

Unit vocabulary list

Active vocabulary

2.1

deliver	delivery
order (<i>verb</i>)	order (<i>noun</i>)
supply	supplier

2.2

(X) speaking. How can I help you?
 I'd like to order (some) ...
 Do you have the (product reference numbers)?
 How much is/are (the) ... ?
 How much does delivery cost?
 How many (boxes) do you need?
 Can you deliver by (tomorrow)?
 I'm very sorry, we can't. / Yes, we can.
 I'd like to order (the) ... (please).
 Certainly, I'll put your order on the system.
 How much is that in total?

Passive vocabulary

2.1

distribution centre	import (<i>noun</i>)
regional centre	export (<i>noun</i>)
truck	online platform
warehouse	operate
	region

2.2

What's the order number?
 What's the company address?
 What's the product code number?

2.3

exchange	Please find attached
purchases	Please contact us
refund	Thank you for your enquiry
return	In response to your enquiry
in stock	
Click here	
Customer Services	

2.4

clean the desks	catering
clean the floor	charge (<i>noun</i>)
empty the bins	cupboard
vacuum the carpet	floor
wash dishes/cups	hot/cold
	materials
	plates/glasses
	products
	specialist company
	stairs