

2.2

Placing orders on the phone

Lesson outcome

Learners can place a simple order on the phone.

Lead-in

1 Work in pairs. Student A: Look at the order form below. Ask student B questions to complete the information. Student B: Look at page 118.

What's the order number?

What's the company address?

What's the product code number?

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

Listening 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: 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

Vocabulary An order by phone

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

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

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

4 Categorise the phrases in Exercise 3. Write *customer* (C) or *salesperson* (S).

→ page 96 See Pronunciation bank: /i:/, /ɪ/ and /aɪ/

Teacher's resources: extra activities

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> **CAN/CAN'T**

→ Grammar reference: page 104

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**.

Speaking 5 Work in pairs. Student A: Read the instructions below. Student B: Look at page 116.

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.
- Use the phrases in Exercise 3 to help you.

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).
- Use the phrases in Exercise 3 to help you.
- 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

Listening 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 <input type="checkbox"/> Espresso cups	ECOE12	Small	200 units
B <input type="checkbox"/> Espresso cups	ECOE14	Medium	100 units
C <input type="checkbox"/> Cappuccino cups	ECOC16	Small	75 units
D <input type="checkbox"/> 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
<hr/>	
Total cost	£ _____

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

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

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

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