

# Placing an Order: Everyday Dialogues [B1]

Un dialogo pratico tra un fornitore e un cliente per imparare il vocabolario e le frasi più comuni utilizzate nelle transazioni commerciali.

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Pier: Hello, I'd like to place an order for some **printer ribbons**, please

Nora: Good afternoon. Do you have an account with us? Pier: Yes, we do. The company name is DropShop Limited. Nora: Ah, yes, I've found you on the system. Which ones would you like to purchase? Pier: The same as usual: the CMYK multipack for the 5350 model. Do you have those in stock? Nora: We **certainly do!** How many do you need? The minimum order quantity is twenty units. Pier: I need around forty. Is there a discount for large orders?

Nora: Indeed there is! You get 10 per cent off on orders over fifty. Pier: I guess I'll take fifty then! Please charge it to our account. Nora: Done! Is there anything else you need? Pier: No, that's all for now. How soon will we get them? Nora: We'll ship them out as soon as the payment has cleared, so you could have them tomorrow Pier: That's excellent. Thanks so much for your help! Nora: You're welcome! Have a nice day.

## NOW LET'S REVIEW THE VOCABULARY!

To place an order means to buy something in a commercial context. An account, in relation to purchasing, refers to the customer **file** held by the **supplier**, which contains payment and shipping details. CMYK is an acronym for cyan, magenta, yellow and black. It refers to the four primary colours of **ink** used in four-colour printing. Purchase is a synonym for 'buy'. When you have the **goods** available and ready for sale, you have them in stock.

Minimum order quantity – or MOQ – refers to the smallest number of units a **supplier** is **willing** to sell to a customer in a single order. In the context of pricing, off means a reduction or discount from the usual price. When you charge a cost to an account, it will be added to that account and paid according to the **pre-arranged** terms. That's all for now is a common way of saying you don't need anything else at this moment in time. To ship out

means to send or **dispatch**. When a payment has cleared, it means that the transaction has been processed and the money has been transferred.

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# Glossary

- **file** = fascicolo
- **willing** = disposto
- **dispatch** = spedire
- **ink** = inchiostro
- **goods** = merce
- **pre-arranged** = prestabiliti
- **printer ribbons** = cartucce della stampante
- **certainly do** = certamente sì
- **supplier** = fornitore