

An order for technical products¹

Technology for the disabled

Situation:

You are getting work experience at AccessAble Ltd., a British Company that sells materials and designs for 3D printers. The company's products allow people to print low-cost prosthetics at home.

→ You call a customer and confirm an order by e-mail.

1) Reading about the product

To help you prepare for a phone call to a customer, you read the company website and note down the advantages and properties of AccessAble materials.

3D printing allows digitization of prosthetic designs and their manufacturing process, enabling quick and affordable reprints and changes. At AccessAble, we provide the **best materials** so you can print your prosthetics at home.

5 **NinjaFlex plastics:** According to many wearers of prosthetics, weight is a crucial factor for comfort. Traditional prosthetics tend to be heavy. Prosthetics made from NinjaFlex plastics, which is a **lightweight, strong and flexible** material, can be created with a weight that is comfortable for the wearer.

10 **Metals:** Prosthetics must handle many forces without breaking - body weight, the impact of sports, twisting and turning - so it is important that materials are **strong**. Our metals are specially chosen to provide **strong and durable support** to active bodies.

15 **Silicone:** In any prosthetics, aesthetics and feel are extremely important to give the wearer confidence. The outer layer of prosthetics can be covered with silicon, which is **soft and elastic** when cooled. This can provide a **soft skin-like feel** and can be **coloured to suit the complexion** of the wearer.

20 Each **product is available in 500 g packets**, and we recommend purchasing **1.5 kg of material for each square meter (m²)** of surface area that needs to be printed. This **usually provides enough spare material for a replacement**. We offer **discounts for orders over 5 kg**. You can also sign up to our **subscription service** that delivers an **agreed amount every month at a reduced price**.

Write down two questions on the text:

1. _____

2. _____

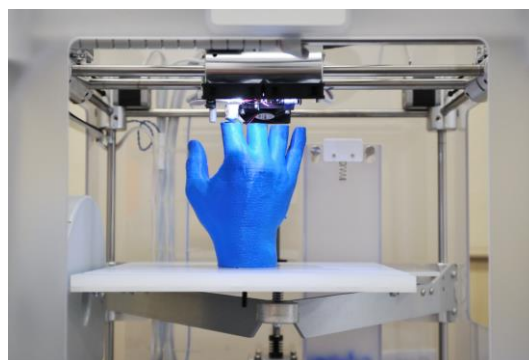
¹ Based on IT Matters, Cornelsen 2018, pp.100-101

2) With a partner, discuss the advantages of the materials on the AccessAble website and make notes that you can use when talking to the customer.

Material	Properties	Advantages for wearer
NinjaFlex	Lightweight Strong flexible	Weight adjustable to needs/preference
Metals	Strong Durable	Supports Active bodies
Silicone	Soft Elastic skin-like	Colored to suite the complexion

Describing objects:

made of	made from



3) Role Play: Calling a customer

Your supervisor tells you that a prospective customer, Chris Young, would like some information before placing an order. He asks you to call the customer.

Partner A

- Ring Chris Young, introduce yourself and explain why you are calling
- Answer his/her questions using the information on the website and your notes.
- Suggest that s/he selects the sports plastics package and the sports metal package and explain the reason why. Add that silicone is also advisable.
- Explain the discounts available and the subscription service.
- say that you will confirm his/her order by email.

Swap roles when you have finished.

For your notes:

[illegible]

Partner B

You are Chris Young and you are a prosthetics wearer. You have a 3D printer of your own and are printing your own prosthetics for the first time.

An employee at AccessAble (Partner A) is going to phone you to give you information about the right materials you require to print your prosthetics. You are not sure about what you want, so you may need to ask the caller to repeat information.

Before you start, read the prompts carefully. You start the conversation by answering the phone:

Hello, Chris Young speaking....

- Explain that you would like some information about materials for prosthetics before you order.
- You would like to know:
 - o the recommended materials to print prosthetics for the activities you perform: dancing, playing football, everyday use
 - o how much material is needed
 - o whether the materials can be ordered in bulk
 - o what discounts are offered
- Say that you would like to place a bulk order for the recommended products.
- Ask for a copy of the latest catalog and price list.
- Thank the caller for his/her help and say you look forward to receiving confirmation of the order.
- End the phone call politely.

Swap roles when you have finished

For your notes:

[illegible]

3 Confirming the order

Your supervisor asks you to confirm the customer's order by email.
Complete the email using words from the list.

catalogue • delivery • discount • insurance • list • location • order • packaging • post • weight

●
●
●

✎
📎
★
📧

Dear Mr Young

With reference to our telephone call of today, I would like to confirm your
Order ¹. As agreed, AccessAble will supply:

- 2kg NinjaFlex
- 2kg Metal Mix
- 2kg Silicone

The total Weight ² of the order, including protective
Packaging ³, is 6.3kg.

Delivery ⁴ is expected within 1–2 days to your
Location ⁵. All orders are sent via registered
Post ⁶ that comes with delivery Insurance ⁷.

Attached is a copy of your purchase receipt, with bulk Discount ⁸ applied.

We attach a copy of our latest Catalogue ⁹ and price
List ¹⁰.

Thank you again for your order.

We look forward to doing regular business with you.

Yours sincerely

Additional exercises

Unit 10: Word building, synonyms & collocations (Foundation)

A Complete the answers to the questions. Use a verb or a noun derived from the words in *italics*.

- 1 Is this your *summary*? Yes, I've Summarized only the main features.
- 2 Will you manage to *digitize* the model? I think Digitizing won't be the problem.
- 3 Has Mr Young *subscribed* to our service? He thinks the Subscription is too expensive.
- 4 Did he ask for a *reduction*? Yes, and I've Reduced the bill by 10%.
- 5 How much do the packets of Silicon *weigh*? The Weight is five kilos each.

B Complete the sentences using adjectives that have the same meaning as the words on the right. The first letter of each word is given.

- | | |
|---|---------------------|
| 1 Reprints and changes of the prosthetics should be a <u>affordable</u> . | not too expensive |
| 2 The metals provide <u>durable</u> support to active bodies. | strong and solid |
| 3 Each product is a <u>available</u> in 500g packets. | ready to be bought |
| 4 NinjaFlex is a <u>lightweight</u> material. | not a heavy one |
| 5 Weight is a <u>critical</u> factor for comfort. | important/necessary |

C Match the words from the two columns to make at least ten phrases. For some of the verbs, there is more than one solution.

attach
confirm
place
offer
provide
refer to
sign up to

a conversation
a catalogue
delivery
a receipt
an order
discount
a price list
a subscription
