

A conversation about buying

SPEAKING

LEVEL	NUMBER	LANGUAGE
Lower-intermediate	EN_BE_2218S	English

lingoda

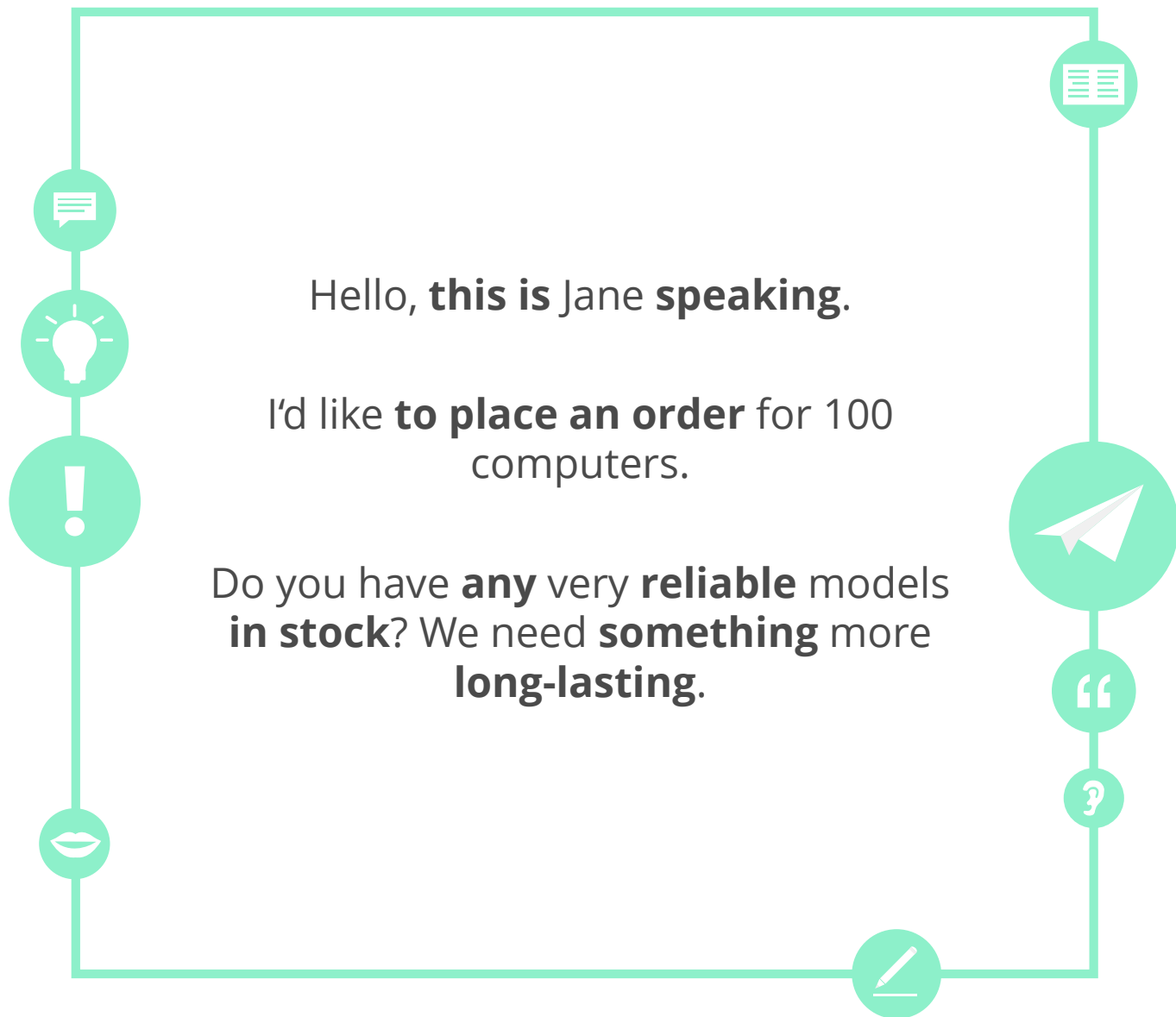




Goals

- Can talk in simple terms about buying and placing an order.
- Can correctly order a product over the phone in the context of a conversation.







Warm-up

In this lesson you are going to **practise buying** and **placing an order** in a more **extended** way.



I'd like **to purchase** some new keyboards. Can you recommend any brands to me?



/r/

arm



/r/

fork

order



/r/

father

bird

regarding



/r/

first

four

car

more



/r/

hair

purchase

burn

north

learn



/r/

hair

purchase

burn

north

learn

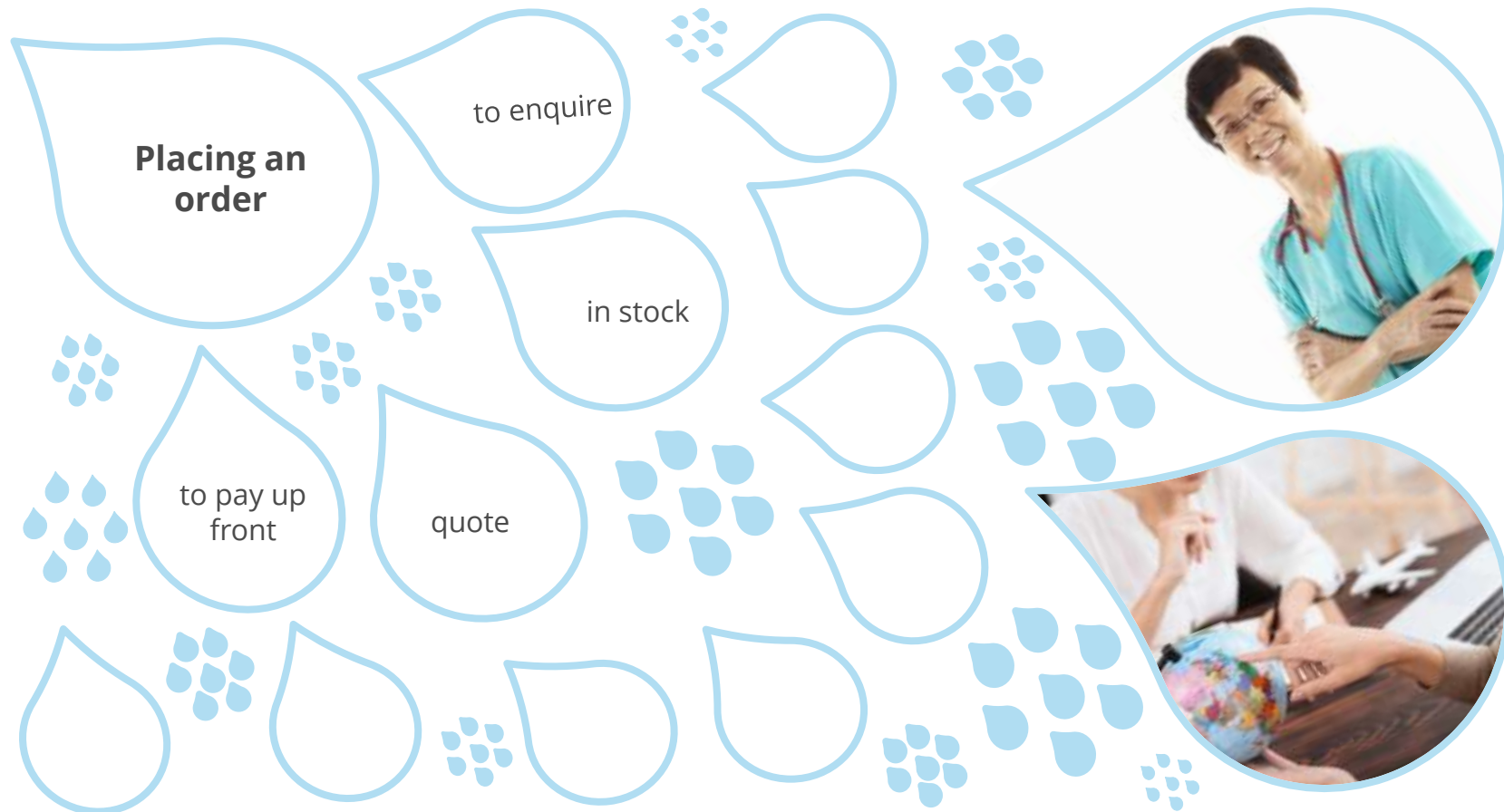
What do you notice about the **vowel sounds** before the 'r' in these words?

Practise this **/r/** sound with your teacher.



Brainstorm

Brainstorm as many words relating to placing an order from previous lessons





Prepare and make an order

**Your boss wants some new items for the office.
Make a call and calculate the total price for the order**





Order problems

Discuss the following order problems with a partner and how to resolve them



1

Your product is **out of stock** but you need it urgently.

2

You cannot afford to **pay up front** for an order.

3

You need to receive the **delivery** of a product tomorrow.



Put these phone calls in the correct order

This is Chelsea
from Smith &
Co

To enquire
about our
recent order.

Ok, no problem.
I'm calling to
settle our
account.

No, I'm afraid,
he's not
available.

Barnet & Sons,
good morning,
how may I help?

The reason I'm
calling is

Hello, is Mark
there at the
moment?

Shall I ask him
to call you back?



Ring, ring!

Purchasing,
Mary speaking,
how can I help?

No one is
available, I'm
afraid.

Can I take a
message?

Hello, I'd like to
speak to someone
about paying in
installments.



Dialogue

Read through this dialogue with one of your classmates



Hello. I'd like to enquire about order number 9043, please.

Certainly, we received your order but we need your delivery preferences.



Could you please send it via express post? Is shipping included?

Yes, of course. We can send you the final amount on the invoice.





Your role play

Now create a similar role play to check the status of an order of 100 computers with your teacher

I'd like to check...



Of course, we
dispatched your
order...

**Student: You are the one
making the enquiry**

**Student B: You must answer
the phone call and provide
information**



A totally new order

You check your order and the computer is no longer in stock.

Ask the company if they have *any* alternatives and explain *some* features you need



I'd like some ...

Do you have any...?

Is there anything...

We need something that is...





Role-play

Now you need to organise the delivery with the company and how you will pay

Can you send the computers by courier?



How would you like to pay? Up front or in installments?

Student: You are the one organising delivery

Student B: You must answer explain the options and ask for payment



Solve the problem

**The computers don't arrive on the day you agreed!
Call the company and organise a new delivery date**



I'd like to...

I want to...



Imagine you then speak to your boss...

... and they are not happy with the order of the computers. They would like to return them.

- Discuss the situation with your colleague and explain why the boss is not happy
- Discuss your options and what the returns policy is





Making a big, final order

You are preparing to make a large stock order for your company



1. Listen carefully to your **teacher's list** for the order.
2. Review the **phrases** below with your teacher.

What are your
delivery
options?

I'd like to speak
to **somebody**
about a large
order.

Thank you so
much for
everything!

Is it possible to
defer
payment?

What is the final
quote then?

Can anybody
give me a
discount?



Now make the order!

It is time to place the final order.

Act out the dialogue with a partner.

If you succeed, you may even be promoted!





Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

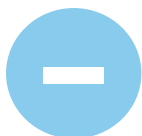
no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise 1, p14

Barnet & Sons, good morning, how may I help?

This is Chelsea from Smith & Co

The reason I'm calling is

To enquire about our recent order.

Hello, is Mark there at the moment?

No, I'm afraid, he's not available.

Ok, no problem. I'm calling to settle our account.

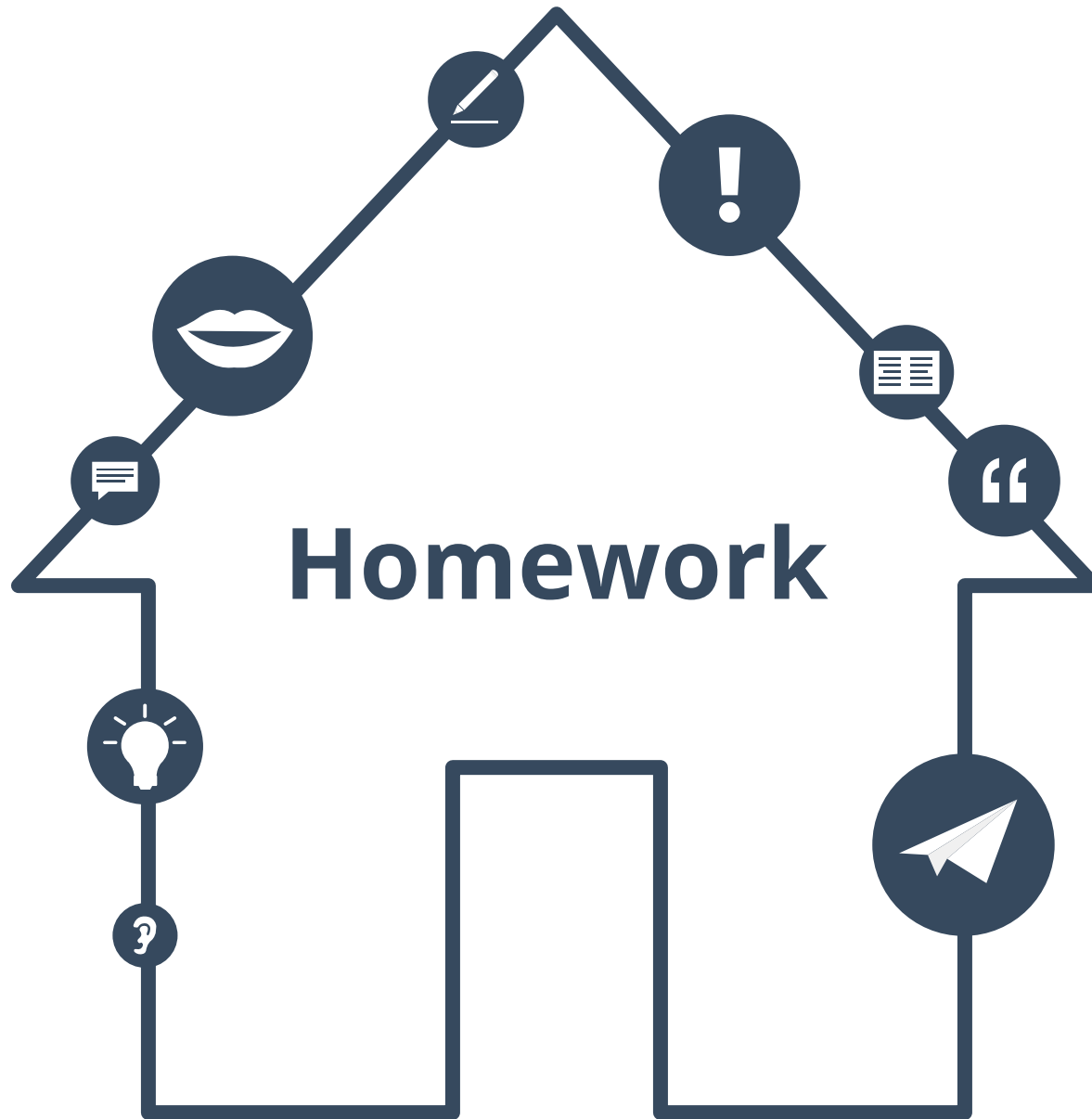
Shall I ask him to call you back?

Purchasing, Mary speaking, how can I help?

Hello, I'd like to speak to someone about paying in installments.

No one is available, I'm afraid.

Can I take a message?





Reflect on the unit

Write sentences on each of the topics below to strengthen what you have learned in the unit.

Indefinite pronouns

Making a phone call

The Pareto Principle

Placing an order

Products and services

Use of **some** and **any**

○	The Pareto Principle is ...
○	
○	Something means ...
○	
○	The difference between products ...
○	
○	
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○	
○	



Write an email to your teacher

1. Reflect on what you have learned in the unit.
2. Discuss what you enjoyed about the lessons.
3. Write about a topic you found difficult.

Try to remember as much as you can!

-□×

To: teacher123@lingoda.com

Subject: Reflecting on the unit



Homework answer key



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