

## Customer Order

AUDIO - open this URL to listen to the audio:

<https://goo.gl/8QaGWw>

### Questions 1-6

Complete the form below.

Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

#### CUSTOMER ORDER FORM

*Example:*

ORDER PLACED BY:        **John Carter**

ACCOUNT NUMBER 1.....

COMPANY NAME    2.....

#### Envelopes

Size        **A4 normal**

Colour    3.....

Quantity 4.....

#### Photocopy paper

Colour    5.....

Quantity 6.....

### Questions 7-9

List **THREE** additional things that the man requests.

Write **NO MORE THAN THREE WORDS** for each answer.

7.....

8.....

9.....

### Questions 10

Complete the notes.

Write **NO MORE THAN THREE WORDS** for your answer.

**Special instructions: Deliver goods 10.....**

**Solution:**

- |                           |   |
|---------------------------|---|
| 1. 692411                 | 6. 10 packs/10 packets                                |
| 2. Rainbow Communications | 7. (coloured) floppy disks/computer disks/discs/disks |
| 3. white                  | 8. (a/one) wall calendar                              |
| 4. two/2 boxes            | 9. (a/new) catalogue                                  |
| 5. light blue             | 10. before 11.30/not after 11.30/by 11.30             |

## **Audioscript:**

**Recorded voice:** Thank you for calling Millenium Office Supplies. If you would like to place an order, please press one. Your call has been placed in a queue. A customer service operator will be with you shortly.

**Woman:** Gina speaking. How can I help you?

**Man:** Oh, hello - I'd like to order some stationery, please.

**Woman:** And who am I speaking to?

**Man:** John Carter.

**Woman:** Right - can I just confirm your account number and the name of your company, John?

**Man:** Sure! The account number is 6 9 2 4 double 1

**Woman:** Six nine two four one one. Right, and you're from 'Rainbow Computers?'

**Man:** No. The company is Rainbow Communications

**Woman:** Oh, OK, I'll just fix that on the system ... communications. And what would you like to order, John?

**Man:** Envelopes. We need a box of A4 - that is, normal size envelopes

**Woman:** White, yellow or vanilla?

**Man:** We'll have the plain white please - but the ones with the little windows

**Woman:** OK ... One box - A4 - white - just the one box, was it?

**Man:** Urn, on second thoughts make that two boxes. We go through heaps of envelopes. As a matter of interest. Are they made from recycled paper?

**Woman:** No. You can't get white recycled paper. The recycled ones are grey and they're more expensive actually.

**Man:** Right - we'll stick to white then.

**Woman:** Something else, John?

**Man:** Yes, we need some coloured photocopy paper. What colours do you have?

**Woman:** We've got purple, light blue, blue, light green - whatever you want, pretty much. There are 500 sheets to the pack.

**Man:** Let's see ... we're going to need a lot of blue paper for our new price lists so can you give us ten packs, please. Make sure it's the light blue though ...

**Woman:** Ten packs of the light blue. Anything else that we can help you with?

**Man:** Let me think ... what else do we need? I'm sure there was something else.

**Woman:** Pens, paper clips, fax paper, computer supplies, office furniture?

**Man:** Oh, yes! We need floppy disks - do you have those nice coloured ones?

**Woman:** Yes, but they're a bit more expensive than the black ones.

**Man:** That's alright. I'm not paying, anyway!

**Woman:** Right. Floppy disks. And what about diaries for next year? We've got them in stock already and it's a good idea to order early.

**Man:** No - I think we're alright for diaries but something we do need is one of those big wall calendars - you know, one that shows the whole year at a glance. Do you stock those?

**Woman:** We certainly do.

**Man:** OK - can you include a wall calendar then, with the other stuff. Just make sure it's got the whole year on the one side.

**Woman:** Sure - and do you have a copy of our new catalogue?

**Man:** No, I don't, but could you send one.

**Woman:** Yes! I'll pop one in with the order. You'll find it a lot easier to remember what you need if you have our catalogue in front of you next time.

**Man:** Yes, good idea. And when can you deliver this?

**Woman:** Should be with you tomorrow morning.

**Man:** Can you make sure that it's not after 11.30am because I have to go out at 12 there's only myself here on Fridays.

**Woman:** Fine - I'll make a note on the delivery docket that they should deliver before half past eleven. Thanks very much.

**Man:** Thanks.