

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.



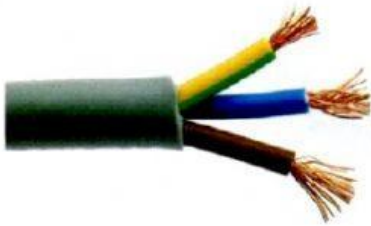
Subject: Order confirmation
From: Ernest_Smith@sasconstructionsupplies.com
To: jjones@apexbuilding.com

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. <i>Example: You bought white paint but now, you want black paint.</i> |
| 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.

