


Doing business

2



Can you deliver tomorrow?

Unit overview

2.1 > Orders and deliveries

Lesson outcome: Learners can talk about deliveries, orders and quantities.

Vocabulary: Orders and deliveries

Communicative grammar: Things you can and can't count

Video: The Good Eating Company

Task: Asking and answering questions about quantities

2.2 > Placing orders on the phone

Lesson outcome: Learners can place a simple order on the phone.

Listening: An order by phone

Vocabulary: An order by phone

Speaking: Placing an order

2.3 > Email enquiries

Lesson outcome: Learners can write a short email responding to an enquiry.

Reading: Frequently Asked Questions

Communicative grammar: Saying something exists

Writing: A response to an email enquiry

2.4 > Work skills: Making agreements

Lesson outcome: Learners can make a simple business agreement.

Video: Agreeing contract details

Speaking: Making agreements

2.5 > Business workshop: Planning a work party

Lesson outcome: Learners can make simple email enquiries and business arrangements on the phone and in person.

Reading: Information from a catering company

Speaking: Comparing information about an order

Writing: Reply to an order enquiry

Review 2

Pronunciation: 2.2 /i:/, /ɪ/ and /aɪ/
2.3 /tʃ/ and /dʒ/

Grammar reference: 2.1 Things you can and can't count
2.2 can/can't 2.3 Saying something exists

Lesson outcome

Learners can talk about deliveries, orders and quantities.



Lead-in **1** Do you use food delivery apps? Which ones?

Vocabulary Orders and deliveries

★ **2A** Read the text. Are the words in bold verbs or nouns?

What is Jangle?

Jangle **delivers** meals to customers from their favourite restaurants. You can **order** your food on our website or with our app. Use your postcode to find restaurants in your area, choose your food and place your **order**. The **supplier** prepares your food and our rider **delivers** it to you. We make **deliveries** every day of the year.

B Complete the sentences about the Jangle app with the correct form of the words in Exercise 2A.

- 1 We often _____ food with the Jangle app. It's quick and easy.
- 2 Jangle _____ food to homes and offices.
- 3 Jangle makes thousands of _____ every day.
- 4 Jangle isn't a food _____, it's a delivery service.
- 5 They place a big _____ with Jangle every Friday and the service is great.

★ **T** Teacher's resources: extra activities

★ **3** Look at the webpage about a distribution centre for a supermarket chain. Match the questions (a-d) with the paragraphs (1-4).

- a **How many** products do you have here?
- b What does a distribution centre do?
- c **How much** food do the supermarkets order?
- d **How many** people work at the distribution centre?



Jess Patel

Distribution Centre Manager

- 1 _____ We prepare the orders and deliver them to our supermarkets in each region. We have fifteen regional centres in the country. The supermarkets send their orders via the online platform. We don't have **much** time to prepare **an** order. Our delivery trucks leave here the next day with the order.
- 2 _____ We have over 400 warehouse workers and about fifty drivers here. It's **a** big centre. We deliver food to supermarkets in the London area and operate twenty-four hours a day.
- 3 _____ We have over 2,000 products including **some** fresh fruit and vegetables, drinks, tinned food, rice, pasta, cereals and cleaning products. We sell **a lot of** bananas. It's the top-selling product.
- 4 _____ It depends on the size and location of the store. For example, **a lot of** office workers and tourists use the small city-centre shops. **A** customer usually wants **a** sandwich or **some** sushi for lunch, or **some** snacks and water. **Not many** customers buy fresh fish and meat.

Communicative grammar

➤ **THINGS YOU CAN AND CAN'T COUNT**

➔ Grammar reference: page 103

Things you can count

A sandwich, **an** order, **a** delivery

How many deliveries do you have a week?

We have **a lot of / (not) many / some** deliveries on Tuesdays.

We don't have **any** deliveries on Saturdays.

Things you can't count

some / a lot of / not much + coffee, food, fruit, information, money, time

How much coffee do you sell?

We sell **a lot of** coffee. / We don't sell **much** coffee. / We don't sell **any** coffee.

★ **4A** Look at the words in bold in Exercise 4B. Write (C) for things you can count or (U) for things you can't count.

B Complete the sentences with *a lot of, any, much or many*.

- | | |
|--|--|
| 1 Our company sells _____ T-shirts in the summer. | 4 We don't make _____ money doing this. We do it for free. |
| 2 The shop doesn't sell _____ winter jackets , only summer jackets. | 5 We don't eat _____ pasta . Only a small amount. |
| 3 The factory makes _____ coffee . It's a big export for us. | 6 This shop doesn't sell _____ jumpers . Maybe one or two a week. |

★ **5** Complete the sentences with *a, an or some*.

- This is _____ old warehouse but _____ people still work here.
- He usually has _____ sandwich and _____ fruit for lunch.
- The truck arrives in _____ hour to deliver to _____ UK cities.
- I write _____ email to _____ customer in England every week.

★ **6** Complete the questions with *many or much*. Then match the questions and answers.

- | | |
|---|--|
| 1 How _____ people work in your company? | a On some days, I don't get any. When we're busy, I receive a lot. |
| 2 How _____ money do you spend on travel each week? | b A lot. The train to work costs £50 a week! |
| 3 How _____ emails do you receive every day? | c Not many. Twenty in the office and twelve in the warehouse. |
| 4 How _____ time do you have for lunch at work/college? | d About forty a week, from Monday to Friday. |
| 5 How _____ coffee do you drink every day? | e Not much. About thirty minutes to an hour. |
| 6 How _____ hours do you work each week? | f A lot! It helps me concentrate in meetings. |

★ **T** Teacher's resources: extra activities

★ **VIDEO 7A** 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.

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

*produce = a large amount of food (often fresh) from farms, e.g. fruit and vegetables

*run a business = manage a business

8A Work with a partner. Ask and answer the questions in Exercise 6.

B Look at page 126. Follow the instructions.



Vocabulary 2.1 Orders and deliveries

1 Match 1-6 with a-f to complete the sentences.

- | | |
|---------------------------------|---|
| 1 We often order | a meals from restaurants to customers. |
| 2 The restaurants supply | b an order with our app. |
| 3 Our riders deliver | c deliveries every day of the week. |
| 4 You can place | d meals to our riders. |
| 5 The supplier | e prepares your food for delivery. |
| 6 The company makes | f food on their website. |

2 Complete the sentences with the words in bold in Exercise 1.

- They don't make **d** _____ at the weekend.
- Does the company **d** _____ products outside the UK?
- Can you **o** _____ food with their app?
- We place a food **o** _____ every day.
- We **s** _____ tinned food to supermarkets.
- Does the **s** _____ prepare food every day?

3 Complete the text with the words in the box.

deliver delivery order orders supplier supplies

We have a new ¹ _____ in Spain called *Frutel*. The company ² _____ fruit and vegetables to supermarkets in Europe. We can place ³ _____ on Mondays and their ⁴ _____ truck leaves on Tuesdays. They ⁵ _____ to our supermarkets on Thursdays. We ⁶ _____ a lot of oranges and tomatoes because they are very fresh. *Frutel* is a great company.

2.2 An order by phone

4 Choose the correct option.

- Frutel, good morning. Vera Sanchez *speaking* / *talking*. How can I help you?
- Do you *have* / *put* the product reference number?
- How *many* / *much* is a box of oranges?
- How much does *delivery* / *order* cost?
- How *many* / *much* boxes do you need?
- Can you *deliver* / *process* by tomorrow?
- I'd like to *order* / *put* the oranges now, please.
- 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. | ___ | e That's €168. | ___ |
| b My name is Hugo Tyndall. I'd like to order some oranges. | ___ | f They're eight euros a box. | ___ |
| c Yes, it's 00-98-43-22. | ___ | g Forty cents per box. | ___ |
| d I'm very sorry, we can't. We don't deliver on Tuesdays. We can deliver on Thursday. | ___ | h Certainly, I'll put your order on the system. | ___ |

Grammar 2.1 Things you can and can't count

1 Complete the sentences with the words in the box.

a about an any lot many much of some(x2)
--

- 1 Not _____ people want to work there.
- 2 We have a _____ of problems with this order.
- 3 They need _____ big warehouse for their products.
- 4 We need _____ fruit and vegetables.
- 5 We have ten minutes. It isn't _____ time for lunch.
- 6 Gina has _____ interesting idea for a new business.
- 7 Victor doesn't have a lot _____ time to finish his report.
- 8 We sell _____ thirty kilos of coffee every day.
- 9 We don't have _____ deliveries on Sundays. Deliveries are from Monday to Saturday.
- 10 They have _____ deliveries to make tomorrow.

2 Choose the correct option. Then match the questions (1-6) with the answers (a-f).

- | | |
|--|---|
| 1 How <i>much</i> / <i>many</i> orders do we have today? | a It needs about ten, and about twenty drivers. |
| 2 How <i>much</i> / <i>many</i> customers buy fresh meat? | b Not much. People drink a lot of coffee, but not much tea. |
| 3 How <i>much</i> / <i>many</i> money do you need to start the business? | c We have twenty. We usually have fifty orders a day. |
| 4 How <i>much</i> / <i>many</i> delivery trucks does the business need? | d A lot. We eat a lot of fruit and vegetables. |
| 5 How <i>much</i> / <i>many</i> fruit do you buy? | e A lot. It's very expensive. |
| 6 How <i>much</i> / <i>many</i> tea do you sell? | f Not many. We don't sell much meat. |

2.3 Saying something exists

3 Complete the sentences with *is/isn't* or *are/aren't*.

- 1 There _____ a delivery for you. (✓)
- 2 There _____ any stores in our area. (x)
- 3 There _____ time to return it if you don't like it. (✓)
- 4 There _____ any paper in the photocopier. (x)
- 5 There _____ two new computers in the office. (✓)
- 6 There _____ a phone on his desk. (x)

4 Complete the answers with *there is/isn't* or *there are/aren't*.

- 1 A: Is there a discount on this order?
B: No, _____.
- 2 A: Are there any customers in the shop?
B: Yes, _____.
- 3 A: Is there time to finish the report today?
B: Yes, _____.
- 4 A: Are there any meetings tomorrow?
B: No, _____.