

1
a

Traduce las siguientes palabras/ expresiones

*Delivery date:

*A quote

*A refund

*Complaint

*Invoice

*Bill

*Goods

*An enquiry

b Choose the two possible correct answers from the words in *italics*. (Escribe la palabra que tacharías)

- 1 I asked the company to give me *a quote* / *a delivery date* / *an enquiry*.
- 2 The customer asked me for *a refund* / *an order* / *some prices*.
- 3 Jack called our supplier to make *some information* / *an enquiry* / *a complaint*.
- 4 We looked on the website to track the *shipment* / *delivery* / *refund*.
- 5 They were late paying their last *bill* / *goods* / *invoice*.
- 6 Eve confirmed the *order* / *price* / *complaint* by email.
- 7 Do you ever purchase *deliveries* / *goods* / *products* on the Internet?

2 Different customers are phoning suppliers in 1–8.

Choose the correct answer from the words in *italics*. Escribe la opción

- 1 Hello, I'm calling to ask about the goods we *quoted* / **correcta** *purchased* from your store last Monday. Can you tell me when you will *pay* / *deliver* them?
- 2 We'd like to *place* / *order* a hundred PDAs for customers, but we need them urgently. Could you *check* / *track* that you have enough in stock?
- 3 I'd like to *ask for* / *make* an enquiry about an order I recently made. I'm trying to *process* / *track* the shipment on your website, but it isn't working.
- 4 Can you *confirm* / *enquire* the price of the products we ordered from you? The price you *quoted* / *delivered* is different from the price on the invoice.
- 5 Good morning. I'm calling to *do* / *make* a complaint about your latest delivery. I'd like to *ask for* / *make* a refund because most of the products are broken.
- 6 Hello, I'm phoning to *cancel* / *enquire* my order. We've found another supplier who can *ship* / *track* the goods to us tomorrow.
- 7 Can I *place* / *purchase* an order for ten BlackBerrys, please? I'd also like to know if I can *confirm* / *change* the order if I decide I want something different.
- 8 How long does it take to *quote* / *process* an order? Also, how do you *confirm* / *check* the order – by email?