

Ordering and following up on the phone

COMMUNICATION

LEVEL

Upper-intermediate

NUMBER

EN_BE_3510X

LANGUAGE

English

lingoda





Goals

- Can recognise and understand phrases for enquiring about prices and making deals on the phone
- Can follow up on an order and find out the shipping and delivery status on the phone

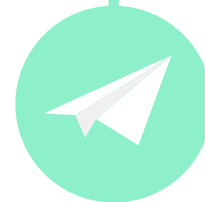




Companies often need to make orders over the phone. As well as being able to **place orders**, it is important to know how to **follow up on an order's shipment**.

Asking for prices, confirming the status of a shipment or delivery and sending invoices can be easier with the right phrases.

Let's learn how to make an order!





Review: making orders over the phone

**Communication over the phone has specific challenges.
What are some ways to make your message clear when speaking over the phone?**





Placing orders



Have you ever **placed an order** over the phone?

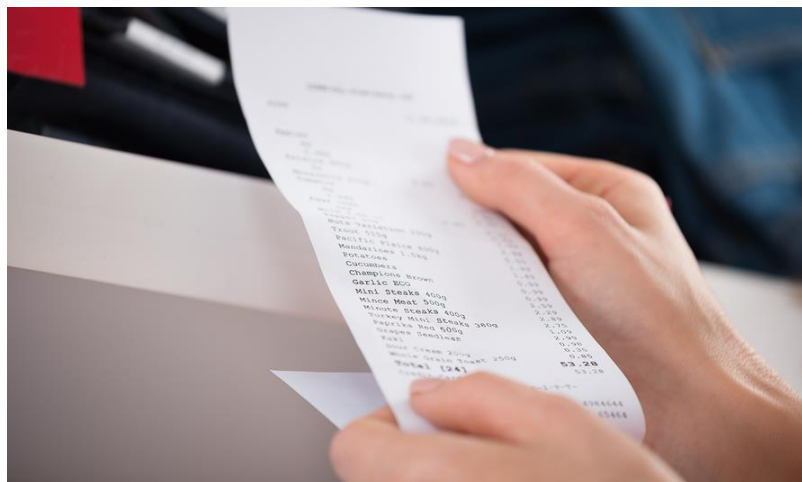
Talk to the teacher about the type of information you need to express in this situation.



Ordering over the phone

Ordering stock for businesses and companies often takes place over the phone or by e-mail. As you place the order, it's important to check the following:

- Is what you need in stock?
- When will the delivery be despatched and delivered?
- How much will the order cost?



Could you please give me a **quotation**?



Important information

- During the **ordering process** it is important to get an **expected date of delivery** and an idea of when the **shipment** will be **despatched**. This information is important in case there are any issues with the **courier** or delivery.



When can we expect the delivery?



What to specify in an order

- When ordering over the phone it is important to be clear on the specifics of what it is your company needs. It is best to know this beforehand and make a note of what you need before you make the order.
- Specifying what you need helps to make the ordering process clearer.

things to specify in an order

Type of product/service you are ordering.

Quantity/how much you want to purchase.

Desired delivery time.

Specific details





Useful tips and phrases

- When placing orders it is important to ask for a **quote** to determine the price. It may be possible to **secure a discount** by ordering in greater quantities. There could also be alternative options if the company is looking to **limit expenses and costs**.

■ Could you please give me a quotation for my order?

■ Could you provide me with a **customer reference number** please?

■ Could you **confirm the order** for me please?

- A **customer reference number** will be necessary in case of any **complications** with the order or delivery.
- Asking for a **confirmation of the order** can help you to check there are no mistakes in the delivery.



Useful phrases for a phone order

- The phrases below are useful for **placing orders** on the phone.



Hi, I'd like to place an order for _____ please.

I would like _____ units by the end of the month.



What is the approximate delivery date?

Do you have that product in stock?





Prepare an order

You work for a bookshop. You will need to place an order for your company soon. Answer the questions below to prepare the information you need to place an order.

What might your company need to order?

How many of each of these things do you think you will need?

When will you need the order to arrive?

Is there anything specific about the goods to be purchased? If so, make a note of them.



Role play

You work for an office and **stocks** of stationery **are getting low**. Paper, pens, folders, binders, staplers and sticky notes are all in short supply.

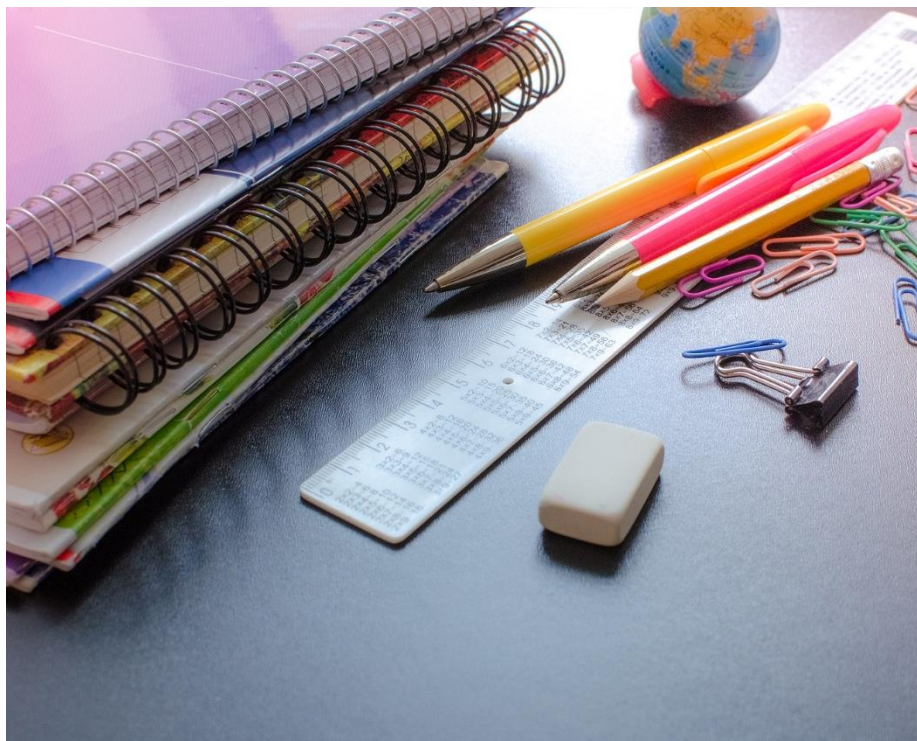
Talk to your colleague (your teacher) about just how much **stock** you will need to order. Note down what they say.





Role play

It's time to make a call and place an order for the items required for the stationery cupboard. Use some of the phrases you learnt earlier, as well as the information you just recorded, to make your call as clear as possible.





Following up on the status of an order

- It is often useful to **check on the status** of an order or project. If considerable time has passed since the order was placed and there has been no news or updates, it can be useful to **follow up**.



Following up on a project or order is a good idea if there is uncertainty about the details of an arrangement.



Following up on orders

- Here are some useful phrases you can use to **follow up on the status** of an order. They can be used when a significant amount of time has passed without any news about an order that was agreed upon.
- It is important to be **polite** and use **tact** when seeking this information. If not handled properly, your **query** may be taken as negative or impatient.

concern	phrase
following up	Hi, this call is just to follow up on the service we ordered last week.
lack of communication	We have not received any confirmation yet. Could you please let us know what is happening?
learning the status of a delivery	Do you have a shipment tracking number ?
confirmation of shipment	Could you please confirm that the product has already been shipped ?



Following up on projects

- The phrases below can be used to check on the progress of a project. It is important to be polite so as not to appear impatient, dissatisfied or rude.

Could you please give us an update on the status of this project?

Could you inform me about the next steps of this project?

Has there been any progress regarding the project we launched last week?





Problems

**What sort of things could go wrong when placing an order?
Use this page to write a list of potential issues.**

A large, blank, lined area for writing, resembling a notepad with a vertical margin line on the left and horizontal ruling lines.





Role play

A week has passed and you are wondering about the status of the order you placed earlier (p. 13).

Talk to the teacher to follow up on the order's shipment and determine when it is due to arrive.





Role reversal

Now imagine that your teacher recently ordered some English books from the company you work at. They have not yet arrived. They ring you to find out more about the status of their order.

Listen carefully
to their
questions.

Provide them
with the correct
information.

Make sure
everything is
communicated
clearly.



Write a dialogue

Write a short dialogue between a clothing store employee and her stock provider.

Try to use some of the phrases you have learned during the lesson.



Hi, this is Jenny from Clothing Co. I'd like to place an order for some dresses and shoes.

Hello Jenny, of course. How many...



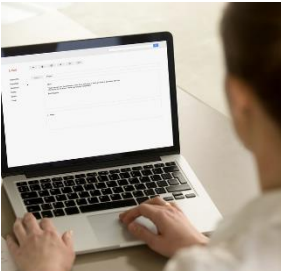
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requesting an invoice

It is common to **request an invoice** when making an order. You must ensure that the invoice is sent to the correct location and that the **details of the order** are laid out correctly.



Please send the **invoice** to this e-mail address.



Could you confirm that the information on the **invoice** is correct?



Useful tips and phrases for invoicing

- When making orders it is very important to be clear on how your company **organises** and **processes invoices**.

■ Please send your **invoice** to this e-mail address.

■ Make sure your invoice has our correct **billing address**, which is different to that of the main office.

■ Could you please **invoice** these two services separately?

- As with other aspects of making orders, knowing this information beforehand will make the process much smoother and clearer. You should try to ensure that details such as the **figures**, **billing address** and **bank details** are correct and clear from the beginning.



Other things to remember

- Communication over the phone can be complicated. It may be difficult to understand the speaker if the line is bad. The lack of body language can also make it harder to understand what is being said.
- Use the tips below to maximise the chances of a successful call.

- Speak and enunciate clearly.
- Take the call in an environment free from distraction or background noise.
- Don't be afraid to ask the speaker to repeat themselves or slow down slightly.





Read through this email

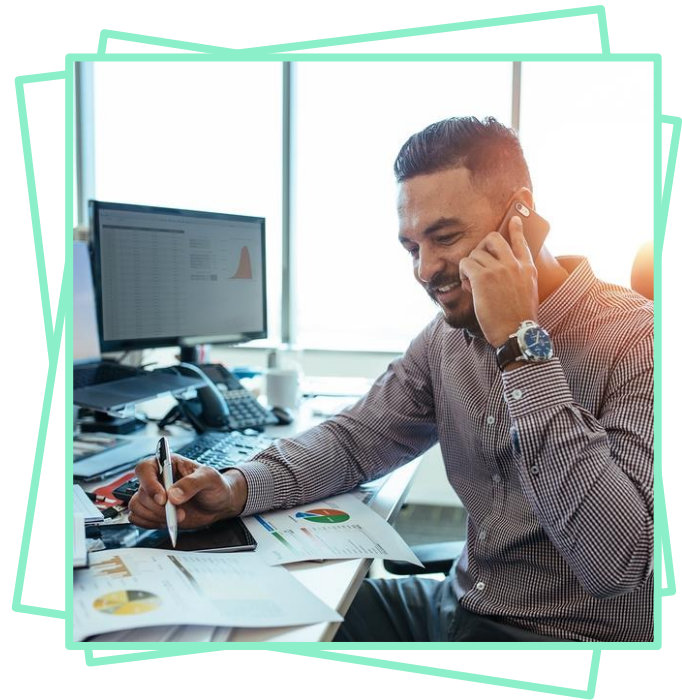
	-	□	×
To: orders@bookstogo.com			
Subject: Issues with my order			
<p>Dear Sir or Madam,</p> <p>I am following up on an order I made last week for The Blue Bookshop in Lingotown.</p> <p>The shipment of books has not yet arrived and we are running out of stock. I also checked the invoice and noticed a few errors. It appears we did not order enough copies of certain titles. If the delivery has not yet been despatched could I change the order please?</p> <p>When should I expect the delivery?</p> <p>I would also be grateful if you could let me know what my customer reference number is as I don't think I received one when placing the order.</p> <p>Kind regards, Julia</p>			



Role play

Listen to your manager (teacher) explain what stock the company needs for an upcoming order. Make notes on what they say.

Then role play a dialogue in which you order stock for your café.





Talk to the teacher



Summarise what is important to remember when placing an order.



Reflect on the lesson

Take a moment to review any new **vocabulary, phrases, language structures** or **grammar points** you have come across for the first time in this lesson.

Review them with your teacher one more time to make sure you don't forget!





Transcription

Exercise p. 25

For our upcoming order, the café will need 2000 disposable coffee cups. Please order the recycled kind. We will need three boxes of cutlery – spoons, forks and knives. We also need approximately 30 more coffee mugs. Additionally, 70 kilogram bags of the Fair Trade Colombian coffee should get us through before our next order.





Make a list of questions

Write down questions that need to be answered when placing an order. Use the vocabulary below in your questions.

invoice

despatch

stock

reference

quotation

delivery





Write an e-mail

Write an e-mail to a new staff member on your team regarding your company's policy when it comes to ordering stock. Be sure to include the important information covered in the lesson.

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To: staff@lingoda.com

Subject: How to make an order

Dear Sarah,

In this e-mail is a record of our company's policies regarding the ordering of stock.

Firstly,...



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