

Course: Business English

Level 1

Day №11

Unit 6 Placing an order

**Talking
point**



How do you order these things for your company?



Item	Talk to my boss	Ask the purchasing manager	Order it myself	Other
Pens and pencils Paper Furniture Computer software Electrical equipment				

Ordering what you need

Listening



Kay Johnson
Purchasing Mgr.

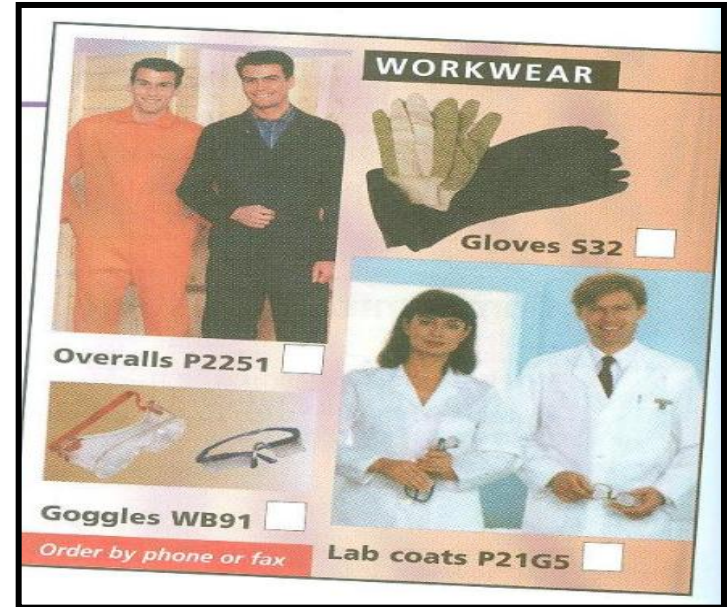


Sung-Ho Choi
Engineering Mgr.



Ron Irvine
Maintenance Supervisor

- Kay Johnson is in charge of buying clothing at her pharmaceutical company. Listen to her talking to two colleagues, Sung-ho and Ron. How many of each item do they need?
- Now listen to Kay call her supplier with the complete information. Fill in the missing information.
 - How many goggles did she order?
 - How much do they cost?



Order				
Customer account number		MX343467		
Customer details		Ms. Kay Johnson MicroX Corporation Sunstar Boulevard San Jose CA 45633		
Item No.	Description	Quantity	Price per item	Total
P21G5	Lab Coats	30		
P2251	Overalls		\$43.00	\$1075
WB91	Goggles			\$100.00
S32	Gloves		\$1.50	
Grand Total				\$2000.00

Read the conversation of Kay and her colleagues.

Placing an Order

Part A

1

KAY: Do you have a minute?

SUNG-HO: Sure. What's up?

KAY: I'm ordering clothing from Unifit. Is there Anything you need?

SUNG-HO: Uh, yah. We need a few labcoats.

KAY: How many?

SUNG-HO: Three.. four..six.. should do it.

KAY: Anything else:

SUNG-HO: Goggles. We need lots of goggles, like 20 pairs.

KAY: OK, six lab coats and 20 pairs of goggles.

SUNG-HO: Thanks Kay.

KAY: No problem.

2

KAY: Ron, I'm putting together an order of clothing. Need anything?

RON: Yeah. WE have a new employee So he needs three sets of overalls.

KAY: OK

RON: and gloves.. about 30 pairs please.

KAY: What kind of gloves?

RON: Like these.

KAY: Oh OK.

RON: Uh.. That's it, I guess.

KAY: Thanks Ron.

RON: See you.

Read the conversation of Kay and the supplier.

Placing an Order

Part B

A: Unifit. Can I help you?

B: I'd like to place an order please.

A: Do you have an account with uh ma'am?

B: Yes. The account number is MX 343467.

A: MicroX Corporation. Ms. Johnson.

Is that correct?

B: Yes.

A: How can we help you Ms. Johnson?

B: Uh.. I'd like to order 30 lab coats –
item number
P21G5.

A: 30 lab coats.

B: Uh huh.. How much are they?

A: \$25 each.

B: OK. And overalls. Item number P2251.
How much are they?

A: \$43 each. How many do you need?

B: 25

A: 25 pairs of overalls. OK.

B: And goggles. 50 pairs of item number
WB91.

A: 50 pairs at at \$2 a pair. Anything else?

B: 50 pairs of S32 gloves.. Uh, that's it.

A: The gloves are \$1.50 a pair. Is that okay?

B: Yes, that's fine.

A: OK. Can I just check your order Ms. Johnson?

B: Sure.

A: That's 30 lab coats – item P21G5, 25 pairs of
overalls-Item number P2251, 50 pairs of goggles –
item number WB91 and 50 pairs of gloves –
item number S32.

B: Yes.

A: Will that be all Ms. Johnson?

B: Yes, thank you, that's fine.

A: OK. We'll send the goods immediately and
invoice you as usual. Is that OK?

B: Yes, that will be fine.

Countable nouns

a lot of
many
three
a few
not many
not a lot of
some

chairs
telephones
drinks
disks



Uncountable nouns

a lot of
some
not much
not a lot of

tape
information
trouble
glue
news
money



Language file

Ordering

I want to place an order for...

I'd like to order...



Which of these can be used with *how many* and which one with *how much*?

	How many...?	How much...?
desks		
staff		
things		
staff		
computers		
problems		
solutions		
trouble		
cash		

Which of the words can be used with *a lot of*?

You are opening a new sales office for your company. There will be ten employees including yourself. Decide on the things that you will need.

We will need...

We won't need...



Dealing with Problems

Brainstorming

What can go wrong with an order? Look at the examples below and continue the list.



- Wrong price per item
- Wrong address
- Wrong quantity
- _____
- _____

Listening

Listen carefully to the audio.

ESL

Electric Supplies Limited, 44 Bukit Batok Close, #01-23, Singapore 456344
Tel 65 4559 875 Fax 65 4559 843 Email customerservice@esl.com.sg

INVOICE

Customer

Supersaver Supermarkets
55-66 Sembawang Terrace
Singapore 312456

Contact

Ms. P Xiang

Item	Description	Quantity	Price/item	Total
C90XD	C90 cassette tape	50	2.00	100.00
DX9-120	120 min digital video	20	16.30	326.00
L100WS	100W light bulb	20	0.99	19.80
FL120S	120cm fluorescent light	20	2.24	44.80
Sub Total				490.60
Discount				24.53
Tax (10%)				46.60
Grand Total				512.67

Please pay this invoice within 30 days

a. Paula Xiang from Supersaver Supermarkets has received this invoice. She is not happy with it so she calls Electric Supplies. Listen to the conversation and answer the questions.

- What two things are wrong with the invoice?
- Does the supplier:
 - complain
 - laugh
 - apologize
 - do nothing

b. Listen again. What action does the supplier take? Choose an answer from the Action list.

- Problem 1
- Problem 2

Action

- I'll give you a 5% discount
- I'll confirm that with the salesperson and send you a new invoice.
- I'll send you ten more light strips
- Put them all back on the truck.
- Put ten back on the truck.

Language file

Dealing with problems

There are two problems with...

There is a mistake on...

I ordered...but I got/I was promised ...but I got



Communication Activity

Situation:

Look at the computer catalog and the invoice you received from Person A for the order you placed. Find the mistake, then call Person A and complain.

COMPUTER WORLD

INCREASE YOUR MEMORY

<i>Rewritable CD Drive</i>	<i>\$450</i>
<i>Super disk Drive</i>	<i>\$280</i>
<i>MO Drive (230 MB)</i>	<i>\$210</i>
<i>Zip Drive</i>	<i>\$199</i>
<i>Rewritable 600MB CDs (5 pack)</i>	<i>\$55</i>
<i>Super disk (3 pack)</i>	<i>\$28.95</i>
<i>MO Disk (230MB) each</i>	<i>\$7.55</i>
<i>Zip Disk (10 pack)</i>	<i>\$95.95</i>
<i>Invoice</i>	
<i>1 x zip Drive XC250AM</i>	<i>\$280</i>
<i>Zip Disk (10 pack) R2200x</i>	<i>\$95.95</i>
	<i>\$375.95</i>



***Thank you for
today!***

***I'm looking forward to
seeing you again!***