

## Practically speaking | How to use sequencing words

9. ① 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. ① 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. 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. ① 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?