



# Placing an Order

Business > Intermediate 6



## Exercise 1 – Reading

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

**Robert:** Office Best, Robert speaking. How may I help you?

**Mr. Smith:** Hello. I'm Mr. Smith from Future Innovation. I recently visited your showroom, and I was impressed with your latest office collection. I'd like to place an order, if possible.

**Robert:** Of course, sir. What would you like to order?

**Mr. Smith:** We're going to need 20 office chairs and 10 desks from your Linear collection.

**Robert:** Understood. I believe we have enough units available in the warehouse, but I will have to check to make sure. Is there anything else you would like to purchase?

**Mr. Smith:** Not for now.

**Robert:** Okay, great. Could you give me your email, please?



**Mr. Smith:** Yes, it's smithinnovation@gmail.com. And one more thing. What kind of shipping do you provide? When can we expect to receive the items?

**Robert:** We offer Standard and Express shipping. It takes 5 to 7 working days to deliver the goods with the Standard option. If you choose Express shipping, we can have your items delivered within 3 working days.

**Mr. Smith:** Hmm, would it be possible to deliver them by Monday with Express shipping? We are moving into a new office and we would appreciate it if we could have everything ready by then.

**Robert:** I will have to check with our shipping company, but it's likely that we can manage to do that.

**Mr. Smith:** Okay, please let me know.

**Robert:** Will do. Thank you, sir!

**Mr. Smith:** Thank you!



**Check your understanding:**

1. Why is Mr. Smith purchasing items from Office Best?
2. What shipping options do Office Best provide?
3. Why does Mr. Smith need the items delivered by next Monday?



## Exercise 2 – Learning

### Useful Expressions

- I'd like to place an order.
- We're going to need...
- Do you have it in stock?
- What kind of shipping do you provide?
- What's the estimated delivery date?
- When can we expect to receive the items?
- How long does it take for delivery?
- Would it be possible to deliver them by Monday?
- We would appreciate it if...



## Exercise 3 – Role Play

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

**Scene:** You are responsible for establishing a new office. Make a phone call to a construction company and place an order to purchase ceramic floor tiles. Make sure to inquire about the availability, the type of shipment, and the delivery date. Your teacher will act as a receptionist at the construction company.



## Exercise 4 – Discussion

*Discuss the following questions with your tutor.*

1. What type of shipment do you prefer when ordering goods? Why?
2. What would you do if the goods you ordered did not arrive at the scheduled time?
3. What can you say about customer satisfaction?