

Placing an order

COMMUNICATION

LEVEL
Lower-intermediate

NUMBER
EN_BE_2216X

LANGUAGE
English

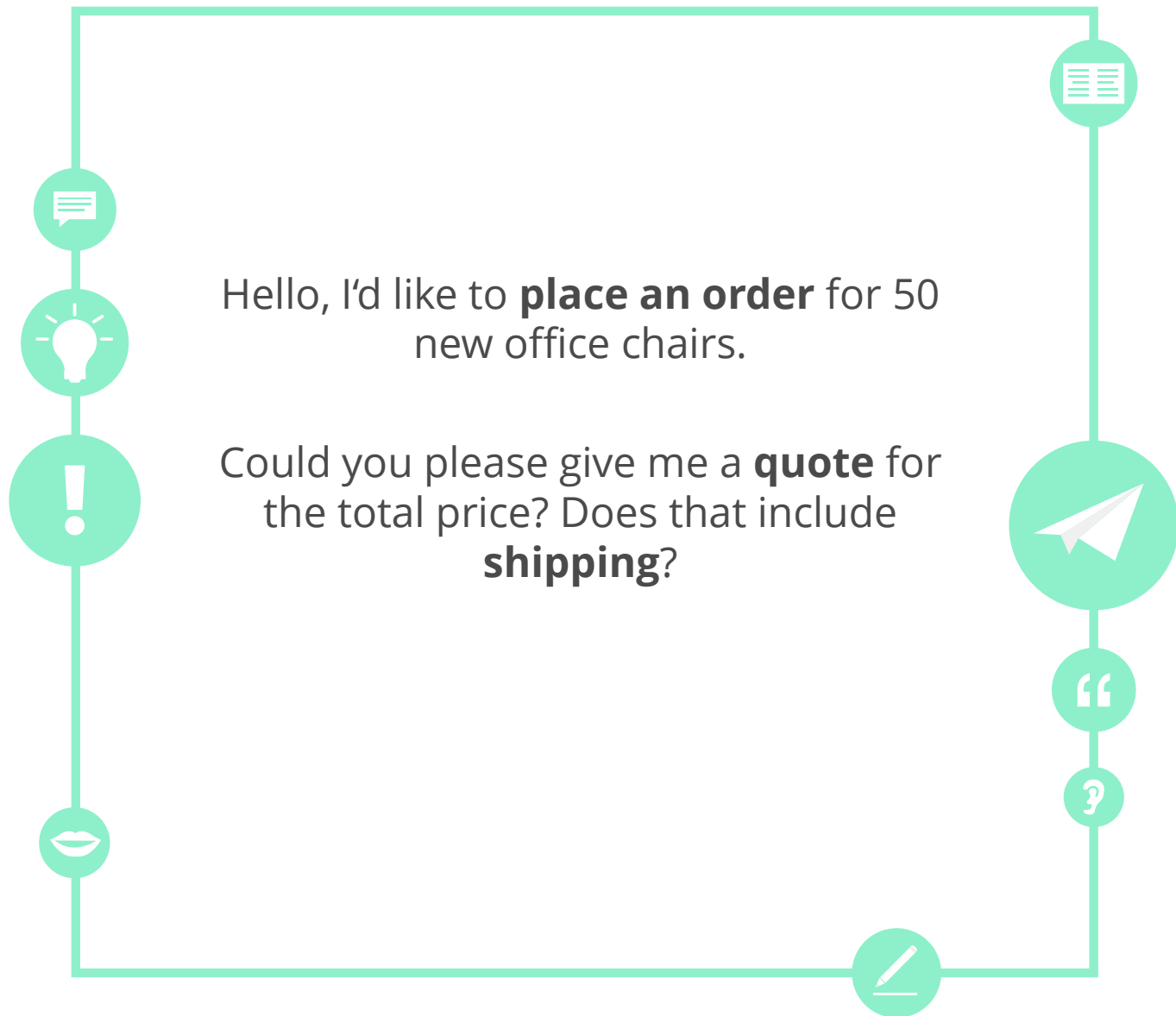




Goals

- Can place an order for a product.
- Can determine how to use expressions for simple problem solving when placing an order.







Warm-up

In this lesson, you will learn how companies **place an order** for a product, **pay** for it and **resolve any problems** with it.



We have a new office, so let's **order** some new furniture.

to enquire

To enquire is to investigate or ask for information.

An **enquiry** is the process of investigating something.



I would like **to enquire** about some new desks.
Could you make an **enquiry** about the cost of the computers?

out of stock

in stock

A product that is **out of stock** is unavailable.
A product that is **in stock** is available to order.



Unfortunately we don't have that item **in stock** right now.

quote

A **quote** is a price offered on a product or service.



Could you give me a **quote** for that order?
I have **quoted** them \$200 for the equipment.

to place an order

shipping

Businesses **place orders** when they decide to buy something.

Sometimes an order includes **shipping**, the cost of sending goods to you.



Can you check our levels of stock and **place an order**?



The total price includes **shipping**, this will save us money.



Expressing what you want

want

Want expresses a strong desire. It can sound impolite.

I **want** to pay in installments.



would like

Would like is more polite if you are asking for something.

I **would like** to defer the payment until next month.



need

Need creates an importance when asking for something.

We **need** to receive your payment to settle the account.





Complete the sentences

Fill in the gaps using the correct word from the previous slides

1. I would like to _____ about a toner order from yesterday.
2. The staff won't be happy – their favourite coffee is _____.
3. Does the quote also include _____?
4. Could you provide me with a _____ for those items please?
5. Luckily the laptops you wanted are _____.



Make an enquiry

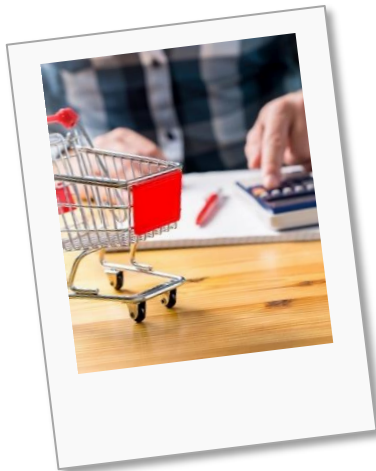
**Your boss gives you these post-it notes.
Call your office supplier and get quotes for the following items. Are all
items in stock?**





Discuss with a partner

**What are some products
that your company
orders regularly?**



**How often do they
place these orders?**

delivery

After you place an order, the supplier will organise **delivery** of the goods.



Standard **delivery** is usually 3-5 working days.

to send by

post and packaging

Some common **delivery options** are post, courier or express service.

Post and packaging is the cost of shipping and packing the goods.



We need to **send** the package **by** express post.

Post and packaging comes to £40 on top of your order.

to dispatch

to receive

When an order leaves the seller, it is **dispatched**.
You then **receive** the product at your home or office.



We **dispatched** your order yesterday.
When can I expect **to receive** my order?

invoice

An **invoice** is a list of goods or services provided to a company, with a due payment amount attached.



Please find the **invoice** attached to this email.



I have to **invoice** my clients tomorrow.



Match the two parts of the sentence

1. Please send the package...

a. dispatched tomorrow.

2. Delivery usually takes...

b. to send the invoice today.

3. The post and packaging...

c. by express post

4. I need you...

d. costs £10 in total.

5. Your item will be...

e. 10 Business days, I'm afraid.



Delivery options

Discuss the advantages and disadvantages of the following delivery options



1 Registered post

2 Courier

3 Express service



Organising the delivery

Imagine you are now talking to the office supplier from p10 and you are now discussing delivery options.

That depends on your budget.



What delivery options do you offer?

**Student: You are asking about the options.
Post, courier, or express service?**

Teacher: You explain the options and ask for preferences.



Lost delivery

**Oh no! The order you placed has not arrived
Call the supplier and enquire (by telephone) about your order**



Hi there, this is _____ speaking. I think there is a problem with my order. It has not been delivered yet.

Let me see _____





to defer a payment

After you receive an invoice, the company then pays for the products.

The company can pay immediately or if they start making payments at **some time in the future**, they are **deferring a payment**.



Is it possible **to defer payment** on the invoice?

to pay in installments

Dividing a payment into separate parts and paying at different times is **paying in installments**.

Many companies offer this for **very high value** orders.



We can **pay** for this order **in** monthly **installments**.

to pay up front

Alternatively, the company may also **pay up front**.

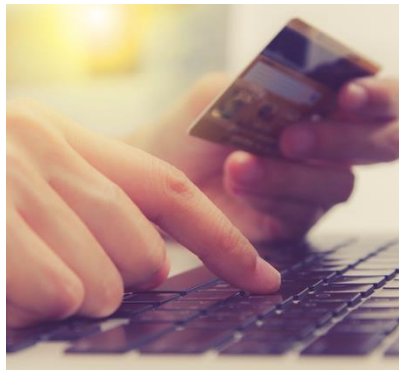
This means they give the money to the company when they place the order and **before they receive the item**.



If you prefer, we can **pay up front** for the desks.

to settle an account

Settling an account is when a company pays the **money it owes** to the company who makes the goods.



Please send me your bank details so I can **settle the account.**

returns policy

A **returns policy** allows a buyer to return a product for a refund if they are not satisfied.



Our **returns policy** is valid for one month after purchase.

to exchange

Some businesses offer customers the option of **exchanging** a product for another.



You can **exchange** the bag if you don't like it.



Match the vocabulary with the definition

A

to defer a payment

to pay in installments

to pay up front

returns policy

to exchange

to settle an account



B

to resolve an amount of money owed

to give money before receiving an order

to give money at a later date

rules for sending an order back

to give money in separate amounts

to give a product back and receive a different one



Discuss with a partner

Think of a time when it is best to do the following. Explain your opinion to a partner

pay up front

to return an item

pay in
installments

exchange a
purchased item



Read the following email

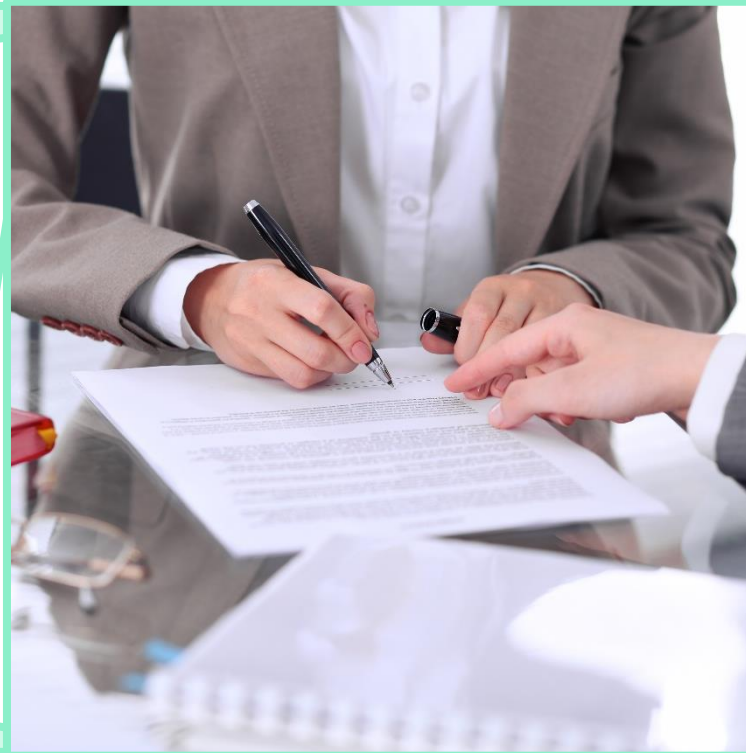
	-	□	×
To: complaints@officeequipmentareus.com			
Subject: Problem with your order!			
<p>Dear customer,</p> <p>We are sorry to inform you that there is a problem with the quote for order number 342.</p> <p>The price we quoted for the webcam is not correct on our order form. As a result, we have added 9.95 EUR to what you owe.</p> <p>We also did not include shipping costs on your order. There is an extra 7.95 EUR for post and packaging.</p> <p>We are sorry for the inconvenience. We have a customer exchange and returns policy if there is anything you are not happy with.</p> <p>Please call me to settle the account. We understand your frustration, and can offer you the option to defer your payment.</p> <p>Yours sincerely,</p> <p>Diane Office Equipment Are Us</p>			

Explain to the teacher what the problem is in your own words



Contact the office supplier

- Now it's time to call the office suppliers to settle the account.
- Be sure to use appropriate language for the phone call.
- Try to reach an agreement regarding payment.





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, p.10

1. enquire
2. out of stock
3. Shipping
4. quote
5. in stock

Exercise 2, p.17

1. C
2. E
3. D
4. B
5. A

Exercise 3, p.27

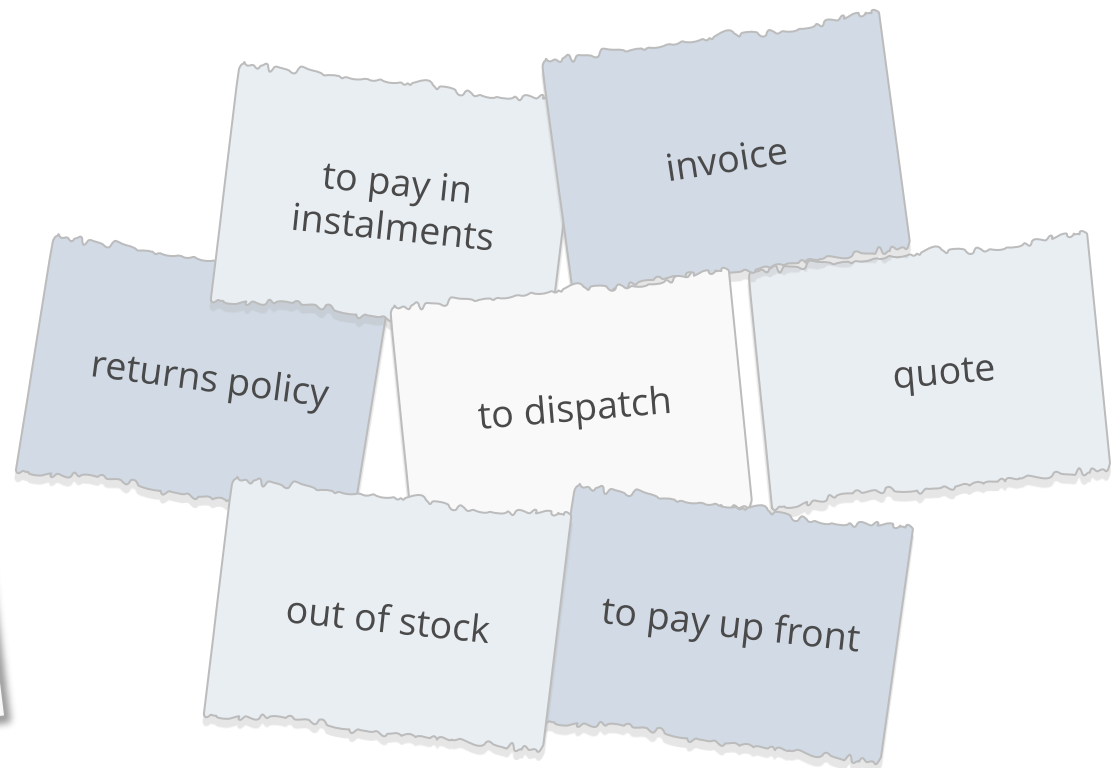
1. to defer payment – to give money at a later date
2. to pay in installments – to give money in separate amounts
3. to pay up front – to give money before receiving an order
4. returns policy – rules for sending an order back
5. to exchange – to give a product back and receive a different one
6. to settle an account - to resolve an amount of money owed





Define the vocabulary

Define the terms and processes below in your own words.





Place an order

Consolidate your learning from the lesson by placing an order. Use as much of the vocabulary and lingo from the lesson as you can.

-

□

×

To: wholesalers@lingoda.com

Subject: Stock order



Homework answer key



About this material

Find out more at
www.lingoda.com



This material is provided by

lingoda

lingoda Who are we?



Why learn English online?



What kinds of English classes do we offer?



Who are our English teachers?



How do our English certificates work?



We also have a language blog!