

Business English

Sales Vocabulary: Taking Orders • Lesson 5 • Level A1

Beginner

Name: _____

Date: _____

Score: _____ / 70

Word List – Study these words before you start.

Use your vocabulary sheet or audio to study these words before you do the exercises.

| | | | |
|-----------|--------------|-----------------|-----------|
| catalogue | confirmation | tracking number | supplier |
| warehouse | packaging | replacement | address |
| quantity | estimate | dispatch | complaint |
| confirm | process | track | package |
| cancel | update | check | dispatch |

Name: _____

Date: _____

Score: _____ / 20

Exercise 1: True or False (10 points)

Read each sentence. Write T (True) or F (False) on the line.

1. A catalogue is a book or document listing all the products a company sells. _____
2. A tracking number is used to follow the progress of a delivery. _____
3. A warehouse is a small office where orders are processed. _____
4. To confirm something means to say officially that it is correct or will happen. _____
5. Packaging is the material used to wrap or protect a product. _____
6. To cancel an order means to send it to the customer more quickly. _____
7. A replacement is a new item given to a customer instead of a faulty one. _____
8. To dispatch goods means to send them from a warehouse to a customer. _____
9. A complaint is a positive review from a happy customer. _____
10. Quantity means the number or amount of something ordered. _____

Exercise 2: Multiple Choice (10 points)

Choose the correct word (a, b, or c) to complete each sentence.

1. We need to _____ the order before we can send the goods.
a) cancel b) process c) estimate
2. The _____ is 500 units. Please make sure we have enough in stock.
a) dispatch b) quantity c) packaging
3. Please _____ your order number and delivery address to continue.
a) track b) update c) confirm
4. I have a _____ about my order. It arrived damaged.
a) complaint b) catalogue c) supplier
5. Our _____ is located outside the city and holds all of our stock.
a) estimate b) warehouse c) tracking number
6. Can you send me a _____ so I can follow my delivery online?
a) confirmation b) tracking number c) replacement

7. I would like to _____ my order please. I no longer need the items.

- a) dispatch b) package c) cancel

8. Please make sure the _____ is strong enough to protect the items during transport.

- a) packaging b) address c) catalogue

9. We need to _____ the order and send it to the customer today.

- a) check b) dispatch c) update

10. The _____ confirmed that they can deliver the goods by Friday.

- a) tracking number b) replacement c) supplier

| | | |
|----------------------|-------------|-------------------|
| Name: _____ _____ | Date: _____ | Score: _____ / 20 |
|----------------------|-------------|-------------------|

Exercise 3: Matching (10 points)

Match each word in Column A with its meaning in Column B. Write the correct letter in the box.

| Column A | Column B |
|--------------------------|--|
| 1. confirmation [____] | A. to look at something carefully to make sure it is correct |
| 2. track [____] | B. to give someone the latest information |
| 3. estimate [____] | C. to put products into boxes ready for delivery |
| 4. update [____] | D. the details of where something will be delivered |
| 5. catalogue [____] | E. to follow the progress of a delivery |
| 6. package [____] | F. a new item given instead of a faulty one |
| 7. address [____] | G. to deal with something in an official way |
| 8. replacement [____] | H. an approximate price or time before work begins |
| 9. process [____] | I. a message saying an order has been received |
| 10. check [____] | J. a document listing all the products a company sells |

Exercise 4: Gap Fill (10 points)

Complete each sentence with the correct word from the box. Use each word once.

**catalogue dispatch tracking number supplier packaging cancel replacement quantity
confirm complaint**

1. Please _____ your order by clicking the link in your email.

2. You can find all our products in our online _____.

3. We will _____ the goods from our warehouse this afternoon.

4. I need to make a _____. My order arrived with items missing.

5. Our _____ delivers fresh stock to us every Monday morning.

6. Please enter the _____ to see where your delivery is.

7. What _____ would you like to order? We have a minimum order of 10.

8. The _____ was damaged in transit. We will send a new box.

9. We will send a _____ for the broken item within 48 hours.

10. I need to _____ my order. I ordered the wrong size.

Name: _____

Date: _____

Score: _____ / 20

Exercise 5: Put the Words in Order (10 points)

Put the words in the correct order to make a sentence. Write the full sentence on the line.

1. order / the / process / we / need / to

2. the / track / can / I / delivery / ?

3. number / your / order / confirm / please

4. goods / the / today / we / dispatch / will

5. complaint / I / make / would / like / a / to

6. damaged / the / was / packaging

7. the / check / address / delivery / please

8. order / I / my / cancel / like / to / would

9. sent / supplier / the / confirmation / a / has

10. is / the / quantity / minimum / ten / units

Exercise 6: Word Sort (10 points)

Write each word from the box in the correct column: Noun or Verb.

catalogue confirmation tracking number supplier warehouse packaging replacement
address quantity estimate dispatch complaint confirm process track package cancel
update check dispatch

| NOUN | VERB |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

Name: _____

Date: _____

Score: _____ / 10

Exercise 7: Complete the Conversation (10 points)

Complete each conversation with the correct word from the box. Use each word once.

**catalogue confirmation tracking number supplier warehouse packaging cancel quantity
dispatch complaint**

1. A: Where can I see all the products you sell?

B: You can find everything in our online _____.

2. A: I placed an order yesterday but I have not received a _____.

B: I am sorry about that. I will send it to you again now.

3. A: How can I check where my order is?

B: We will send you a _____ so you can track it online.

4. A: Who provides your stock?

B: Our main _____ is based in Germany. They deliver every week.

5. A: Where do you keep all your stock?

B: We have a large _____ just outside the city.

6. A: The box arrived completely crushed. The _____ was not strong enough.

B: I am very sorry. We will send a replacement immediately.

7. A: I ordered the wrong item. Can I _____?

B: Of course. I will process the cancellation for you right away.

8. A: How many do you need?

B: The _____ is 200 units for the first order.

9. A: When will the order be sent?

B: We will _____ the goods from our warehouse tomorrow morning.

10. A: I am not happy with the service. I want to make a _____.

B: I am very sorry to hear that. Can you tell me what happened?

ANSWER KEY – TEACHER COPY

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Exercise 1: True or False

| | |
|---|--|
| 1. T | 2. T |
| 3. F – a warehouse is a large building where goods are stored | 4. T |
| 5. T | 6. F – to cancel means to stop an order that has been made |
| 7. T | 8. T |
| 9. F – a complaint is a statement that something is wrong or unsatisfactory | 10. T |

Exercise 2: Multiple Choice

| | |
|-----------------|-----------------------|
| 1. b) process | 2. b) quantity |
| 3. c) confirm | 4. a) complaint |
| 5. b) warehouse | 6. b) tracking number |
| 7. c) cancel | 8. a) packaging |
| 9. b) dispatch | 10. c) supplier |

Exercise 3: Matching

| | |
|------|-------|
| 1. I | 2. E |
| 3. H | 4. B |
| 5. J | 6. C |
| 7. D | 8. F |
| 9. G | 10. A |

Exercise 4: Gap Fill

| | |
|----------------|--------------------|
| 1. confirm | 2. catalogue |
| 3. dispatch | 4. complaint |
| 5. supplier | 6. tracking number |
| 7. quantity | 8. packaging |
| 9. replacement | 10. cancel |

Exercise 5: Word Order

| | |
|--|--|
| 1. We need to process the order. | 2. Can I track the delivery? |
| 3. Please confirm your order number. | 4. We will dispatch the goods today. |
| 5. I would like to make a complaint. | 6. The packaging was damaged. |
| 7. Please check the delivery address. | 8. I would like to cancel my order. |
| 9. The supplier has sent a confirmation. | 10. The minimum quantity is ten units. |

Exercise 6: Word Sort

| NOUN | VERB |
|---|---|
| catalogue, confirmation, tracking number, supplier, warehouse, packaging, replacement, address, quantity, estimate, complaint (also noun: dispatch) | confirm, process, track, package, cancel, update, check (also verb: dispatch) |

Exercise 7: Complete the Conversation

| | |
|--------------------|-----------------|
| 1. catalogue | 2. confirmation |
| 3. tracking number | 4. supplier |
| 5. warehouse | 6. packaging |
| 7. cancel | 8. quantity |
| 9. dispatch | 10. complaint |