



Processing an Order

Business > Advanced 7



Exercise 1 – Reading

Read the dialogue aloud with your tutor and check your understanding.

Nina, an employee in an online shop, answers a call from James.

Nina: Hello, CS Shop, Nina speaking. How may I help you?

James: Hello, I would like to check if you currently have an Ibanez 275 JK acoustic guitar?

Nina: Could you give me a minute? I will have to check. Was it Ibanez 275 JK acoustic?

James: Yes, that's right.

Nina: We do have it, but there is just one model left. It would be better to order it now since this model is very popular and I'm not sure if we will manage to order more once we are out of stock.

James: Okay, in that case, I'd like to order it right away.

Nina: All right. Could you please give me your full name and the shipping address?



James: It's James Baker. And the address is 25 Medieval Street, Manhattan, United States.

Nina: Okay, so it's James Baker, 25 Medieval Street, Manhattan. Is that correct? Also, would you prefer standard or expedited shipping?

James: That is correct. I'd like to use expedited shipping. Can I pay in cash?

Nina: Yes, you can pay in cash on delivery. However, for paying in cash we add 2% tax for proceeding with the transaction later on. On the other hand, if you pay via bank transaction, you can save up to 4% of the price. We give discounts for bank transactions since it makes the whole process easier.

James: Okay, you have persuaded me! I will pay via bank transaction. Could you send me the payment details via email?

Nina: Of course, sir. Also you will need to submit a purchase order via email in order to confirm the order, for now your order is pending. Could you give me your email address?

James: My email is jamesbaker@yahoo.com. Did you catch that?



Nina: Yes, thank you. Okay, I have just sent an email to you. You should receive it within a couple of minutes. And thank you so much for using our services.

James: Thank you, as well!

Check your understanding:

1. What did James order?
2. What did James change his mind about and why?
3. What is the status of his order?



Exercise 2 – Learning

Useful Expressions

- Could you give me a minute?
- Let me check if we have it in the storeroom.
- Please give me your name and your shipping address.
- Would you prefer standard or expedited shipping?
- Your order is pending.
- You should receive an email within a couple of minutes.
- Thank you for using our services.



Exercise 3 – Role Play

Take turns with your tutor and act out the scene described below.

Scene: You work in an online shop. A customer calls you to order a laptop bag. Answer the call and process the order. Your teacher will act as the customer.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. Do you often shop online? What do you usually buy online?
2. What are the advantages and disadvantages of shopping online?
3. Have you ever had any bad experiences with online shopping? What happened?