



# Requests and offers

## 6.1 Placing an order

Could you deliver them by the 25th?  
Would you like me to e-mail you the details?

## 6.2 Requests and offers

Could you send me your catalogue?  
I'm sorry, that's a little difficult right now.

## 6.3 Decimals, exchange rates

What's today's exchange rate?

## 6.4 Checking information - e-mail and website addresses

Could you repeat that, please?  
What was the first word, please?

## 6.5 Ordering by phone

Listening practice

Speaking practice

## 6.6 Culture file

E-commerce

### VOCABULARY

checking  
delivery  
deposit  
internet user  
interest rate  
lower case  
online customers  
quantity  
underscore  
website address

## MODULE 6.1

### Placing an order

#### SPEAKING

#### LISTENING

Look at the photo. Describe the situation.

- 1 Which jobs and departments in a company are involved with customer orders? Choose six from the box below.

**Departments:** Exports Sales Human Resources Warehouse Shipping  
**Jobs:** Distribution Manager Website Designer Sales Manager Art Director

- 2 36 Listen to these telephone conversations in the sales department of a company that produces silicon wafers. Complete the order forms below.

a

ORDER FORM	
Date	September 5th
Contact	Yuko Sato
Model No.	
Quantity	
Delivery	

b

ORDER FORM	
Date	September 5th
Contact	Joe Miller
Model No.	
Quantity	
Delivery	

- 3 36 Listen again. Write the words below in the correct order.

a Yuko Sato: deliver / September / by / 25th / you / them

Could \_\_\_\_\_?

b Joe Miller: you / you / details / the / e-mail / would / like / to / me

Would \_\_\_\_\_?

## MODULE 6.2

## Requests and offers

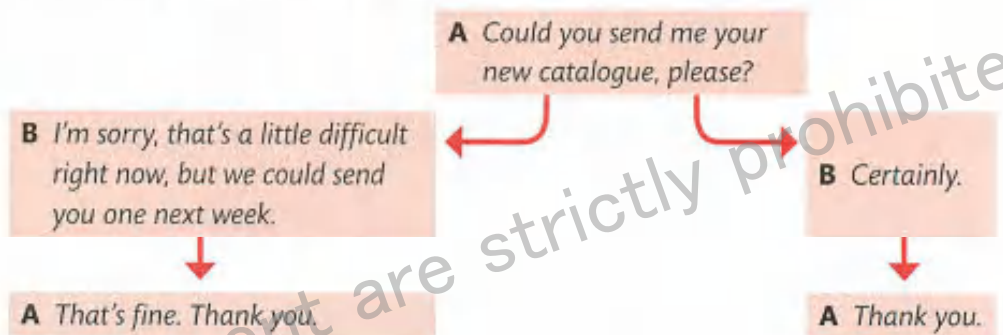
### LISTENING

37 Listen to the conversations. What does each person request? Can Speaker B help immediately? Check (✓) the correct answers.

Name	Requests	Can Speaker B help immediately?
Jun Yoshida	<input type="checkbox"/> send me a new catalogue <input type="checkbox"/> call me tomorrow	<input type="checkbox"/> Yes <input type="checkbox"/> No
Kelly Cheung	<input type="checkbox"/> e-mail me a price list <input type="checkbox"/> e-mail me the confirmation	<input type="checkbox"/> Yes <input type="checkbox"/> No
Bill Whiteman	<input type="checkbox"/> call the Hong Kong office <input type="checkbox"/> arrange a meeting	<input type="checkbox"/> Yes <input type="checkbox"/> No

### SPEAKING

1 Look at the chart. Practice both conversations.



2 Complete the questions below, then practice the conversations again.  
call / send / photocopy

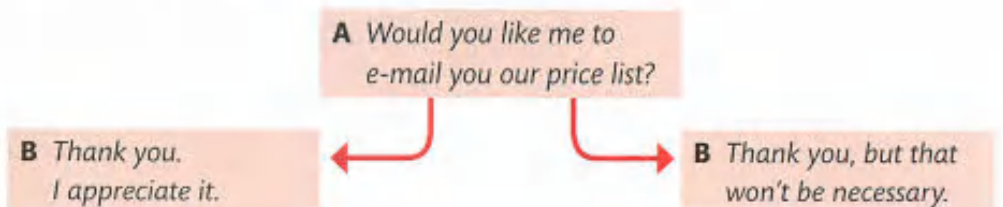
**Speaker A**

Could you \_\_\_\_\_ me your price list today?  
\_\_\_\_\_ those pages for me?  
\_\_\_\_\_ the Hong Kong office?

**Speaker B**

– offer to send it tomorrow  
– offer to scan them  
– accept

3 Look at the chart. Practice both conversations.



4 Complete the questions below, then practice again.  
e-mail / call / meet

**Speaker A**

Would you like me to \_\_\_\_\_ him at the airport?  
\_\_\_\_\_ you the itinerary?  
\_\_\_\_\_ your office tomorrow?

**Speaker B**

– accept the offer  
– refuse the offer  
– accept the offer

## MODULE 6.3

### Decimals, exchange rates

#### LISTENING

- Practice saying these numbers.  
a 0.4    b 0.67    c 1.8901    d 12.34    e 150.92    f 210.6 million  
 38 Now listen and check your answers.
- 39 Listen and write the numbers you hear.  
 a \_\_\_\_\_                      c \_\_\_\_\_                      e \_\_\_\_\_  
 b \_\_\_\_\_                      d \_\_\_\_\_                      f \_\_\_\_\_
- 40 Listen to the telephone conversation. Complete the chart.

SAVINGS ACCOUNTS		
	Minimum Deposit (\$)	Interest Rate (%)
Checking Account	<input type="text"/>	<input type="text"/>
Online Savings Account	<input type="text"/>	<input type="text"/>
Business Saver	<input type="text"/>	<input type="text"/>

#### SPEAKING

**Student A** Look at the exchange rate board.

**Student B** Turn to page 81.










Ask Student B questions about the exchange rates, and complete the chart. Start like this:

*What's today's exchange rate for the Australian dollar?*

*It's one dollar and twenty cents.*

Then answer Student B's questions.

#### Exchange rates

Currency	Today's US \$ rate		Currency	Today's US \$ rate	
Australian dollar	1.20656		Malaysian ringgit	_____	
Canadian dollar	_____		Singapore dollar	1.4256	
Chinese yuan	6.8355		Swiss franc	_____	
Euro	_____		Thai baht	34.08	
Japanese yen	107.18				

## MODULE 6.4

## Checking information - e-mail and website addresses

### SPEAKING

- 1 Practice saying the letters of the alphabet.

a b c d e f g h i j k l m n o p q r s t u v w x y z

41 Listen and check.

- 2 Match the symbol to the correct word. Write it in the correct place.

Symbol	Symbol	How to say it
.com	_____	underscore
.jp	_____	forward slash
-	_____	dot com
_	_____	hyphen
.au	_____	dot org (organisation)
.org	_____	dot j p (Japan)
/	_____	dot a u (Australia)
@	_____	at

Use lower case characters, numbers, and the underscore to create your e-mail address. Remember not to leave spaces in e-mail addresses when you type them in. People often read their addresses like this:

myname@example.com = *that's my name, all one word, at example dot com*

### LISTENING

- 1 42 Listen. Check (✓) the e-mail address you hear.

a  brownm@trm.com or  brownn@trm.com

b  hallg@yahoo.com or  hallj@yahoo.com

c  harris@live.co.uk or  harris@life.co.uk

- 2 Practice saying these website addresses:

a www.ge.com b www.apple.com c www.theaustralian.news.com.au

43 Now listen and check your answers.

### SPEAKING

**Student A** Choose one of the website addresses below.

**Student B** Turn to page 82.

Read the website address to Student B. Then listen to Student B, and write the web address you hear. When you have finished, compare your answers.

Are you ready? The address is ...

➔ [www.londonstockexchange.com](http://www.londonstockexchange.com)

➔ [www.jnto.go.jp](http://www.jnto.go.jp)

➔ [www.travelinfony.com](http://www.travelinfony.com)

**Useful questions:**

Could you repeat that, please?

Could you spell that, please?

What was the first word, please?

What was the last letter, please?

## MODULE 6.5

### Ordering by phone

#### LISTENING

Young Jae Park places an order by telephone.

- 1 Complete the conversation. Use the expressions below.

Which ones?

Yes, that's fine.

One moment.

Good idea.

How can I help you?

How many do you need?



A Good morning. This is Young Jae Park calling from Compaq.

B Hello, \_\_\_\_\_ 1.

A I'd like to order some silicon wafers, please.

B That's fine. \_\_\_\_\_ 2.

A I'll just check. The order number is A337.

B Thank you. \_\_\_\_\_ 3.

A Five thousand, please.

B \_\_\_\_\_ 4. Yes, that's OK.

A Could you deliver them by April 12th, please?

B \_\_\_\_\_ 5. So that's 5,000 silicon wafers by April 12th.

A Right.

B Would you like me to e-mail you the details now?

A \_\_\_\_\_ 6. My e-mail address is parkyj@compaq.com.

B parkyj@compaq.com. OK, I've got that. Thank you for your order, Mr. Park.  
Goodbye.

A Goodbye.

- 2 44 Listen and check your answers. Then practice with a partner.

Practice again. Take turns placing these orders. Use your own name and company name and give a contact e-mail address (or make one up if you prefer).

Company	Order no. / item	Amount	Needed by
Samsung	B435 parts	1,000	the 20th of this month
Sony	D110 parts	2,500	the first of next month
Philips	Z289 parts	3,500	the 15th of next month
Olivetti	G730 parts	1,750	the end of this month

#### SPEAKING

READING

### What is E-commerce?



E-commerce means using the Internet to sell products and services. Most of the successful companies in the world use e-commerce, from small family businesses to huge corporations. With a website, customers can find information about products or services 24 hours a day, all year round. Companies can use pictures, sound, and video clips on a website to advertise their business, and customers can order products at any time of the day or night.

The tables below give information about Internet users between 2002 and 2007. International businesses study information like this to find out about new markets. For example, in 2007, the US had the greatest number of users (about 211 million), with almost 70% of US residents online. However, research showed that the numbers of Internet users in China was growing quickly, and with such a large population, that's a lot of customers for your e-business.

Countries with the Most Internet Users (2007):

- United States (18% of world total) ... 210.6 million users
- China (13.8%) ... 162 million
- Japan (7.4%) ... 86.3 million
- Germany (4.3%) ... 50.4 million
- India (3.6%) ... 42 million

Fastest-Increasing Internet Users by Country (2002–2007)

- India ... 740% increase from 2002 to 2007 (3.7% of nation's population use Internet)
- Brazil ... 682.8% increase (21% use Internet)
- China ... 620% increase (12.3% use Internet)
- France ... 287.4% increase (53.7% use Internet)
- United Kingdom ... 144.2% increase (62.3% use Internet)

**SPEAKING**

1 Work with a partner. Use the information in the table to answer the questions.

Which countries have the highest number of Internet users?

Which have the lowest?

Which places have the lowest percentage (in their country) of online users?

Which have the highest?

2 Work with a partner. Answer the questions below.

Does your company use the Internet, e.g. for customer orders or to advertise its products or services? Do you think e-commerce is good for your business?

How much do you use the Internet at work?

What do you use the Internet for, e.g. e-mail, e-commerce, Skype, video conferences, research? Give examples.

**Useful language:**

*I usually use the Internet to ...*

*I occasionally use the web to ...*

*I don't use the Internet much, but when I went to the New York office ...*