- B a book of blank paper used for writing
- C thin barriers that divide office space
- D a device that illuminates a work space
- E a wall panel that people post messages on
- F a notebook with rings or clamps to hold paper

4 Read the sentence pair. Choose where the words best fit the blanks.

1 file cabinet / white board

Update the records, then put them in the _____.

Start the meeting by writing your name on the _____.

2 stapler / dry eraser

She used the _____ to clear the white board.

The papers fell apart. My _____ must be broken.

5 Listen and read the invoice again. What is the cost of two staplers, ten note pads, fifty binders and a desk lamp, plus tax?

Listening

6 Listen to a conversation between a bookkeeper and a customer service representative. Choose the correct answers.

1 What is the dialogue mostly about?

A placing an order C an order error
B broken merchandise D shipping times

2 What will the man likely do next?

A give the woman a refund
B ask for more information
C ask the woman to return the lamps
D complete the woman's order

7 Listen again and complete the conversation.

Representative: Mega-Office Supply. How may I help you?

Bookkeeper: Hi. This is Stacy from Equity Accountants. There's a problem with 1 _____ #626.

Representative: Sorry to 2 _____ that. What's the problem?

Bookkeeper: You 3 _____ thirteen desk lamps; but we ordered thirty.

Representative: I'm sorry, I didn't quite 4 _____ that. What did you say?

Bookkeeper: I said we 5 _____ thirteen desk lamps; but we ordered thirty.

Representative: I see. Well, I 6 _____ for the error. We'll ship the rest today.

Bookkeeper: Thank you!

Speaking

8 With a partner, act out the roles below based on Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

There's a problem with ...

You sent ... but we ordered ...

I apologize for the error. We'll ...

Student A: You are calling an office supply company. Talk to Student B about:

- an error
- what you ordered
- what you received

Student B: You work at an office supply company. Answer Student A's questions.

Writing

9 Use the conversation from Task 8 to complete the packing slip.

Mega OFFICE SUPPLY	
Original order: _____	
Units shipped: _____	
Number of missing units: _____	
Please accept our apology for our error on your last order.	
Thank you for your patience.	
Sincerely,	
_____ President, Mega-Office Supply	