

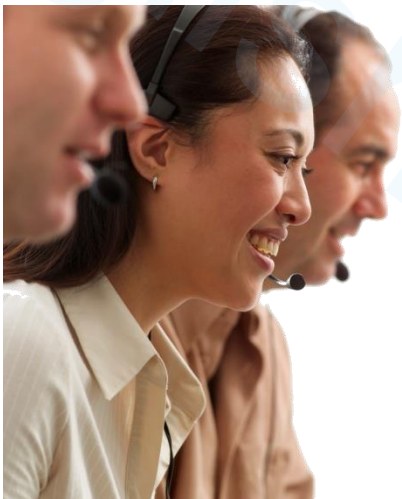
Course: Business English

Level 3

Day №22

Unit 11: TRADING

Unit 11.3 Placing and taking orders



What imports are popular in your country? What goods are exported?

Sally Abbott works for an export company. What details do you think she needs if a regular customer wants to place an order? Note down your ideas.



Listen to Sally talking about customer details. Fill in the order form with the information she needs to get from a customer.

Well, because all our orders are computerized, we need to have certain details, so that we can track the orders after we receive them. Normally, we ask customers to supply their name and account number. We also ask that they assign each order their own purchase order number. We can then help them track it. Very important on the order is the shipping method. Sometimes customers forget to tell us how they want their order shipped and we have to ask them. Some customers want the goods quickly and ask for air freight. Others can wait so they ask for sea freight. We're only responsible for FOB – or freight-on-board – which means that we ask the customers to specify which shipping forwarder or agent they want us to deliver to. Sometimes new customers they don't know good forwarders, so we're happy to recommend some. We also ask customers to give us the shipping address so that we can add this to the documents. Of course, the main address is on the computer, but sometimes customers want orders shipped to a warehouse or different office.

You are the customer.

Use the information below to place an order.

Company:	Matsuo Trading Co Ltd.
Shipping address:	Kawamura Building, 3-34-7 Nishibashi, Otemachi-ku, Tokyo
Account number:	1097004
Purchase order #:	AF1782
Order:	10 x item # 7832961 5 x item # 7832971
Shipping:	air freight
Forwarder:	Heathrow Freight Services




Unit 11: TRADING

Unit 11.4 Confirming shipment



Why do we have to confirm shipments?

Read the three conversations. In each conversation, a customer is calling to ask about an order. Fill in the table with the correct information.

		When?	How?
	1		
	2		
	3		

1

SUPPLIER: Hello, Customer Service Department. How may I help you?

CUSTOMER: Hi, I'm trying to find out if my order has been shipped?

SUPPLIER: OK. Could I have your account number please?

CUSTOMER: Yes, it's 09283783 and purchase order number was PO170802.

SUPPLIER: Thank you. One moment please. Yes, your order was shipped on the thirteenth. We sent it to your forwarder for sea freight.

CUSTOMER: OK, thanks. I'll call my forwarder and find out where the order is.

SUPPLIER: OK. Thank you. Bye.

CUSTOMER: Bye.

2

SUPPLIER: Hello, Brookline Apparel.

CUSTOMER: Hello. Could I check the status of my order please?

SUPPLIER: Certainly. What account is it?

CUSTOMER: I'm calling from KTS.

SUPPLIER: OK. You placed an order yesterday for one hundred and thirty jackets. Is that right?

CUSTOMER: Yes.

SUPPLIER: Well, the order was shipped last night to the airport. I'm showing that it was loaded on a flight leaving this morning.

CUSTOMER: Thank you.

SUPPLIER: You're welcome. Bye.

CUSTOMER: Bye.





3

SUPPLIER: Hello, shipping department.

CUSTOMER: Hello, I'm calling from GDK Limited.

SUPPLIER: Oh, good morning.

CUSTOMER: Morning, I'd like to check that you have processed my order.

SUPPLIER: Certainly. What was the order purchase number?

CUSTOMER: 6736.

SUPPLIER: You sent the order late on Friday, is that right?

CUSTOMER: Yes.

SUPPLIER: OK. Well, I'm afraid it couldn't be shipped over the weekend. However, it was picked up by courier on Monday morning. You should receive it today.

CUSTOMER: Great. Thank you.

SUPPLIER: Thank you. Bye.

CUSTOMER: Bye.

Use the information shown on the map to make complete sentences using the ***past passive tense***.

Example:

- 1. send / cars / sea freight / Dec 10

The cars were sent from Japan to Vietnam by sea freight on December 10.

- 2. deliver / stereos / air freight / yesterday

- 3. dispatch / CDs / courier / today

- 4. ship / bananas / sea freight / two weeks ago

- 5. deliver / coffee / sea freight / Thursday last week

- 6. send / software / airmail / yesterday





Situation 1: You are the customer. Inquire about your order: You ordered 50 modems by air freight with purchase order #987235. You need them by next week. Find out where they are.

Situation 2: You work at the shipping company: The item was temporarily out of stock. It was sent out last Monday by airmail. It should arrive within two weeks. Apologize for the delay.

***Thank you for
today!***

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