Buy natural

1 **Read the ethical company webpage. Answer the questions.**

1 What products does Natural sell?
2 What ingredients does the company use?
3 What packaging does it use?
4 What does the company give money to?

Our Natural promise



We believe in being natural. We believe in natural ingredients. We want to protect your skin and hair. We promise that all our beauty products are made from plants and organic ingredients. Our products are not tested on animals. We do not use any animal products in our shampoos, shower gels, hair conditioners and face creams. No dangerous chemicals are used. All our packaging, bottles and boxes are made from recycled paper and plastic. Please remember to recycle the packaging. We give money to nature projects and environmental organisations.

Click here for more information.

Placing an order

2 **Work in pairs. Read your information.**

Student A: You are a retailer. You want to order Natural's products for your shops. Read the information below and prepare for the roleplay. Then make your order.

- You want 400 bottles of Natural shampoo and 400 bottles of shower gel.
- Agree the price, delivery date and payment terms.

	You would like	You can accept
Price	$250 per 100 units	$250 to $300 per 100 units
Delivery date	seventy-two hours (three days) from now	Up to five days from now
Payment	Payment by bank transfer when the order is delivered.	Twenty-five percent when the contract is signed and seventy-five percent by bank transfer when the order is delivered.

LIVEWORKSHEETS

Student B

You are the Sales Manager at Natural. Student A wants to buy your products. Read the information and prepare for the roleplay. Then discuss the order.

- Ask what products your customer wants to order.
- Ask what quantity he/she wants.
- Agree the price, delivery date and payment terms.

	You would like	You can accept
Price	$350 to $400 per 100 units.	$300 to $350 per 100 units.
Delivery date	Up to a week from now.	Five days from now.
Payment	Payment by bank transfer when the order is made.	Fifty percent when the contract is signed and fifty percent by bank transfer when the order is delivered.

A problem with an order

3A Read the email about the delivery from Natural. What is the problem?

They delivered 200 bottles of shampoo, 200 bottles of hair conditioner and 400 bottles of shower gel. Could you phone customer services at Natural about this?

B Work in pairs. You are going to have a conversation.

Student A: You are the customer. Read your information below. Phone Student B about the problem.
Student B: You are the Customer Services Agent at

Your order number: JB88051XT

Products: Natural shampoo and shower gel

Quantity: 400 bottles of shampoo and 400 bottles of shower gel

Problem: You ordered 400 bottles of shampoo but received 200 of shampoo and 200 of hair conditioner. This is wrong. You want to change the hair conditioner for shampoo.

Phone customer services.
Good morning, I'm phoning from (company name).

Explain the problem.
There's a problem with ...

Ask when they can change the products.
When will you ...

You need delivery tomorrow.
We need them tomorrow.

LIVEWORKSHEETS

Student B

You are the Customer Services Agent at Natural. Student A is the customer. Read your information. Answer the phone and talk to Student A about the problem.

- Answer the phone call.
  Customer Services, ...
- Ask about the problem.
  How can I ... ?
- Ask for the order number.
  Can I have ... ?
- Say what you will do.
  We'll ...
  I'll ...
- Be polite.
  I'm (very) sorry about ...
- Ask if they need anything else. / End the call.
  Can I help you with ... ?

Delivery usually takes three to four days. You can ask your manager to use express delivery in special cases.

4A What do you think will happen to the products in the box in future? Write three or four sentences.

beauty products	cleaning products
meat	vegan products

There might be more organic meat.

I don't think people will pay more for organic products.

LIVEWORKSHEETS