

Worksheet 5: Placing an order

1 Do you place orders with other companies? What do you order? What do companies order from you?

2 Read the emails. What is the order for?

Dear Mr Cloughton,

1

Thank you for your catalogue. My company is interested in ordering machine engine oil. Do you give a discount for bulk orders?

Best regards,

Lucile Marty T & T tooling

Dear Mr Cloughton,

3

I'd like to place an order for five barrels of oil. Please find attached the order form including our payment details. What is the delivery time?

Lucile

Dear Ms Marty,

2

Thank you for your interest. We can supply the oil in bulk (200-litre barrels). We give a 10% discount on orders of five barrels or more. What quantity are you interested in?

Best regards,

Dana Cloughton King Oil Supplies

Dear Lucile

4

Thank you for your order. Please find attached the invoice with the 10% discount. We are dispatching the order this afternoon. Use the tracking number below to track your delivery. You should receive it within two working days, but please do not hesitate to contact me if you experience any delays.

Dana Cloughton

3 Find the words and phrases *in italics* in the emails. Choose the correct meaning.

- | | | |
|------------------------------------|---------------------------------------|----------------------------------------|
| 1 A <i>discount</i> is | a free products | b paying less money for something |
| 2 <i>Bulk</i> is | a a small amount | b a large amount |
| 3 A <i>barrel</i> is a large | a cardboard box for products | b metal container for liquids |
| 4 The <i>quantity</i> is | a how much | b the total price |
| 5 An <i>invoice</i> is | a information on how to use the items | b a list of items and their final cost |
| 6 To <i>track a delivery</i> means | a to send a delivery | b to find out where a delivery is |
| 7 <i>Dispatching</i> means | a receiving | b sending |
| 8 <i>Supply</i> means | a sell | b give |

4 Read the emails again and choose the correct option to answer these questions.

- | | | | | |
|---|-----------------------------------------------|-----|----|------------|
| 1 | Is Ms Marty the supplier? | Yes | No | Don't know |
| 2 | Does T & T tooling need engine oil? | Yes | No | Don't know |
| 3 | Does King Oil Supplies give discounts? | Yes | No | Don't know |
| 4 | Does Lucile want the oil immediately? | Yes | No | Don't know |
| 5 | Will they deliver by tomorrow? | Yes | No | Don't know |
| 6 | Does King Oil Supplies supply other products? | Yes | No | Don't know |

5 Match a verb phrase in box A with a noun in box B and complete the sentences.

A place an order give a discount track the delivery attached an order form experience any	B order delays delivery discount order form
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- 1 I'd like to _____ _____ for thirty barrels.
- 2 Do you _____ _____ on bulk orders?
- 3 Please find _____ _____ which gives our payment details.
- 4 You can _____ _____ online with this number: 98JUL76X
- 5 If you _____ _____, please do not hesitate to contact me.

6 You work for a company that uses heavy machinery. You need oil. Write an email to King Oil Supplies. Ask about discounts on bulk orders.

7 Swap your email with a partner. Write a reply from King Oil Supplies: give a discount and ask about quantity.

8 Swap your email with your partner. Reply to King Oil Supplies. Say you are attaching the order form. Ask about the delivery time.

9 Swap your email with a partner. Write a reply from King Oil Supplies.

10 Read the four emails from Exercises 6–9. Evaluate them with the checklist below.

I CAN	
ask about an order and discounts	<input type="checkbox"/>
give information about an order and discounts	<input type="checkbox"/>
place an order	<input type="checkbox"/>
confirm the order and the delivery time	<input type="checkbox"/>