

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.