

Practically speaking | How to use sequencing words

9. 09 Listen to how the robots at Staples do their job. Put these stages in order.

- a ___ the person takes the correct items for the order.
- b 1 the warehouse computer receives customer orders.
- c ___ the robot returns the box and starts again.
- d ___ the robot finds the box and delivers it to a human co-worker.
- e ___ the computer tells a robot to find the correct box.

10. 09 Listen again and match these words to the five stages.

Example: First of all, the warehouse computer receives customer orders.

first of all ___ finally ___ after that ___ then ___ next ___

1. 10 A customer phones a restaurant. Who asks for 1-6?
Listen and write C (for customer) or R (restaurant manager).

- 1 a private room C
- 2 a name ___
- 3 the prices of set meals ___
- 4 a special price ___
- 5 to confirm by email ___
- 6 an email address ___

2. 10 Listen again and complete these questions with the verbs from the list.

book give confirm spell have (x2) repeat speak tell

- 1 Can I book a private room ...?
- 2 Can you _____ me your name, please?
- 3 Can you _____ me the prices?
- 4 Can you _____ that, please?
- 5 Can I _____ a special price?
- 6 Can you _____ my booking by email?
- 7 Can I _____ your email address, please?
- 8 Can you _____ more slowly?
- 9 Can you _____ Hori?