

02

Orders

Warm up

Why was this famous 'customer' surprised? What did he expect from his 'suppliers'? Why would suppliers want to discuss orders with their customers?

An extraordinary affair: I gave them their orders and they wanted to stay and discuss them.

Duke of Wellington, Field Marshal and Prime Minister

LEARNING OBJECTIVES

Logistics communication skills

Placing and taking orders

Reading and writing purchase orders

Reading

A purchase order

Listening

Telephone orders

Dealing with logistics problems and finding solutions

Language

Numbers, measurements, weights, volumes

Delivery dates and times

Phrases for requests, apologies, suggestions

Will for decisions and promises

Quantity, size, price, date

1 You are organizing a party for Chinese New Year in the largest room in your company. With a partner, decide the date of the party, how many people will be invited and what food, drink, furniture, decorations, music, etc will be needed. Roleplay a telephone conversation to place an order.

Student A: Call Rent-a-Party Ltd. to order everything you need. Be as clear as possible about quality, quantity and delivery dates and times.

Student B: You work in the sales office at Rent-a-Party Ltd. Note down your customer's order; ask for all the details you need about quality, quantity and delivery dates and times.

2 Read the purchase order and underline the correct alternative in each sentence.

- a** Firminy Electronique ordered 190 / 250 / 340 / 1,710 components.
- b** The order was authorized by J. Verhelst / L. Park / S. Lothar / J-F Delorme.
- c** The goods will be delivered to Belgium / France / Luxembourg.
- d** The goods should arrive on 19/4 / 20/4 / 21/4 / 22/4.
- e** The more expensive components are larger than / smaller than / the same size as the cheaper ones.
- f** The invoice should be sent to J. Verhelst / L. Park / S. Lothar / J-F Delorme.

Firminy Electronique SAS

PURCHASE ORDER

The following number must appear on all correspondence, shipping papers and invoices:
P.O. number 1604-166733


Supplier: Jan Verhelst Werner Components Unit 44, Avenir Business Park Brussels Belgium	Ship to: L. Park, Warehouse Manager Firminy Electronique ZA du Bas de la Côte 42700 Firminy France	Bill to: S. Lothar, Accounts Payable Firminy Holdings 358 Route d'Arlon L-1150 Luxembourg
P.O. date: April 20	Requisitioner: Jean-François Delorme	Shipping instructions: Next day express courier

Qty	Description	Unit price	Total
250	PCB 09871 100 mm x 62 mm	€15.50	€3,875.00
90	PCB 08466 90 mm x 56 mm	€19.00	€1,710.00
Subtotal			€5,585.00
Shipping charges 12 kg			€224.50
Total			€5,809.50

Signature:



90 mm x 56 mm
 j-fd/jn#166733
 47.2 in x 31.5 in x 5.7 in
 February 28 1998
 12 tonnes
 05 August 2005
 PCB 08466
 208 l = 46 imp gal
 wernerpo.docx
 5/21/2001
 €15.50
 20/04/2018
 99,900 boxes
 68,000 lb
 35.75 g
 12 kg
 £14.75
 75.3 m³
 L-1150
 \$6,982.35
 250 SKUs
 0.96 m²
 \$17.5M
 12 fl oz

3  **04** With a partner, put the figures on the left into the correct columns in the table below. Then listen and check your answers.

Quantities and volumes	Measurements	Weights	References	Prices	Dates

4 With your partner, decide which figure in 3 refers to:

- a** the maximum gross weight of a 40 foot shipping container
- b** the dimensions of a standard pallet
- c** the capacity of a standard drum
- d** the volume of a 40 foot shipping container
- e** the quantity of soda in a standard can
- f** the surface area of a standard pallet

Taking an order

1  **05** Listen to a call to Werner Components. Complete the order form.

Telephone sales order Werner Components				Order taken by: _____	
Customer name: _____			Payment terms: _____		
Customer number: _____			Shipping instructions: _____		
Company: _____					
Phone: _____					
Item code	Product description	Size	Quantity	Unit price	Total
				Subtotal	
				Shipping	
				TOTAL	

2  **05** Listen again and complete the expressions below.

Asking for information

- a** _____ I _____ your customer number, please?
- b** _____ I just _____ your phone number?
- c** _____ you _____ me the price per unit please?

Offering help

- d** _____ there anything _____ I can help you with?
- e** _____ you _____ the catalogue number?
- f** _____ we _____ them by express courier then?
- g** Do you _____ me to _____ a purchase order?
- h** _____ I _____ you our email address?

Deciding the next step

- i** _____ just check ...
- j** _____ stick _____ net 30.
- k** _____ ship your order as soon as we _____ your P.O.
- l** I'll _____ it to you in a few minutes.

Over to you

Work with a partner. Take turns to be a customer and a sales assistant, using the flow chart on page 48 to practise placing and taking orders. Use the expressions in 2 to help you.



Delivery dates

1 Today is Wednesday, 28 April. Number the delivery dates in the box in order from the soonest to the latest. Then compare your answers with a partner.

- | | | | | | |
|-------------------------|--------------------------|-------------------------|-------------------------------------|-----------------------|--------------------------|
| at the end of the month | <input type="checkbox"/> | at the end of next week | <input type="checkbox"/> | at the weekend | <input type="checkbox"/> |
| in six days | <input type="checkbox"/> | on Thursday afternoon | <input type="checkbox"/> | next Monday | <input type="checkbox"/> |
| the week after next | <input type="checkbox"/> | this afternoon | <input checked="" type="checkbox"/> | tomorrow evening | <input type="checkbox"/> |
| on the 6th of May | <input type="checkbox"/> | in the morning | <input type="checkbox"/> | in the middle of June | <input type="checkbox"/> |

2 Match the dates and times in the box with the correct prepositions in the table.

- | | | | | |
|------------------------|----------------|-----------|------------|---------------|
| the first of the month | summer | Friday | week 25 | the morning |
| the day after tomorrow | 9 am | July | next month | night |
| the third quarter | New Year's Eve | Christmas | this week | every Tuesday |
| the end of the season | June 30th | lunchtime | last year | the 27th |
| the weekend | yesterday | | | |

in	on	at	Ø

3 Work with a partner. Take turns to ask and answer questions about dates and times. Student A: Ask Student B the following questions, adding three more of your own. Student B: Answer Student A's questions, then turn to page 48.

- When do you start work?
- When do you get paid?
- When do you take your holidays?
- What time do you eat lunch?
- When is your next English lesson?
- What time does the post arrive at home?
- When does your company's financial year finish?
- When is the best time to speak to your manager?

Problems and solutions

1 **06** Listen to four telephone conversations and answer the questions.

- What product and quantity does each customer need?
- How many orders are shipped immediately?

2 Listen again and complete the table.

	Conversation 1	Conversation 2	Conversation 3	Conversation 4
Shipping instructions				
Problem				
Seller's suggestion				
Customer's decision				



3 Decide if the phrases in bold are formal/neutral (F) or informal (I). They were all in the conversations you have just heard.

Requests

- a** Could you ship them as soon as possible? F / I
b Do you think you could send them air freight to ... ? F / I
c Make that two hundred packs of five, will you? F / I
d Can I get six more pallets of TVs on next week's truck? F / I

Apologies

- e** I'm sorry Mr Nielsen, but there's a slight problem with the P.O. F / I
f Oh. Yes, sorry, my mistake. F / I
g I'm very sorry Madame, but I'm afraid that's not possible; F / I
h Ah, well, the thing is, ... F / I
i 'Fraid not. F / I
j Kobe, I'm sorry, but it seems we have a problem. F / I
k It's just that, ... F / I
l Sorry about that, Kobe. F / I

Suggestions

- m** Would you like us to keep your order on hold? F / I
n If I can make a suggestion, ... F / I
o Do you want me to call you back in a few days? F / I

4 With a partner, have one of the formal or informal conversations below. In each conversation, use the cues to make a request, an apology, a suggestion and a decision.

1 (formal)

- A:** 3,500 mountain bikes / next Tuesday?
B: not enough in stock / lead time = 3 weeks: 1,000 now / 2,500 later?
A: Okay / 1,000 now / rest ASAP

2 (informal)

- A:** 2,000 litres engine oil / 3 litre cans
B: 3 litre cans / obsolete: 4 litre plastic bottles?
A: somewhere else

3 (informal)

- A:** 500 pallets bananas / FOB Puerto Bolivar / March 21st
B: invoice unpaid / not authorized: call back next week?
A: call bank today

4 (formal)

- A:** 25 tonnes potatoes / Dover / next week
B: not possible / not allowed: contact / our UK partner?
A: check with marketing / call back

Grammar tip

will

We use *will* for decisions/promises made at the time of speaking.

I'll correct it right away.

What did the customers say in conversations 2, 3 and 4 when they made a decision?



Over to you

Work with a partner to place and take an order.

Student A: You are in charge of taking orders at Red Star Trading. Turn to page 46.

Student B: You are in charge of purchasing electrical goods for West Park Electrical. Turn to page 48.



Jon Davis

Freight Tour Management



Jan Fourie

Amber Moves

Before you watch

Work with a partner. Take turns asking and answering the questions.

- What special conditions and/or equipment are needed for handling and storing dangerous or high-value goods?
- Do you ever deal with dangerous or high-value goods? If so, what are they and how are they handled and stored?
- How do customers place orders with you?

While you watch



1 Watch the two sections on *Different areas of the warehouse*. Match the words in the first column with the words in the second column to complete the different areas of the warehouse. Then, match the areas with the descriptions.

Areas of the warehouse		Description
a drivers'	locked area	1 goods go through this to be cleared
b bulk	warehouse	2 where twenty-foot containers are stored
c X-ray	reception	3 for cargo that doesn't fit into racks
d dangerous goods	train	4 a raised bed where aircraft pallets are built
e pallet	bay	5 where paperwork is handed over and freight picked up
f secure	area	6 for goods such as pharmaceuticals
g fully-mechanized	area	7 for high-value cargo
h chilled	bay	8 for hazardous shipments



2 Watch the section on *Products you store* and answer the questions.

- What products does Jon's company specialize in?
- What two other basic products does he mention?



3 Watch the section on *Placing orders* and answer the questions.

- What are the two main ways that orders come in?
- What three key pieces of information do customers give?
- What does Jon work on with this information?

Natural speech – vague language



1 In natural speech, native speakers often use vague language to talk about 'things'. Complete the expressions with the words and phrases in the box. Watch the whole video again and check your answers.

a vast array of materials anything and everything basic products
bits of information gear stuff that type of thing

- ... so we've got _____ we need to store ...
- ... you know, _____ goes through whenever ...
- ... that loads _____ into the trucks.
- So, it's bubble wrap, it's boxes, _____.
- ... anything from huge cable looms to oil drums to, you know, _____ ...
- ... literally _____ comes into our warehouse ...
- They will essentially give us some key _____ like where the goods are currently ...

2 Do you know any other words or expressions for the phrases in the box?

After you watch

Work with a partner. Take turns to compare your warehousing operations with Jon's and Jan's and complete the following:

- Talk about areas of the warehouse, products and orders.
- Talk about any similarities or differences.
- Try to use some vague language to make your speech more natural.

01 Visiting the warehouse

Greeting visitors, describing processes

1 Put the words in the correct order. Then mark the expressions: 1 – Introducing yourself, 2 – Introducing other people, 3 – Offering and 4 – Asking about the trip.

- a been / I've / here / four / years / for / working / .
- b freshen / do / need / you / to / up / ?
- c John / like / you / I'd / meet / to / .
- d have / you / did / trouble / us / finding / any / ?
- e drink / would / something / you / to / like / ?
- f our / Sophie, / is / this / accountant / .
- g was / how / flight / your / ?

2 Match the replies to the expressions in 1.

- 1 A little bumpy because of some turbulence. _____
- 2 Yes, if I could just wash my hands. _____
- 3 A coffee would be nice. _____
- 4 Hello John. I've heard a lot about you! _____
- 5 Really? And what do you do exactly? _____
- 6 Nice to meet you. _____
- 7 No, your directions were very clear. _____

3 Fill the gaps (a–e) using the words in the box. Put the verbs (1–10) into the correct passive form.

after finally first next once

Palletizing a shipment

(a) _____, pallets _____^{1(choose)} to suit the goods that _____^{2(pack)} on them.
 (b) _____, boxes _____^{3(stack)} on the pallet. Goods in the boxes _____^{4(protect)} with suitable dunnage, for example bubble wrap. Labels with complete address information _____^{5(stick)} on each box. (c) _____ the stacking process _____^{6(complete)}, stretch wrap _____^{7(use)} to secure the shipment to the pallet.
 (d) _____ that, the pallet _____^{8(label)} on each side. (e) _____, the pallet _____⁹ (move) to the shipping area to _____^{10(load)} onto a truck.

Learning outcomes

- I can greet visitors.
- I can introduce colleagues.
- I can describe processes.
- I can place and take orders.
- I can discuss quantity, size, dates and times.
- I can read and write purchase orders.

02 Orders

Placing and taking orders

1 Complete the sentences with the words in the box, then put the dialogue in the correct order.

Can + give Could + have Do + send I'll + check
like + order Shall + ship we'll + get

- a I'd like to order ten Hendrix guitars please.
- b One moment please, _____ just _____: \$479.
- c Yes, that will be fine.
- d Certainly. _____ I _____ your customer number, please?
- e Okay. _____ you want me to _____ a purchase order?
- f Yes, it's 56783. _____ you _____ me the price per unit?
- g Okay, _____ ship your order as soon as we _____ your P.O.
- h Yes please. _____ we _____ them by express courier as usual?

2 Match one line from each group (A–C) to make four short conversations. Practise each conversation, paying particular attention to correct pronunciation of the figures.

A

- 1 Could you deliver 250 SKUs as soon as possible?
- 2 Can you ship 56 m³ to South Carolina by 5/21?
- 3 I need 150 1,200 x 800 plastic pallets. By tomorrow at the latest.
- 4 \$899.95? Do you think I could pay \$300 in cash and the rest next month?

B

- a 'Fraid not. We only do FCLs – that's 75 m³;
- b I'm very sorry Madame, but I'm afraid we'll need payment in full;
- c We've got the 1,200 x 1,000 in stock, but not the smaller ones. Sorry about that;
- d I'm sorry Sir, but there's a slight problem with our last invoice: 21-3/1667;

C

- i would you like us to put your order on hold while you talk to your bank?
- ii but if I can make a suggestion, why not pay the \$599.95 by credit card?
- iii perhaps you'd like to call back the week after next?
- iv do you want me to book you a full container?