Placing an Order on the Telephone

Vocabulary :

- unit _____
- to place an order _____
- warehouse _____
- to purchase _____
- to be available _____
- supply _____
- in stock _____
- showroom _____
- to be on hand _____
- estimate _____
- door-to-door shipping _____
- to depend on something _____
- location _____

1) **Read the dialogue together with a partner. Pay attention to the linking words rules.**

Jane Tegal: Hello, this is Jane Tegal from Excellerator Co. calling. May I speak to Mr. Mitchell?
Arthur Mitchell: Hello Ms.Tegal, this is Arthur Mitchell.
Jane Tegal: Hello, I'd like to place an order for a number of your Millennium desk units.
Arthur Mitchell: Certainly. How many were you interested in ordering for purchase?
Jane Tegal: Quite a few. Do you have many available in the warehouse?
Arthur Mitchell: We keep a large supply in stock. There's also a showroom with quite a few on hand. It shouldn't be a problem.
Jane Tegal: Well then. I'd like 75 units by the end of the month. Could I get an estimate before I place an order?
Arthur Mitchell: Certainly. I'll have it for you by the end of the day.
Jane Tegal: What does the estimate include?
Arthur Mitchell: Estimates include merchandise, packaging, and shipping, duty if required, any taxes, and insurance.
Jane Tegal: Do you ship door-to-door?
Arthur Mitchell: Yes, all shipments are door-to-door. Delivery dates depend on your location, but we can usually deliver within 14 business days.
Jane Tegal: Great! Thank you for your help.
Arthur Mitchell: My pleasure. We can email you more information if you would like.
Jane Tegal: Yes, that would be great! My email is jane@excelleratorco.com.
Arthur Mitchell: Okay. You can expect an e-mail by 5 this afternoon.
Jane Tegal: Thank you again for your help

LIVEWORKSHEETS

2) As you see at the end of the dialogue, Arthur Mitchel agreed to send an email with more information this afternoon. Help him to write this email, taking into consideration next points:

- The person lives not far away, so the shipment can be assured by the end of the next day.
- Each unit costs 30 dollars, but if she will take more than 50, she will have a reduction of 15%.
- The packaging and delivery are free
- You've attached a brochure with different models of desks, so the customer can make his choice.

jane@excelleratorco.com	artur.mitchel@eshop.fr	Desk order estimate	Catalogue

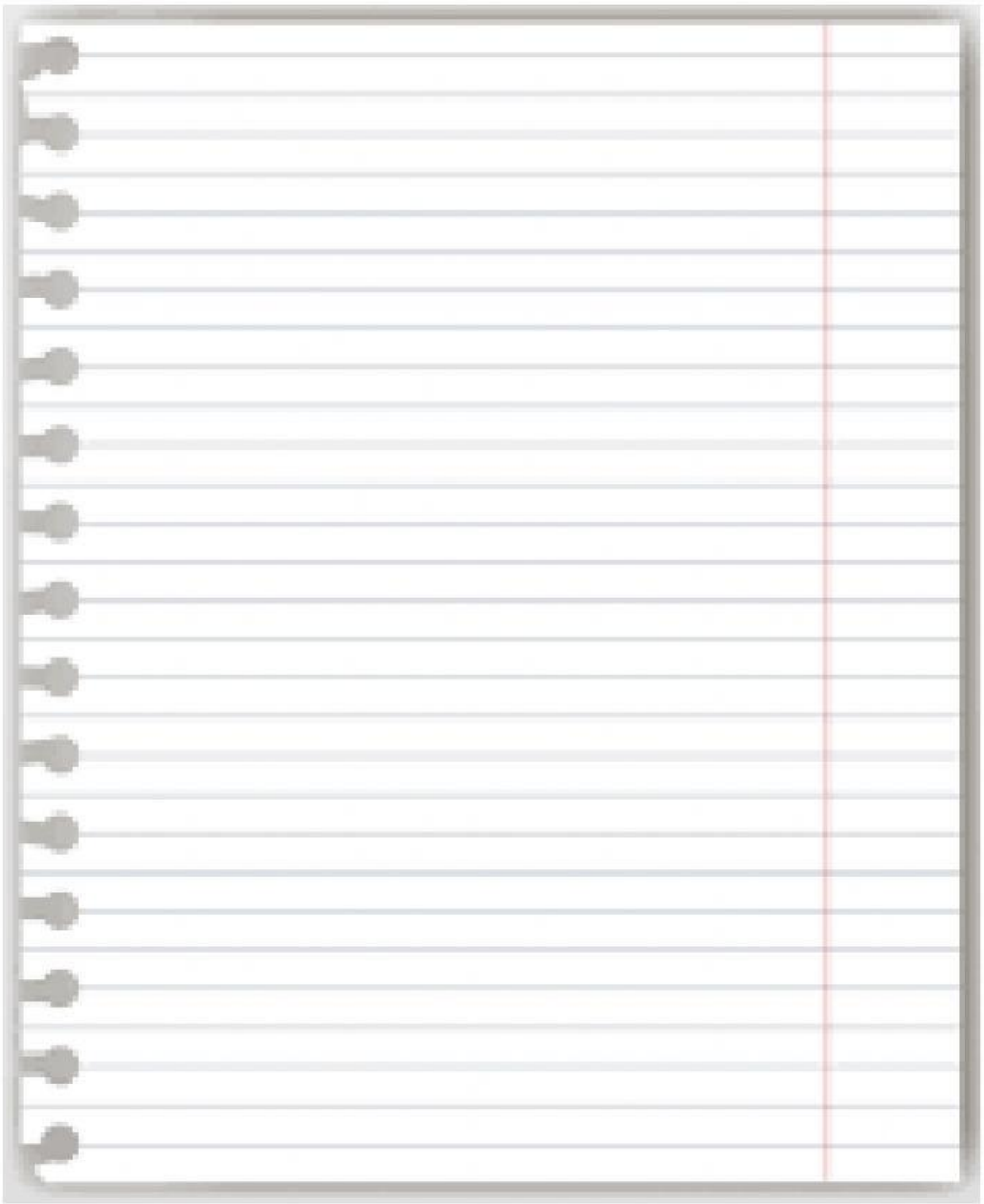


LIVEWORKSHEETS

3) Create another dialogue, where Janes calls back, after she had analyzed the offer.

She would like to order about 75 units, so tell her the total price, ask her all the necessary information (name, surname, address, telephone number, the payment method)

Don't forget to communicate the time of delivery and that you will send a confirmation email in an hour.



LIVEWORKSHEETS

4) Listen to the conversation. Write the conversation bellow.

LIVEWORKSHEETS