Business communication | Ordering by phone

1 Work with a partner. Discuss these questions.

1 Do you order products and services by phone? What do you order?
2 Do your customers order products and services by phone? What do they order?
3 Who are your suppliers at work? Where do they deliver their products?

2 ▶3.5 A customer calls a supplier. Listen to their conversation. Who asks for or about the things 1–7? Write *C* (customer) or *S* (supplier).

1 three whiteboards ___
2 the product code ___
3 the price ___
4 to deliver tomorrow ___
5 a delivery address ___
6 to confirm by email ___
7 an email address ___

3 ▶3.5 Listen again and complete these questions with the words from the list.

I (x3) *you* (x4) *me* ~~*order*~~ *repeat* *tell* *confirm* *say* *have* *check*

1 Can ___*I*___ ___*order*___ some whiteboards, please?
2 Can _____ _____ _____ the product code?
3 Can _____ _____ the delivery time, please?
4 Can _____ _____ your delivery address?
5 Can _____ _____ the post code, please?
6 Can _____ _____ my order by email, please?
7 Can _____ _____ that more slowly?

4 ▶3.5 Listen to the conversation again. Complete the table with these expressions.

Got it. *I'm sorry, but …* *Sure.* *Yes, of course.* *Yes, that's right.*

Saying 'yes' to a request	Saying 'no' to a request	Saying you understand	Saying something is correct

5 Work with a partner. Take turns to ask and answer the questions in **3**.

» For more exercises, go to **Practice file 3** on page 90.

6 Work with a partner. Student A, call Student B to order some mobile phones. Use the prompts below to have a conversation.

A order → mobile phones
B product code?
A DFK 1678
B out of stock → DFK 1688 OK?
A OK → delivery tomorrow?
B OK → delivery address?
A 35 Waldorf Street
B thank
A confirmation by email?
B email address?
A purchasing@bcom.biz
B thank and goodbye

7 Work with a partner. Practise ordering by phone. **Student A**, turn to **page 110**. **Student B**, turn to **page 116**.

LIVEWORKSHEETS

Key expressions

Asking to do something

Can I order ...?

Asking for information

Can you tell me ...?
Can you confirm ...?
Can I have ...?
Can I check ...?

Asking for repetition

Can you repeat that?
Can you say that again?
Can you say that more slowly, please?

Responding

Yes, of course.
Sure.
(Yes) That's right.
I'm sorry, but ...
Got it.
OK (thanks).

Placing an Order on the Telephone

Key Vocabulary

1. unit to place an order
2. warehouse
3. to purchase
4. to be available
5. supply
6. in stock
7. showroom
8. to be on hand
9. estimate
10. door-to-door shipping
11. to depend on something
12. location

Phone Practice: Ordering a Pizza

Taking an order

LIVEWORKSHEETS

Student A

1 You want to order some satnavs for your company. Call your supplier, Student B. Use this information to make your order.

Your company: FR Logistics

Your company address: 26 Mill Road, Durban, South Africa, 4091

Your email address: yourname@frlogistics.co.za

You want to order: 15 satnavs

Product code: 282BN

You want:

- delivery as soon as possible
- to pay by credit card
- the supplier to confirm your order by email

2 You work for a supplier of kitchen products. Student B calls you. Use this information to take their order.

Product CF72 is in stock. Customers can pay by credit card. Delivery is free.

You want:

- the customer's email address
- the delivery address

LIVEWORKSHEETS

Student B

1 You work for a supplier of electronic products. Student A calls you. Use this information to take their order.

Product 282BN is out of stock. You can deliver product 288BN tomorrow.

Customers can pay by credit card.

You want:

- the customer's email address
- the delivery address

2 You want to order some coffee machines for your company. Call your supplier, Student A. Use this information to make your order.

Your company: Macquires

Your email address: yourname@macquires.co.uk

Your company address: 63 Farringdon Way, London, UK, W1 3AG

You want to order: eight coffee machines

Product code: CF72

You want:

- the supplier to confirm your order by email
- to pay by credit card
- free delivery

LIVEWORKSHEETS

Selling Your Product

Student A:

You are a salesperson for Red Inc. You are telephoning a client who you think might be interested in buying your new line of office supplies. Discuss the following information with your client:

- ★ New line of office supplies including: copy-paper, pens, stationary, mouse-pads and white boards
- ★ You know the customer hasn't ordered any new products during this past year.
- ★ Special discount of 15% for orders placed before next Monday.
- ★ Any order placed before Monday will not only receive the discount but also have its company logo printed on the products at no extra charge.

Student B:

You work in an office and receive a telephone call from your local office supplier. As a matter of fact, you need some new office supplies so you are definitely interested in what the salesperson has to offer. Talk about the following:

- ★ New pens, stationary and whiteboards
- ★ Do they have any special offers
- ★ You would like to place an order for 200 packages of copy paper immediately

LIVEWORKSHEETS

TALKING POINT

What is the best city for your conference?

Before you choose the right hotel or conference centre for your event, it is important to choose the best city. How do you choose the best city? These questions can help you:

- Is it easy for people to arrive in the city by air, train or car? People don't want to have a difficult journey to get to your event.
- Is it easy to travel around the city after you arrive? For example, from the airport to the city or from the train station to the conference location. Is there a good public transport system or taxi service?
- Is there a good choice of conference centres and hotels? Do these places have good facilities? For example, car parking space, restaurants, meeting rooms, Internet access.
- How much does it cost? Is transport and accommodation in the city cheap, or expensive?

The answers to these questions can help you find the perfect city for your conference.

Discussion

1 How do you choose the best city for a conference? Read the article above for some ideas. Can you think of any other ideas?

2 Do you go to conferences? What is good or bad about the conference locations?

3 Is your city a good location for a conference? Why/Why not?

4 What do you think is the perfect location for a conference? Why?

Task

1 Work with a partner. Read about two different cities: Vienna and Vancouver. **Student A**, turn to **page 111**. **Student B**, turn to **page 117**.

2 Take turns to tell your partner about each city. While you listen to your partner, complete your table with details about the other city.

3 Which city do you think is the best for an international conference, using the ideas from the article above?





LIVEWORKSHEETS

Student A

Vienna, Austria	
Location	In the centre of Europe.
Transport to the city	Seventy airlines to 180 destinations in over 60 countries. Road and railway connections to Central European countries.
Transport in the city	Sixteen minutes from airport to city centre by train. Fast public transport. Small city centre – good for walking.
Conference facilities	Three conference centres, e.g. Austria Centre Vienna with 180 meeting rooms for 10 to 4,320 people. 85 conference hotels.
Cost	High

Vancouver, Canada	
Location	
Transport to the city	
Transport in the city	
Conference facilities	
Cost	

LIVEWORKSHEETS

Student B

Vienna, Austria	
Location	
Transport to the city	
Transport in the city	
Conference facilities	
Cost	

Vancouver, Canada	
Location	North America.
Transport to the city	About 90 airlines. Direct flights to about 60 international destinations. Vancouver International Airport named 'Best Airport in North America'. Road and railway connections to Canadian and US cities.
Transport in the city	Thirty minutes from airport to city centre by train. Excellent public transport: bus, train, tram and boat.
Conference facilities	Five conference centres, e.g. Vancouver Convention and Exhibition centre with 2,300 m^2 of meeting space. More than 40 conference hotels.
Cost	Medium

LIVEWORKSHEETS