

UNIT 4: BUILDING SUPPLIES

LESSON 3



ACTIVITY 1: Listen to this telephone conversation and choose the correct answer. Audio 22.



1 Who are Smith and Sons? a) the supplier b) the customer
2 Who are Apex Building? a) the supplier b) the customer

ACTIVITY 1: Listen again and complete this email. Audio 22.



Subject: Order confirmation
From: Ernest_Smith@sasconstructionsupplies.com
To: jjones@apexbuilding.com

First name:	Jenny
Last name:	Jones
Company name:	Apex Building
Customer number:	(1) _____
Order number:	GGC33471
Item number:	(2) _____ Description: chipboard
Quantity:	(3) _____
Item number:	(4) _____ Description: plywood
Quantity:	(5) _____
Item number:	(6) _____ Description: plywood
Quantity:	(7) _____
Delivery:	(8) yes / no
Pick-up:	(9) yes / no
Pick-up date:	(10) _____
Comments:	Customer also wants timber XP6754. Out of stock.

ACTIVITY 3: Match these phrases with their definitions.

1. IN STOCK

a) The act of taking goods, parcels, food, etc to people's houses or places of work.

2. OUT OF STOCK

b) To submit an order for a product. To buy a product.

3. DELIVERY

c) The store doesn't have the item. Not available.

4. PICK UP

d) To collect something from a place.

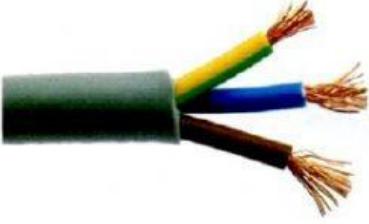
5. PLACE AN ORDER

e) To replace your order with another. *Example: You bought white paint but now, you want black paint.*

6. CHANGE AN ORDER

f) The store has the item. available for sale.

ACTIVITY 4: Choose the correct words or phrases in *italics* to complete these conversations.



- 1 A: I need some three-core cable, please. 2.5mm. 240V.
B: I'm sorry. We're in stock / out of stock.
- 2 A: I want to order some timber.
B: Yes, of course. What's your customer number / order number, please?
- 3 A: Do you have transport?
B: NO, I'm sorry. I don't.
A: No problem. We organise delivery / pick-up. Where is the site?
- 4 A: Hello again.
B: Hello. Can I place an order / change an order, please? We need three bags of sand, not thirty.
A: No problem at all.

ACTIVITY 5: Put these sentences in order to make a dialogue.

_____ I don't have transport.
_____ Don't worry. We organise delivery.
_____ For the roof.
_____ I want to order some white paint.
_____ Is it for interior or exterior?
_____ Yes, we're in stock.

ACTIVITY 6: Complete these sentences. Use **one word in each gap.**

- 1 'I'd like to _____ an order, please.' 'Yes, certainly. What's your order number?'
- 2 Sorry, we don't have any felt tape. It's out of _____.
- 3 We have a wide _____ of products on our website.
- 4 We design high quality products, made _____ your specifications.

