

Working with words

Choose the correct words in *italics*.

- 1 We don't need to store many components in the warehouse because we get a regular *shipment* / *supply chain* delivered every week.
- 2 It's possible to keep a constant check on the *supply chain* / *inventory* using bar codes.
- 3 There's a *customer* / *supplier* on the phone complaining about a late payment again.
- 4 I work with *middlemen* / *clients* who supply the goods from some of the remotest regions of Asia.
- 5 One way to ensure each one is different is by only buying *hand-made* / *hand-done* rugs.

Complete these sentences with the missing word.

- 6 You should give them a call and find out where our order is. We don't want to run _____ again like last time and be left with nothing.
- 7 How _____ are we running on replacement motherboards?
- 8 I've called three places now and they all say they are _____ of stock.
- 9 If you log on to the site, you type in this reference number and it'll keep track _____ your order.
- 10 For this party, I think we'll need to stock up _____ more of that chocolate ice cream. It was really popular last time and went within five minutes!
- 11 You're in luck. We have one left _____ stock. How would you like it delivered?

Language at work

Make these questions indirect using the words in brackets.

- 12 When does the shipment arrive? (tell)

- 13 How big is the rug? (idea)

- 14 Can I see an example of one here in the showroom? (wondering)

- 15 How much does it cost? (mind)

- 16 Is the manager here? (like)

Business communication

Complete this conversation with words from the list.

asap following find look place problem put says take

- A Compusource Components. Linda speaking.
 B Hello, this is Kris Triers. I'm ¹⁷ _____ up an order I made three weeks ago. I'd like to ¹⁸ _____ out about it.
 A Sure. Can I ¹⁹ _____ your account details?
 B Yes, the reference number was UU-1100.
 A OK. Let me see. When did you ²⁰ _____ the order exactly?
 B 4th March, I think.
 A OK. Was that 50 sound cards?
 B That's right.
 A OK, Mr Triers. It ²¹ _____ here, these were ²² _____ through to the warehouse on 10th March.
 B But I asked for them to be sent ²³ _____. Are you sure? This is a real ²⁴ _____ for us.
 A I'll ²⁵ _____ into it immediately. Will you hold?
 B Sure.

Complete these sentences with the correct preposition.

- 26 Please charge it _____ my account.
- 27 Could you check it _____ for me?
- 28 It was dispatched _____ Monday.
- 29 I'm not happy _____ this.
- 30 I'll get back _____ you.

Result _____ / 30 marks

Unit 9 Speaking test

Role cards

Copy this page and cut out the role cards for the students. In this test there are two role-play situations and students should do both. Then use the Speaking test results forms to evaluate each student's performance. You can then cut out the results and give them to the students.

Role-play 1

cut along this line	
Student A Call your computer supplier. • Identify yourself. • Give a reason for calling. • Place an order for 100 motherboards. • Check where the delivery from last month is (ref no: RG566). • Complain about the problem. • Give a contact number for the supplier to call you back on.	Student B You are a computer supplier. • Answer Student A's call. • Take the order. • Ask for details of late order. • Explain that it was sent by ship not air. • Promise action.

Role-play 2

cut along this line	
Student A You are a stationery supplier. • Answer Student B's call. • Take the order. • Ask for details of late order. • Explain that it was sent to the wrong customer. • Promise action.	Student B Call your stationery supplier. • Identify yourself. • Give a reason for calling. • Place an order for 200 files. • Check where the delivery from last month is (ref no: EA-1001). • Complain about the problem. • Give a contact number for the supplier to call you back on.

Unit 9 Speaking test results

Use these forms to evaluate the students.

cut along this line			
Student A	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
Can the student ...?			
identify him/herself and give reason for calling			
place the order			
check the previous delivery			
complain			
give contact number/end call			
Result _____ / 10 marks			

cut along this line			
Student B	Didn't do this (0 points)	Yes, but with some mistakes (1 point)	Yes, did this very well (2 points)
Can the student ...?			
identify him/herself and give reason for calling			
place the order			
check the previous delivery			
complain			
give contact number/end call			
Result _____ / 10 marks			