

Listening An order by phone

- 1 2.01 Look at the catalogue for *Better Bio Cups*. Listen to a phone call and tick (✓) the cups the customer buys (A-D).

BETTER BIO CUPS

Product	Reference number	Size	Quantity per box
A ☐ Espresso cups	ECOE12	Small	200 units
B ☐ Espresso cups	ECOE14	Medium	100 units
C ☐ Cappuccino cups	ECOC16	Small	75 units
D ☐ Cappuccino cups	ECOC18	Medium	50 units

- 2 Listen again and complete the order form.

Customer name Stella _____
 Café/Restaurant Café _____
 Customer reference number (CRN) 4 ____ - ____ - 2 ____ - ____ - 65
 Size _____
 Product reference number _____
 Quantity ordered _____ boxes
 Delivery date _____, 15th March
 Delivery cost _____ delivery
 Total cost £ _____

- 3 Are the sentences *true* (T) or *false* (F)? Listen again and check your answers.

- Ben doesn't know how to spell Stella's first name. _____
- Stella doesn't understand what *CRN* means. _____
- Stella doesn't want small espresso cups. _____
- For orders of one to nine boxes, delivery costs £16. _____
- They can't deliver on Wednesday. _____

- 4 2.02 Complete the questions from the phone call. Then listen and check.

- Can I _____ your CRN?
- Do you have the product reference _____?
- How _____ is a box of cups?
- And how _____ does _____ cost?
- How _____ boxes do you need?
- _____ I help you with _____ else?

Functional language

Making agreements

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

1 the weekend / come / at / can / the builders / ?

2 many / are / there / how / chefs / ?

3 before / how / arrive in the office / about / coming / people / ?

4 the dishes / wash / the cleaners / can / ?

5 time / how / need / much / the engineers / do / ?

6 equipment / do / provide / you / ?

7 include / does / materials / the price / ?

8 can / start / your team / when / ?

2 2.03 Match the questions in Exercise 1 (1-8) with the answers (a-h). Then listen and check.

- | | |
|--|-------|
| a No, I'm sorry, we don't. | _____ |
| b Yes, that's fine. We can come at 7 a.m. | _____ |
| c How about Monday next week? | _____ |
| d No, I'm sorry. They only work from Monday to Friday. | _____ |
| e Yes, it does. They are included in the price. | _____ |
| f There are four in total. | _____ |
| g They usually fix this problem in one or two hours. | _____ |
| h Yes, they can. | _____ |

3 2.04 Complete the dialogues with the words in the box. Then listen and check.

about come do how is many need place there time weekend what

- A: _____ do you want the cleaners to _____ ?

B: Clean the floors and empty the bins.
- A: _____ many meeting rooms are _____ ?

B: There are three.
- A: How _____ days do you _____ a cleaner?

B: Three days a week.
- A: What _____ do you want the cleaner to _____ ?

B: After we finish work.
- A: _____ there a _____ for the cleaning equipment?

B: Yes, there is a cupboard in this office.
- A: How _____ coming at the _____ ?

B: No, I'm sorry, we can't.