

# 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
<b>Subtotal</b>				€5,585.00
<b>Shipping charges 12 kg</b>				€224.50
<b>Total</b>				€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 m<sup>3</sup>  
 L-1150  
 \$6,982.35  
 250 SKUs  
 0.96 m<sup>2</sup>  
 \$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.

<b>Telephone sales order Werner Components</b>				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.