

Learning objectives for this lesson

Reading for general meaning and specific detail. Reading for referencing (both anaphoric and cataphoric) in order to understand the order in which emails were sent. Reviewing and extending the vocabulary needed for placing an order.

- 1 It would be useful to show students examples or pictures of promotional items with logos on to clarify any questions. Many companies produce them to give away to employees and at public relations events. It is generally thought they are good for morale and as another way to promote the company name.
- 2 Tell students that they are going to read a set of emails between a client and a supplier in connection with ordering some promotional items for her company. Allow plenty of time for this task as it requires students to read the emails in quite a lot of detail.

Answers

1 J 2 D 3 I 4 A 5 G 6 C 7 H
8 E 9 F

- 3 Students read the emails again and need to find specific words and information about the order.

Answers

- 1 T-shirts and baseball caps
- 2 The company's 25th anniversary celebrations on Saturday March 1st.
- 3 February
- 4 By cheque
- 5 Set up for printing, a discount and delivery
- 6 Yes because of the size of the order.
- 7 They weren't in stock.
- 8 The warehouse
- 10 3,091.50 euros

- 4 Students have to find the synonyms in the text. Although they are not in bold, most of these words should be familiar by now so this is more of a revision exercise.

Answers

- | | |
|--------------|-------------|
| 1 invoice | 5 warehouse |
| 2 fault | 6 payment |
| 3 advise | 7 link |
| 4 attachment | |

- 5 Now students use the words in 4 to complete 1–7.

Answers

- | | |
|--------------|----------|
| 1 warehouse | 5 advise |
| 2 invoice | 6 fault |
| 3 attachment | 7 link |
| 4 payment | |

- 6 Students find words they think might be helpful to them in their own work. If you have time afterwards, ask for a few students to tell the class which words they chose and explain why.
- 7 Discuss these questions as a class and talk about students' own experience of ordering.

Possible responses

- 1 Ordering by email means that you have a written record of any communication. The disadvantage is that it can take longer to receive a reply or to sort out any issues.
- 2 Often, a telephone call can be better if you need to place an order at short notice. It is also sometimes more personal and easier to negotiate on the price.