

Business communication – Ordering by phone

1) Put the conversation in the correct order 1-8

- a ____ Can I order some safety helmets, please?
- b ____ Of course. It's Castell & Co.
- c ____ Sorry, is that 40?
- d ____ Good afternoon. Bentons Safety. How can I help you?
- e ____ Yes, of course. Can I have your company name, please?
- f ____ That's right. Can you deliver this week?
- g ____ Sure. It's Y5-RS. And we'd like 40.
- h ____ Castell & Co. And can you tell me the product code, please?

2) Put the words in italics in the correct order to continue the conversation from activity 1.

A *but / in stock / I'm / don't / sorry / we / the Y5-RS / have*
1 _____. We can deliver on Monday. Is that OK?

B OK, thanks. And *price / I / the / check / can*
2 _____. Is it \$5.35 for one?

A That's right. *address / delivery / your / What's*
3 _____, please?

B It's 97 Light Avenue, Baltimore MD 21202.

A Sorry. *again / you / that / Can / say*
4 _____, please?

B 97 Light Avenue, Baltimore MD 21202.

A Thanks. We'll deliver to that address on Monday.

B Great. *email / Can / my / order / confirm / by / you*
5 _____, please?

A Of course. *email address / give / Can / me / you / your*
6 _____, please?

B Yes. It's Phillipa underscore Wainwright at castellco dot com.

A *that / say / you / slowly / more / Can*
7 _____, please?

B Sure. It's Phillipa underscore Wainwright at castellco dot com.

A Thanks. I'll send an email to confirm your order.

B Thanks very much.

A *for / Thanks / order / your*
8 _____.