

Background

Placing an order

A _____

Anton

Thanks. We would like to place this order. Please find in the attachment two images for embroidery as *jpegs. Please advise how you would like us to pay.

B 1

Dear Ms McLennan

Following your enquiry, here is the link to the clothing items (www.clothingpromotions.com/images). As you'll see, there are items in all sizes (from youth small up to adult XXXL) and any colour you like. The additional *set-up charge for the *embroidery is €60 per item. The total time from order to delivery is about three weeks. This includes setting up the embroidery on the machines for first orders. After that, any future order of the same product will take about ten days. Based on having a design on your hats and T-shirts, the price is €10 for baseball caps (adult size) and between €14 and €20 for T-shirts, depending on the quality of the T-shirts and the size. There is also a 10% discount on orders of over 200 items. Let me know if you need any more information.

Best regards

Anton

C _____

Dear Anton

Just a quick email to see if the T-shirts and caps are nearly ready. We'll need them in time for this weekend and the company's 25th anniversary celebrations. We can collect them from your warehouse if necessary.

D _____

Hi Anton

Thanks for the link. We would like to order:

75 T-shirts adult small

100 T-shirts adult medium

75 T-shirts adult large

200 baseball caps adult

We'd like the good quality T-shirts (item 00443 TS) and everything in royal blue

Glossary

*embroidery = patterns or pictures sewn on to clothing

*jpeg = type of computer file used for pictures and images

*set-up = the very start of a process

with the embroidery in gold. Please give me a quote plus delivery details, etc. Note also that these are for our company's 25th anniversary celebrations on Saturday March 1st. I'm assuming they will be ready for the 28th at the very latest.

Eve McLennan

E _____

The office closes at five, but the warehouse at the back of our building is open until six. I've told them to expect you.

F _____

Good morning Eve

I understand you received everything on Friday afternoon so I hope the events at the weekend were a success. I'm attaching our invoice for the final payment.

I hope we can do business again.

Best wishes

Anton

G _____

Hi Eve

With first time customers we ask for 50% of the total price and the rest on delivery. Please send a cheque made payable to Clothing Promotions.

H _____

Hi

Sorry not to have contacted you sooner.

All the T-shirts are ready for collection.

We didn't have all the baseball caps in stock, but we will start printing tonight. I can have them ready for Friday afternoon. As the fault is ours, we will deliver in order to guarantee you have everything for the weekend. What's the latest time we can deliver on Friday?

I _____

Hi Eve

Thanks very much for this. Including initial set-up fee for printing of images on T-shirts and caps and a 10% discount, the final cost would be €6,183.00. Delivery would be free on an order this size. The end of the month is enough time for us.

Exercises

1 Discuss as a class.

- 1 Does your company have items with its logo or name on? For example, T-shirts, hats, cups, etc.
- 2 If you answered 'yes' to question 1, are these items a good idea for a company? Who receives these items?
- 3 If you answered 'no' to question 1, do you think your company should have these items? What would you order?

2 Read the emails. Number them in the order they were sent.

3 Read the emails again and answer these questions.

- 1 What is Eve ordering?
- 2 What event are they for? When is it?
- 3 What month does Eve place her order?
- 4 How does Eve's company have to pay?
- 5 What does the cost include?
- 6 Does she receive a discount on the order? Why?
- 7 Why was there a delay with the baseball caps?
- 8 Where in Eve's company are the items delivered to?
- 9 What amount is the first payment?

4 Match words in the emails to these definitions and synonyms.

- 1 a list of items and the cost of each with the total cost: _____
- 2 mistake: _____
- 3 tell us: _____
- 4 document sent with an email: _____
- 5 building where you store products: _____
- 6 the money paid: _____
- 7 connection to a website: _____

5 Write the words you found in 4 in these sentences.

- 1 The goods are still in our _____. The delivery van hasn't picked them up yet.
- 2 I'm afraid we can't deliver your order this month because you haven't paid the _____ from last month yet.
- 3 I'm emailing you directions on how to get here. See the _____.
- 4 I'm calling about your last _____. It isn't for the amount on our invoice.
- 5 Could you please _____ me where I can buy your products in my town?
- 6 This is all your _____! You forgot to place the order.
- 7 You can send a cheque or here's the _____ so you can pay online.

6 Look back at the emails and choose three words that you could use in your day-to-day work.

7 In the text the customer is communicating with the supplier by email. Discuss these questions as a class.

- 1 What do you think are the advantages and disadvantages of ordering by email?
- 2 In which circumstances do you think it would be better to place an order by telephone?
- 3 Think about the last order you placed. Did you use email or telephone? Were there any problems?