

1

Requesting an order

adapted from enchantedesl.com

Actor	Role
A	You found the perfect piece of furniture! It's large and won't fit in your car. You ask customer service to deliver the item to your home.
B	You are an employee at customer service, and you're happy to help arrange the delivery.
Common phrases and questions you will <u>hear</u>	Common phrases and questions you will <u>say</u>
<ul style="list-style-type: none"> Which item in the store do you want delivered? <ul style="list-style-type: none"> Which item? Do you have an item number? 	<ul style="list-style-type: none"> Yes, it's item number ____. Yes, it's the [couch / table / etc] called ____. No, I don't. I know where it is in the showroom, can you help me get the name / item number? <ul style="list-style-type: none"> No, I don't. I know where it is in the showroom. Should I go get its name / item number?
<ul style="list-style-type: none"> Where you would like the item delivered? <ul style="list-style-type: none"> What's the address? What is your contact information? <ul style="list-style-type: none"> What's your email? What's your phone number? <ul style="list-style-type: none"> What's a good number for you? Phone number? When would you like the item delivered? <ul style="list-style-type: none"> When works for you? Our next delivery date is ____. 	<ul style="list-style-type: none"> Yes, that works. <ul style="list-style-type: none"> Ok, thank you. I am not available that date / time. Is there a different date / time?
<ul style="list-style-type: none"> The delivery is scheduled and you're free to go. <ul style="list-style-type: none"> You're all set! Okay, you're good to go. You will receive confirmation by [text / phone call / email / receipt]. 	<ul style="list-style-type: none"> If satisfied: <ul style="list-style-type: none"> Thank you! Okay, great, thanks! Will I receive a confirmation number? <ul style="list-style-type: none"> Can I have a confirmation number? Will I receive a notice before it's delivered?

2

Receiving the order

adapted from enchantedesl.com

Actor	Role
A	You just bought a large piece of furniture but it's too heavy for you to carry into your home. You ask the delivery person to help carry it.
B	You are the delivery person, and you're happy to help them move the item.

Common phrases and questions you will <u>hear</u>	Common phrases and questions you will <u>say</u>
<ul style="list-style-type: none"> Where would you like the item? <ul style="list-style-type: none"> Where should I put it? Where do you want it? Is it okay over here? 	<ul style="list-style-type: none"> Over here, please (and point) In the [back room / the room to the left / the room to the right / etc.]
<ul style="list-style-type: none"> Do you want me to assemble it for you? <ul style="list-style-type: none"> Do you want assembly? 	<ul style="list-style-type: none"> Yes / No <ul style="list-style-type: none"> If yes, confirm if there is a cost: <ul style="list-style-type: none"> Is there a cost for that? Is that extra? Is that included with the delivery?
<ul style="list-style-type: none"> We're finished <ul style="list-style-type: none"> We're all done Okay that's it, [ma'am / sir] Please sign here (to confirm delivery) 	<ul style="list-style-type: none"> If satisfied: <ul style="list-style-type: none"> Thank you! Okay, great, thanks! If not satisfied: <ul style="list-style-type: none"> Can you move it a little bit? <ul style="list-style-type: none"> Can you scoot it? This part here needs adjusting <ul style="list-style-type: none"> Can you fix this part?