



Unit

7

Order



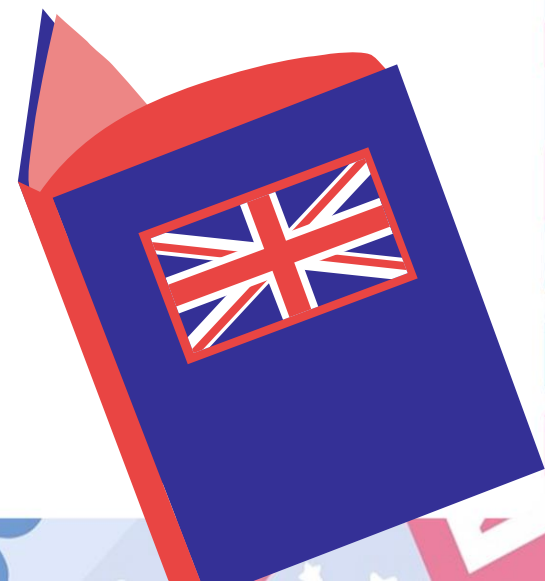
หัวข้อเรื่อง(Topics)

1. Vocabulary

2. Listening and Speaking Dialogs

3. Grammar Focus

4. Worksheets



Vocabulary

Read the following vocabularies.

Vocabulary	Meaning
Spare parts	อะไหล่
Urgent	ด่วน
Appear	ปรากฏ
Confirm	ยืนยัน
Invoice	ใบส่งของ
Process	ดำเนินการ
Placing an order	การวางใบสั่งซื้อ
Retailer	พ่อค้าปลีก
Requirement	ความต้องการ



Vocabulary	Meaning
Quantity	ปริมาณ
Client/customer	ลูกค้า
Supplier	ผู้เสนอขาย
Sales clerk	พนักงานขายของ
Document	เอกสาร
Competitor	ผู้แข่งขัน
Shop assistant	ผู้ช่วยขายของในร้าน
Quality	คุณภาพ
Conclusion	บทสรุป
Delivery	การส่งของ

Listening and Speaking

Listen and talk to your partner. (Dialog 1 and 2)

Dialog 1



Offi ce : RP service.

Customer : Hello, I'd like some information, please.

Do you have a catalogue to order form?

Offi ce : No, we don't. You can see all our products online.

Customer : Err, is the delivery free?

Offi ce : For orders over 50 pounds, yes.

Customer : And can we return products?

Offi ce : You can return it within fi fteendays of delivery.

Customer : OK.

Dialog 2



Emma : Good afternoon, Jack. Emma speaking. How can I help you?

Jack : Hello, I'd like to place an order, please. The name's Jack Walker.

I'm already a regular customer.

Emma : Could I have your account number, please?

Jack : Yes, it's 558788.

Emma : 558788. One moment, let me just pull up your customer file

on my screen. Right. So, Mr. Walker, what can

Jack : I'd like to place an order for some spare parts. It would be possible by Tuesday? It's quite urgent.



Listening and Speaking 1

Reading

Read the following e-mail; Confirming and Replacing an order.

E-mail : Confirming an order

Dear Madam,

Thank you for your order. Your purchase information appears below.

You have placed an order for 25 laptops. The cost, after discount, is 600 euros per laptop. This is the amount will issue an invoice for you.

You will be pleased to know that we have the laptops in stock.

If you are happy with all these details, please send me an e-mail to confirm the order and we will process it straightaway.

Best regards,

N.

Namon Wathana

E-mail : Placing an order

Dear Sir,

I am looking into purchasing a new range of office furniture for my company. I have looked at your online catalogue and have found a number of items that would suit our needs.

Before I place one order, though, I would like to ask if you can offer us a discount or a bulk order. We need to buy 100 desks, 135 chairs and 10 tables. This is a possibility of future purchases of similar items.

We would need delivery of all items by the end of next month.

I look forward to hearing from you.

Yours sincerely,

S.

Srisuda Rattanan