A 2.1.1 **Watch the video introduction. What do The Good Eating Company do?**

B **Watch the complete video. Complete the information about the company.**

They run around [1]_____ cafés and restaurants. [2]_____ people work at Maxwell's café. The café serves breakfast, lunch and snacks. They sell [3]_____ different types of coffee and also serve over [4]_____ cups of coffee a week. They have lots of different suppliers. They get about [5]_____ deliveries a week. To make their food, they use over [6]_____ kilos of potatoes, thirty kilos of carrots, ten kilos of lettuce and [7]_____ eggs per week.



C **Watch the video again. Choose the correct option.**

1 Jodie is *Operations Manager / CEO* at The Good Eating Company.
2 The Good Eating Company have cafes in London and *Scotland / Ireland*.
3 Maxwell is a *Chef / Café Manager* at The Good Eating Company.
4 The café *sells a lot of / doesn't sell many* flat whites.
5 The Good Eating Company like to use *international / local* suppliers.
6 Jodie speaks to *delivery companies / suppliers* on the phone.
7 Fresh produce arrives in the *morning / afternoon*.
8 For lunch customers buy sandwiches, salads, fruit and *hot dishes / dessert*.

1 Complete the following statements about your company or a famous company that provides a service.

This company sells/~~provides~~ many _____*phones*_____ .
They have/use a lot of _____ .
They also offer some _____ .
They don't sell/provide any _____ .
They don't sell/provide much _____ .
They don't sell/provide/offer many _____ .

2 Work in pairs. Read your statements. Can your partner guess the company? Can you guess your partner's company?

LIVEWORKSHEETS

Placing orders/Taking an order

1) Give examples of products or services customers can order.
2) How or where can a customer place an order?
3) How would you make offers in English?
4) Look at the sentences below. Do you think this is suitable language to use with customers

1. You want to order five cases of orange juice?
2. Give me your customer number.
3. I want to check your contact details.
4. I'm saying your phone number again.

Would you like …? Could you …? May I …? Let me just … .

Would you like …? is more professional and polite than Do you want …? for any business communication. Also, Can I …? is mostly used when we offer to do something for somebody, while Could you …? is used to ask the customer to do something for you (i.e. NOT ~~Could I …?~~ or ~~Can you … ?~~).

We use *can* to say something is possible. We use *can't* when something is not possible.

+/-	We **can** deliver the order on Monday.	They **can't** deliver today.
?	**Can** you deliver the order on Monday?	Yes, we **can**. / Sorry, we **can't**.

1 Put the words in the correct order.

1 I / How / help / can / you / ?

_____

2 see / I / can't / prices / the

_____

3 send / you / a / new / catalogue / We / can

_____

4 boxes / order / 300 / Can / small / we / ?

_____

5 deliver / can / your / on / order / We / Friday

_____

6 send / can't / boxes / any / We / white

_____

LIVEWORKSHEETS

Student A: Look at the order form below. Ask Student B questions to complete the information.

ORDER NUMBER	[1]
CUSTOMER NAME	Donaldson Group
COMPANY ADDRESS	[3]
CUSTOMER REFERENCE NUMBER	CR88510765V
PRODUCT	Green one-litre bottles
PRODUCT CODE NUMBER	[5]
QUANTITY	250

Student B: Look at the order form below. Ask Student B questions to complete the information.

ORDER NUMBER	S342091BE
CUSTOMER NAME	[2]
COMPANY ADDRESS	187 High Street, Burham
CUSTOMER REFERENCE NUMBER	[4]
PRODUCT	Green 1-litre bottles
PRODUCT CODE NUMBER	GB100463Y
QUANTITY	[6]

An order by phone

2A 2.01 **Look at the catalogue for Eco Boxes and listen to a phone call. What information does the customer need from Eco Boxes?**

ECOBOXES



ECOBOXES: Takeaway boxes

PRODUCT	REFERENCE NUMBER	SIZE	COLOUR	QUANTITY
Small box	TGB01	57 x 115 x 75 mm	Two colours	25 units
Medium box	TGB02	62 x 145 x 95 mm	Two colours	20 units
Big box	TGB03	70 x 225 x 95 mm	Two colours	10 units

B **Listen again. Choose the correct option (1–8) below.**

PRODUCT PRICES	
Small Box	*TGB01 [1]£2.50 / 2.60*
Medium Box	*TGB02 [2]£2.00 / 3.00*
Big Box	*TGB03 [3]£2.00 / 3.00*
Colours	*[4]natural / black / white / beige*
Quantity	*[5]400 / 500 TGB01 and [6]400 / 500 TGB02*
Delivery date	*[7]Monday 25th / 26th*
Total cost	*[8]£115 / 150*
Delivery	*free of charge*

LIVEWORKSHEETS

3 2.02 Complete the phrases from the dialogue. Then listen and check.

1 Eco Boxes. Laura _____ . How can I help you?
2 I'd like to _____ some of your new takeaway boxes.
3 Do you _____ the product reference numbers?
4 How _____ are the three boxes?
5 How much does _____ cost?
6 How _____ boxes do you need?
7 Can you _____ by Monday 26th?
8 I'm very _____ , we can't. We don't have any in stock*.
9 Certainly, I'll _____ your order on the system.
10 How _____ is that in total?

*in stock = the product is in the shop / the supplier has the product you want to buy

2 Complete the dialogue with one word in each gap.

M = Melanie GS = Graham Sands

M: Haklan Furniture. Good morning. Melanie [1]_____. How can I [2]_____ you?
GS: Morning! This is Graham Sands from SND Stores. I'd [3]_____ to order some office tables.
M: Of course. Do you [4]_____ the product reference number?
GS: Yes, it's XK 00-72-345.
M: Thanks. That's the grey colour, isn't it?
GS: That's right. And how [5]_____ are they?
M: They're £175 per table.
GS: How much does delivery [6]_____?
M: It's free. How [7]_____ tables do you need?

3 Put sentences a–g in the correct order to complete the dialogue from Exercise 2.

GS: We need eight tables.
M: [1]_____
GS: [2]_____
M: [3]_____
GS: [4]_____
M: [5]_____
GS: [6]_____
M: You're welcome. Can I help you with anything else?

a £1,400, OK. And can you deliver them tomorrow?
b That's fine. I'd like to order those now, please.
c Thank you for your help.
d Eight. OK, so that's £1,400 in total.
e I'm very sorry, we can't. They're not in stock, but we can deliver them on Saturday. Is that OK?
f Great. I'll put your order on the system.

LIVEWORKSHEETS

HW

4 Choose the correct option.

1 Frutel, good morning. Vera Sanchez *speaking* / *talking*. How can I help you?

2 Do you *have* / *put* the product reference number?

3 How *many* / *much* is a box of oranges?

4 How much does *delivery* / *order* cost?

5 How *many* / *much* boxes do you need?

6 Can you *deliver* / *process* by tomorrow?

7 I'd like to *order* / *put* the oranges now, please.

8 How *many* / *much* is that in total?

5 Match the questions in Exercise 4 (1–8) with the responses (a–h).

a Twenty boxes, please. ___

b My name is Hugo Tyndall. I'd like to order some oranges. ___

c Yes, it's 00-98-43-22. ___

d I'm very sorry, we can't. We don't deliver on Tuesdays. We can deliver on Thursday. ___

e That's €168. ___

f They're eight euros a box. ___

g Forty cents per box. ___

h Certainly, I'll put your order on the system. ___

Asking permission to help the customer

Let me just ...
... repeat your phone number.
... take your address.
... send you an email to confirm that.
... go over the information again.

6 Practise making offers to each other.

have something to drink
have a meeting tomorrow at 10am
go to lunch together
give their mobile number

LIVEWORKSHEETS

An order by phone

1 2.01 **Look at the catalogue for *Better Bio Cups*. Listen to a phone call and tick (✓) the cups the customer buys (A–D).**

BETTER BIO CUPS

Product	Reference number	Size	Quantity per box
A ☐ Espresso cups	ECOE12	Small	200 units
B ☐ Espresso cups	ECOE14	Medium	100 units
C ☐ Cappuccino cups	ECOC16	Small	75 units
D ☐ Cappuccino cups	ECOC18	Medium	50 units

2 **Listen again and complete the order form.**

Customer name	Stella _____
Café/Restaurant	Café _____
Customer reference number (CRN)	4 ___ - ___ - 2 ___ - ___ - 65
Size	_____
Product reference number	_____
Quantity ordered	_____ boxes
Delivery date	_____, 15th March
Delivery cost	_____ delivery
Total cost	£ _____

3 **Are the sentences *true* (T) or *false* (F)? Listen again and check your answers.**

1 Ben doesn't know how to spell Stella's first name. ___
2 Stella doesn't understand what *CRN* means. ___
3 Stella doesn't want small espresso cups. ___
4 For orders of one to nine boxes, delivery costs £16. ___
5 They can't deliver on Wednesday. ___

4 2.02 **Complete the questions from the phone call. Then listen and check.**

1 Can I _____ your CRN?
2 Do you have the product reference _____?
3 How _____ is a box of cups?
4 And how _____ does _____ cost?
5 How _____ boxes do you need?
6 _____ I help you with _____ else?

LIVEWORKSHEETS

Work with a partner. Write the words or phrases from the box below in the correct gaps.

I'll go over	Is there anything else	May I help	Would you like
Could you give	We'll rush	Let me just	May I confirm

Agent: Good morning. Beverage Warehouse Helpline. _____ [1] you?

Customer: Yes, please. I need to order ten cases of water – six sparkling and four still – for my restaurant.

Agent: _____ [2] me your customer number, please?

Customer: Yes, here it is: 55008-22.

Agent: So, I've got your customer file here. That's Mr Sabatini of Little Italy Restaurant? _____ [3] your contact details? Is that 57 Landon Street ?

Customer: No, that's our old address. Our new address is 89 Oakville Road. The postcode is M2 4JB.

Agent: OK. _____ [4] repeat that. 89 Oakville Road, Manchester, M2 4JB. Is that correct?

Customer: Yes, that's right.

Agent: _____ [5] us to send out your order this morning?

Customer: That'd be perfect. I really need it by 5pm today.

Agent: Sure, that's no problem. We can send it out by 11am, Mr Sabatini. _____ [6] your order again. That's ten cases of water – six sparkling and four still. _____ [7] the order so it arrives by 5pm.

Customer: That sounds great. Many thanks for your help.

Agent: _____ [8] I can help you with?

Customer: No, thank you. That's all for today. Bye for now.

Agent: Goodbye.

LIVEWORKSHEETS

Roleplay 1: You are the customer. You own Super Sun sushi restaurant and need to order some boxes.

- Look at the catalogue.
- Phone your partner and order some boxes.
- You want to know:
  - the colours, prices and delivery costs.
- You would like:
  - 100 small white boxes and 200 big white boxes.
  - to know the total cost of the order.
  - delivery tomorrow.

ECOBOXES: Salad and sushi boxes

PRODUCT	REFERENCE NUMBER	SIZE	COLOUR	QUANTITY	PRICE	PRICE PER 100
Small salad and sushi box	SUB01	57 x 115 x 75 mm	Two colours – _____ , _____	25 units	_____	£20
Big salad and sushi box	SUB02	70 x 225 x 95 mm	Two colours – _____ , _____	20 units	_____	£30



Roleplay 2: You work for Eco Boxes.

- Look at the catalogue.
- Answer the phone and take the customer's order.
- You need to know:
  - the customer's name and company name.
  - details of the order (quantities and colours).

- You need to tell the customer:
  - You only have blue boxes in stock.
  - Delivery cost: £6 all orders under £40, free of charge over £40.
  - Delivery time: two working days.

ECOBOXES: Sandwich and burger boxes

PRODUCT	REFERENCE NUMBER	SIZE	COLOUR	QUANTITY	PRICE	PRICE PER 100
Sandwich box	SAB01	57 x 115 x 75 mm	Two colours – blue and white	20 units	£4	£17.50
Burger box	BBB03	70 x 225 x 95mm	Two colours – blue and white	20 units	£6	£22.50

LIVEWORKSHEETS

Student B

Roleplay 1: You work for Eco Boxes.

- Look at the catalogue.
- Answer the phone and take the customer's order.
- You need to know:
  - the customer's name and company name.
  - details of the order (quantities and colours).

- You need to tell the customer:
  - You only have yellow boxes in stock.
  - Delivery cost: €5 all orders under €50, free of charge over €50
  - Delivery time: three working days

ECOBOXES: Salad and sushi boxes

PRODUCT	REFERENCE NUMBER	SIZE	COLOUR	QUANTITY	PRICE	PRICE PER 100
Small salad and sushi box	SUB01	57 x 115 x 75 mm	Two colours – white and yellow	25 units	€5	€20
Big salad and sushi box	SUB02	70 x 225 x 95 mm	Two colours – white and yellow	20 units	€7	€30

Roleplay 2: You are the customer.

- Look at the catalogue.
- Phone your partner and order some boxes. You would like to order 500 white sandwich boxes and 1,000 white burger boxes.
- You want to know:
  - the prices, colours and delivery cost.
  - the total cost of the order.
  - if you can have the delivery in two days.

ECOBOXES: Sandwich and burger boxes

PRODUCT	REFERENCE NUMBER	SIZE	COLOUR	QUANTITY	PRICE	PRICE PER 100
Sandwich box	SAB01	57 x 115 x 75 mm	Two colours _____, _____	20 units	_____	€17.50
Burger box	BBB03	70 x 225 x 95 mm	Two colours _____, _____	20 units	_____	€22.50

LIVEWORKSHEETS