



# Placing an Order by Phone

## Pre-Reading

### A. Warm-Up Questions

1. Have you ever placed an order by phone? How was the experience?
2. What products or services do you order by phone?
3. Do you like talking on the phone? Why or why not?
4. Would you like a job taking orders on the phone? Why or why not?
5. What are some other ways to place orders?

### B. Vocabulary Preview

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

- |                         |  |
|-------------------------|--|
| ___ 1. grand total      | a) a zip code, a series of numbers that represent part of an address |
| ___ 2. at this time     | b) a department in the company that handles the invoices             |
| ___ 3. dock             | c) a person who takes and gives money                                |
| ___ 4. postal code      | d) a document that shows the amount owing for a product or service   |
| ___ 5. accounts payable | e) a place where products are loaded and unloaded                    |
| ___ 6. cashier          | f) to submit, to give  |
| ___ 7. bill             | g) the final price with all costs included                           |
| ___ 8. weight           | h) around, near  |
| ___ 9. approximate      | i) right now   |
| ___ 10. place           | j) how heavy something is  |

## Reading






















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



Lee



Zoe

-  River Education Books.  
This is Lee. How can I help you?
-  Yes. I'd like to **place** an order.  
Do I need to call the toll-free number?
-  No, I'll be happy to help you now.  
What is your name, please?
-  My name is Zoe Smith, and I'm  
with Trentoy Community College.
-  What would you like to order?
-  We need 100 copies of *Learning English*.
-  Do you need any ancillaries **at this time**?
-  No, not at this time.
-  Where should we ship the books?
-  Our **dock** address is 205 Panama Way.  
That's in Trentoy, California.
-  What is the **postal code**?
-  59687-1432.
-  Got it. Who should be invoiced?
-  Send the **bill** to our **accounts payable**  
division. The **cashier** pays all of our bills.
-  Okay. Your total for the books is \$1,500.  
Your total for the shipping is \$150.  
The **grand total** is \$1,650.
-  How is the shipping figured?
-  It depends on the **weight**.
-  Okay. So, when can we expect the books?
-  **Approximate** arrival date will be August 28.
-  Great. Thank you.
-  Thank you, Ms. Smith.  
It was a pleasure doing business with you.

## Comprehension

1. What type of company does Zoe Smith work for?
2. What state does Zoe work in?
3. Where should Lee send Zoe's bill to?
4. What do the shipping charges depend on?

## Vocabulary Review

Complete the sentences using vocabulary from page 1.

You may need to change the word forms.

1. John really wanted a new television, so he \_\_\_\_\_ an order via the company's toll-free number.
2. I can't afford to go out \_\_\_\_\_. I have to wait until next week when I get paid.
3. I worked as a \_\_\_\_\_ at the local high school. I liked taking care of the school's money.
4. After I ordered a book, the company sent me a \_\_\_\_\_ for it.
5. The \_\_\_\_\_ for my order was \$28.00. It was \$25.00 for the book and \$3.00 for shipping.
6. The \_\_\_\_\_ weight was three pounds. They couldn't tell me the exact number!
7. I sent our invoice to the \_\_\_\_\_ department at the university.
8. I never received my order because I forgot to include the \_\_\_\_\_ in my address.
9. It was such a large order that the \_\_\_\_\_ had to make extra room to unload everything.
10. What is the \_\_\_\_\_ of this package? It seems so heavy!

## Speaking

Write your own dialogue. Work with a partner and write your own conversation using at least four words or phrases from today's lesson.

Practice the dialogue, and then present it in front of the class.



# Listening






















Fill in the blanks as you listen to the recording.



Lee



Zoe

- |  |   |
|--|---|
| <p> River Education Books. This is Lee. How can I help you?</p>                  | <p> 59687-1432.</p>  |
| <p> Yes. I'd like to _____ an order. Do I need to call the toll-free number?</p> | <p> Got it. Who should be invoiced?</p>  |
| <p> No, I'll be happy to help you now. What is your name, please?</p>            | <p> Send the _____ to our _____ division. The _____ pays all of our bills.</p>                                 |
| <p> My name is Zoe Smith, and I'm with Trentoy Community College.</p>            | <p> Okay. Your total for the books is \$1,500. Your total for the shipping is \$150. The _____ is \$1,650.</p> |
| <p> What would you like to order?</p>  | <p> How is the shipping figured?</p>  |
| <p> We need 100 copies of <i>Learning English</i>.</p>                          | <p> It depends on the _____.</p>   |
| <p> Do you need any ancillaries _____?</p>                                     | <p> Okay. So, when can we expect the books?</p>  |
| <p> No, not at this time.</p>  | <p> _____ arrival date will be August 28.</p>  |
| <p> Where should we ship the books?</p>  | <p> Great. Thank you.</p>  |
| <p> Our _____ address is 205 Panama Way. That's in Trentoy, California.</p>    | <p> Thank you, Ms. Smith. It was a pleasure doing business with you.</p>                                     |
| <p> What is the _____?</p>   |   |