

17a | An order

The customer

ACEWAY IMPORTERS FOODS AND BEVERAGES



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Memo

From: Anthony Ma, Head of Purchasing

To: Purchasing Dept

Date: 29 September

About: Orders

Please telephone Dubois Continental this afternoon and place an order for these items.

Duck pâté, 500 tins

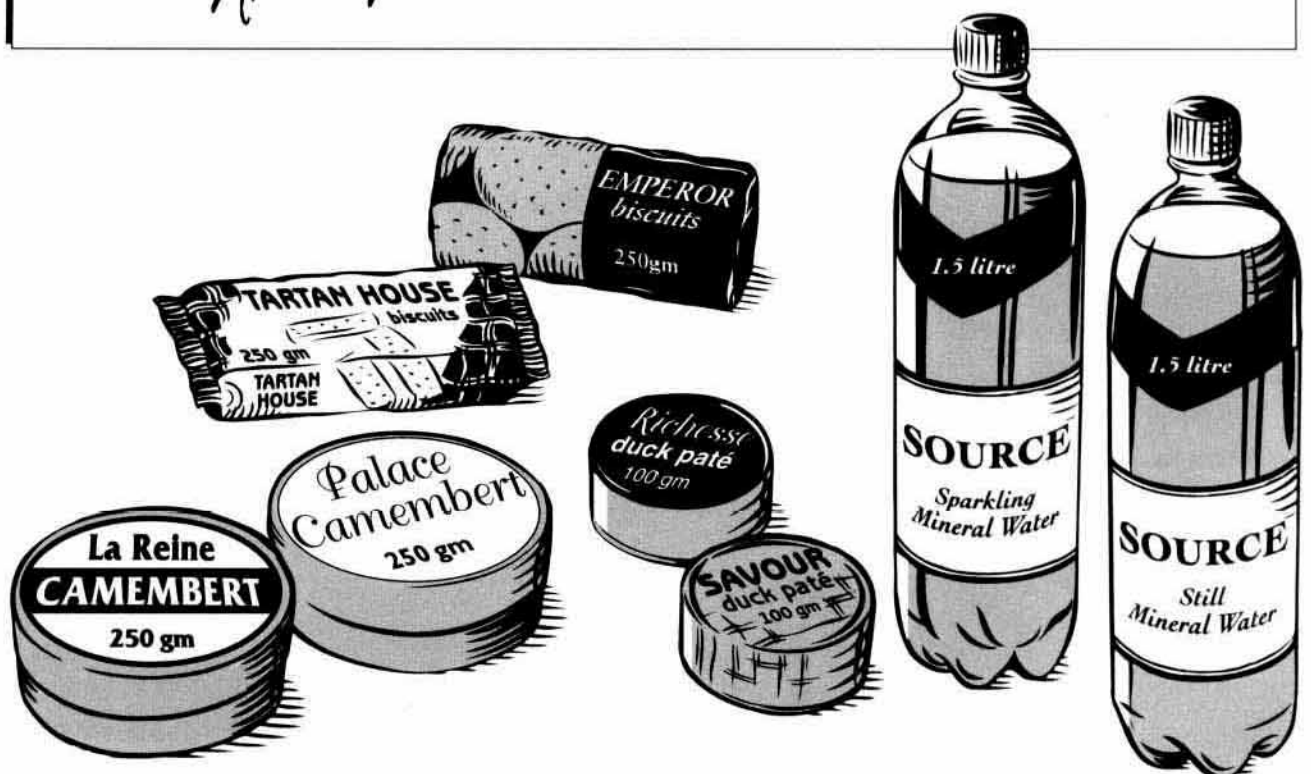
Still mineral water, 2500 bottles

Camembert cheese, 1000 boxes

Biscuits, 15 packets

Thanks very much,

Anthony Ma



The supplier

Find View Help

DUBOIS CONTINENTAL STOCK 27 September

ITEM	BRAND/TYPE
biscuits	Emperor
biscuits	Tartan House
camembert cheese	Palace
camembert cheese	La Reine
duck pâté	Savour
duck pâté	Richesse
sparkling mineral water	Source
still mineral water	Source

ORDER FORM

Dubois Continental



Customer name _____

Address _____

Post code

Tel

Fax

ITEM

QUANTITY

ITEM	QUANTITY
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An order Worksheet **17a** and **17b**

Note: Both worksheets are necessary for this activity

ACTIVITY

Pairwork: reading, speaking

AIM

To place an order by telephone.

GRAMMAR AND FUNCTIONS

*Have you got any...?
how much/many*

VOCABULARY

importer, order, place an order, order form, head (of a dept.), purchasing, item, brand, paté, cheese, still and sparkling mineral water, biscuits

PREPARATION

Copy one set of worksheets for each pair of students.

TIME

20 to 30 minutes

PROCEDURE

Part 1

- 1 Tell the students you are going to dictate seven phrases.
- 2 Dictate the following:
*A thousand litres.
Good afternoon. Can I help you?
Have you got any red wine? (or a product connected to the student's work).
How much do you want?
I want to place an order.
No problem. Can you give me your name and address?
What do you want to order?*
- 3 Put the students into pairs to compare what they have written.
- 4 Write the sentences on the board or OHP.
- 5 Ask the students to put the sentences in order to make a conversation (see ANSWERS below).
- 6 Check the conversation from the front of the class and number the sentences on the board.
- 7 Drill some of the sentences if necessary.
- 8 Put the students in pairs to practise the conversation.

Part 2

9 Put this sentence frame and list on the board or OHP:

		a) wine	
		b) bottles of wine	
		c) paté	
How	much	d) tins of paté	do you want?
	many	e) biscuits	
		f) packets of biscuits	
		g) water	
		h) bottles of water	

- 10 Drill the sentence frame using the list as a cue, pointing at the different items or using the letters to elicit the sentences.
- 11 Once the students have got the idea, erase or cover the first, second and fourth columns, leaving only the list of items.
- 12 Continue the drill, using just the items on the list.
- 13 Put the students into pairs and get them to drill each other.

Part 3

- 14 Divide the class into two groups: customers and suppliers.
- 15 Tell them they are going to practise placing orders by telephone.
- 16 Give out the worksheets to the appropriate groups.
- 17 Allow a minute or two for reading and checking vocabulary.
- 18 Put the students in pairs, one from Dubois Continental and one from Aceway Importers in each pair, to role play the conversation. Remind them of the language they practised earlier.

ANSWERS

Good afternoon. Can I help you?
I want to place an order.
What do you want to order?
Have you got any red wine? (or a product connected to the student's work).
How much do you want?
A thousand litres.
No problem. Can you give me your name and address?