

Telephoning 04: Placing an Order

Practice 1 | Useful Expressions

Directions: Listen and repeat.

- **unit** (noun) - a determinate quantity
- **to place an order** (verb) - to buy something
- **warehouse** (noun)- a place in which goods or merchandise are stored
- **to purchase** (verb)- to obtain in exchange for money or its equivalent
- **in stock** (noun)- a supply accumulated for future use
- **showroom** (noun)- a room used to display a merchandise
- **estimate** (verb)- to calculate approximately
- **door-to-door shipment** (noun)- direct delivery from a store or business to a residence

Practice 2 | Dialogue

Directions: Read the dialogue aloud with your teacher.

Ms. Brooks is calling Mr. Goodman to make an order for something.

Tina Brooks : Hello, this is Tina Brooks from Insular Co., calling. May I speak to Mr. Goodman?

Luke Goodman : Hello, Ms. Brooks, this is Luke Goodman.

Tina Brooks : Hello, I'd like to **place an order** for a number of your Ruby office chairs.

Luke Goodman : Certainly. How many are you interested in **purchasing**?

Tina Brooks : Just a few for now. Do you have plenty of those available in the **warehouse**?

Luke Goodman : We keep a large supply **in stock**. There's also a **showroom** with quite a few on hand. It shouldn't be a problem.

Tina Brooks : Well, then. I'd like 60 **units** on the first week of the month. Could I get an **estimate** of my order?

Luke Goodman : Certainly, I'll have it for you by the end of the day.

Tina Brooks : What does the estimate include?

Luke Goodman : It includes merchandise, packaging and shipping, duty if required, any taxes and insurance.

Tina Brooks : Do you **ship door-to-door**?

Luke Goodman : Certainly. All shipments are door-to-door. Delivery dates depend on your location, but we can usually deliver within 10 business days.

Tina Brooks : Thank you very much.

Luke Goodman : My pleasure. You can expect an email by 3:00 o'clock this afternoon.

Check your understanding: Answer the following questions.

1. What was Ms. Brooks calling about?
2. What was she interested in ordering?
3. What would Ms. Brooks like before placing an order?
4. What type of shipment does Mr. Goodman's company provide?
5. How long does it usually take to deliver the goods?

Practice 3 | Role Play

Directions: Have a role play with your teacher in the following situation.

Situation

You are a businessperson who is 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 ask for availability of stocks, an estimate, the type of shipment and the delivery date. Your teacher will be the counterpart.

Practice 4 | Discussion

Directions: Discuss these topics and exchange thoughts with your teacher.

1. Do you usually ask for an estimate before buying goods in large quantities? Why?
2. What type of shipment do you prefer when ordering goods? Why?
3. What would you do if the goods you ordered did not arrive at the time scheduled?
4. Which one is more convenient, placing an order by phone or through email? Why?
5. What can you say about customer satisfaction?