



Placing an Order

Pre-Reading

A. Warm-Up Questions

1. Do you have an email account?
2. Do you like corresponding via email?
3. Who do you write to?
4. Have you ever ordered anything online?
5. What do you do when the price of your order increases?

B. Vocabulary Preview

Match the words on the left with the correct meanings on the right.

- | | |
|-----------------------------|--|
| _____ 1. order | a) the final price with all costs included |
| _____ 2. catalog | b) to check, to confirm |
| _____ 3. grand total | c) a request to purchase things |
| _____ 4. ship | d) to submit, to give |
| _____ 5. online | e) a document that shows the prices for the order |
| _____ 6. verify | f) available |
| _____ 7. software | g) added as a file to an email message |
| _____ 8. in stock | h) an accounting program file for a computer |
| _____ 9. place | i) to send |
| _____ 10. supplies | j) yellow writing paper used to take notes |
| _____ 11. attached | k) things used in an office |
| _____ 12. spreadsheet | l) a large folder with rings used to hold paper |
| _____ 13. invoice | m) a book or magazine that shows items for sale and their prices |
| _____ 14. three-inch binder | n) an amount or number needed |
| _____ 15. legal pad | o) computer programs |
| _____ 16. quantity | p) found on the Internet |

Reading

Practice reading the email messages out loud with a partner.
Underline any words or phrases you don't understand.

A. Email #1

To: orders@mainsupply.xrm
Subject: Order for Supplies
Date: July 22, 2015

To whom it may concern,

My name is Lee Timson and I'm the new sales representative at River Education Books.

I need to **place** an **order** for **supplies**.
I need to order **three-inch binders**, disks, **legal pads**, computer **software**, and pens.
Required **quantities** of each product are on the **attached spreadsheet**.

I looked up the prices in your **catalog**. The **grand total** for the order will be \$255.99.
Please include an **invoice** when you send my order so I can prepare your payment.

Sincerely,
Lee Timson

B. Email #2

To: Itimson@rivereducationbooks.com
Subject: Re: Order for Supplies
Date: July 23, 2015

Dear Mr. Timson,

Thank you for your recent order.
All of the items are **in stock** and can be **shipped** immediately.

However, I'd like to **verify** the prices.
The prices of disks and computer software have increased, so your grand total would be \$305.99. You can find the most up-to-date pricing in our **online** catalog that is updated weekly.

Please let me know if you'd still like to place this order.

Sincerely,
Mandy Noland,
Customer Service Representative

Comprehension

1. Where did Lee attach the information about the quantity of supplies he needed to order?
2. What did Lee ask to receive along with his order?
3. What does the customer service representative say about the stock?
4. Where can Lee find the most up-to-date pricing?

Vocabulary Review

Complete the sentences using vocabulary from page 1.
You may need to change the word forms.

1. I needed to buy a few things for my office, so I looked at the _____ from Office Hut.
2. Michelle made a list of office _____ she needed to purchase next week.
3. Quality is often more important than _____ .
4. I called the supply company because I wanted to _____ that everything was in stock.
5. The _____ on his computer needs to be updated once a year.
6. To make sure Mona had the right order, she checked the _____ catalog for the most up-to-date pricing.
7. The secretary called the supplier to make sure that all of the items she purchased were _____ .
8. I wanted them to _____ my order to my home address.
9. Katy noticed that the _____ on the invoice did not match the purchase order price.
10. The customer service department sent Jason an _____ with a final price of \$99.99.

Speaking

Work with a partner and imagine that you are opening a small business together. You have an office space but no supplies. What will your business be? What items will you need to order for your office? Share your business idea and office supply list with your class. Use a dictionary if necessary.

Writing

Write an email message with an order for the supplies you chose in the speaking activity above. Include the items you want and their prices. Then give the email to a classmate (not your speaking partner) to write a reply email back to you.

Listening

Fill in the blanks as you listen to the recordings.

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Subject: Order for Supplies
Date: July 22, 2015

To whom it may concern,

My name is Lee Timson and I'm the new sales representative at River Education Books.

I need to _____ an order
for _____. I need to order
_____, disks, legal
pads, computer _____, and pens.
Required _____ of each product
are on the _____ spreadsheet.

I looked up the prices in your _____.
The grand total for the order will be \$255.99.
Please include an invoice when you send
my order so I can prepare your payment.

Sincerely,
Lee Timson

B. Email #2

To: Itimson@rivereducationbooks.com
Subject: Re: Order for Supplies
Date: July 23, 2015

Dear Mr. Timson,

Thank you for your recent order.
All of the items are _____
and can be _____ immediately.

However, I'd like to _____
the prices. The prices of disks and computer
software have increased, so your grand total
would be \$305.99. You can find the most
up-to-date pricing in our online catalog
that is updated weekly.

Please let me know if you'd still
like to place this order.

Sincerely,
Mandy Noland,
Customer Service Representative