

Materials

Listening 1  22 Listen to this telephone conversation and choose the correct answer.

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

2 Listen again and complete this email.

 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.

3  23 Listen to the follow-up phone call. What is new?

4 Look at audio scripts 22 and 23 on pages 74–75. Underline useful phrases for telephone conversations.

Vocabulary

5 Underline the correct words or phrases in *italics* to complete these conversations.

1 A: I need some three-core cable, please. 2.5 mm. 240 V.
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.

Speaking

6 Work in pairs. Practise a telephone conversation between a supplier and a buyer. Use the words and phrases in 5 to help you.

A: *I'd like to place an order.*
B: *Certainly. What's your customer number?*