

Booking a Collection by Phone

Name: _____ Date: _____

Key Phrases

Read the key words and phrases.

Key words: courier | collection | parcel | pallet | time slot | booking number | confirmation

Phrase	Use it to...
The caller (office)	
I'd like to book a collection, please.	say what you want
Can you collect it tomorrow morning?	ask for a day and time
The delivery address is 14 Park Road, Manchester.	say where the goods are going
There are three boxes.	say how many things you are sending
Each box weighs about twenty kilos.	say how heavy the things are
How much does it cost?	ask about the price
What time will the driver arrive?	ask when the driver will come
Could you send me a confirmation email?	ask for the booking in writing
The courier company	
What would you like to send?	ask what the goods are
Where is it going?	ask about the place
How heavy are they?	ask about the weight
We have a time slot between nine and twelve.	offer a time for the collection
The driver will call you before he arrives.	say what the driver will do
Your booking number is FL4829.	give the reference number
In the email	
I'm writing to tell you that...	start the main part of an email
Please let me know if there are any changes.	end an email politely

The Phone Call

Read the phone call.

Lena works at GreenLeaf Furniture. She calls Dan at FastLane Couriers.

Dan: Good morning, FastLane Couriers. Dan speaking. How can I help?

Lena: Hello, this is Lena from GreenLeaf Furniture. I'd like to book a collection, please.

Dan: Of course. What would you like to send?

Lena: Some office chairs. There are three boxes.

Dan: How heavy are they?

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Lena: Each box weighs about twenty kilos.

Dan: OK. And where is it going?

Lena: To Manchester. The delivery address is 14 Park Road.

Dan: Thank you. When would you like us to collect it?

Lena: Can you collect it tomorrow morning?

Dan: Yes. We have a time slot between nine and twelve.

Lena: Great. How much does it cost?

Dan: It's sixty-five pounds.

Lena: That's fine. What time will the driver arrive?

Dan: I'm not sure yet, but the driver will call you before he arrives.

Lena: Perfect. Could you send me a confirmation email?

Dan: Yes, of course. Your booking number is FL4829.

Lena: Thank you very much. Goodbye.

1. True or False

Read the sentences about the phone call. Circle True or False.

1. Lena works for FastLane Couriers. **True / False**
2. The boxes are going to Manchester. **True / False**
3. Dan knows the exact time the driver will arrive. **True / False**
4. There are five boxes. **True / False**
5. Lena wants to send some office chairs. **True / False**
6. The collection costs sixty-five pounds. **True / False**
7. Each box weighs about twenty kilos. **True / False**
8. Lena asks for a confirmation by text message. **True / False**
9. The driver will phone Lena before he arrives. **True / False**
10. The collection is tomorrow afternoon. **True / False**

2. Multiple Choice

Circle the correct answer.

1. You want to know the price. What do you say?
a) How heavy is it? b) How much does it cost? c) How many boxes are there?
2. You want a courier to take a parcel from your office. What do you say?
a) I'd like to order some boxes. b) I'd like to book a meeting room. c) I'd like to book a collection.
3. The courier asks, 'Where is it going?' What do you say?
a) It weighs ten kilos. b) It's sixty pounds. c) It's going to Leeds.

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4. You want the booking in writing. What do you say?
a) Could you send me a confirmation email? b) Could you call me back? c) Could you spell that?
5. The courier wants to know what you are sending. What do they say?
a) Where is it going? b) What would you like to send? c) What time is it?
6. You want to know when the driver will come. What do you say?
a) What time will the driver arrive? b) Is the driver busy today? c) Who is the driver?
7. The courier offers a time. What do they say?
a) We have a time slot between two and four. b) The delivery address is 5 Hill Street.
c) Your booking number is FL2201.
8. The courier asks about the weight. What do they say?
a) How much are they? b) How far is it? c) How heavy are they?
9. You tell the courier how many things you are sending. What do you say?
a) It's four o'clock. b) There are four boxes. c) It costs four pounds.
10. The courier gives you a reference. What do they say?
a) Your driver is here. b) Your parcel is heavy. c) Your booking number is FL7730.

3. Matching

Match the beginnings (1-8) with the endings (a-h). Write the letter.

- | | | |
|---------------------------------|-----|------------------------------|
| 1. Each box weighs ... | ___ | a) a collection, please. |
| 2. Could you send me ... | ___ | b) before he arrives. |
| 3. I'd like to book ... | ___ | c) 14 Park Road, Manchester. |
| 4. The driver will call you ... | ___ | d) if there are any changes. |
| 5. Please let me know ... | ___ | e) tomorrow morning? |
| 6. We have a time slot ... | ___ | f) about twenty kilos. |
| 7. Can you collect it ... | ___ | g) between nine and twelve. |
| 8. The delivery address is ... | ___ | h) a confirmation email? |

4. Gap Fill

Complete the phrases with words from the box.

slot heavy arrive booking send collect address book weighs confirmation

1. I'd like to _____ a collection for Friday.
2. What time will the driver _____?
3. Could you send me a _____ email, please?
4. Each box _____ about fifteen kilos.

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5. Your _____ number is FL3156.
6. We have a time _____ between one and three.
7. What would you like to _____?
8. The delivery _____ is 22 King Street, Bristol.
9. How _____ are the boxes?
10. Can you _____ it on Monday morning?

5. Word Order

Put the words in the correct order to make phrases.

1. cost / does / How / it / much ?

2. book / collection / I'd / a / like / to .

3. pallet / six / on / There / boxes / a / are .

4. afternoon / it / Can / this / collect / you ?

5. going / parcel / Where / the / is ?

6. call / first / you / The / will / driver .

7. email / me / Could / confirmation / send / you / a ?

8. know / any / Please / changes / let / about / me .

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6. Who Says It?

Who says each phrase? Tick (✓) the caller or the courier company.

Phrase	The caller (office)	The courier company
1. Where is it going?	☐	☐
2. There are three boxes.	☐	☐
3. How heavy are they?	☐	☐
4. Your booking number is FL4829.	☐	☐
5. How much does it cost?	☐	☐
6. I'd like to book a collection.	☐	☐
7. What time will the driver arrive?	☐	☐
8. What would you like to send?	☐	☐
9. Could you send me a confirmation email?	☐	☐
10. We have a time slot between nine and twelve.	☐	☐
11. The driver will call you before he arrives.	☐	☐
12. Can you collect it tomorrow?	☐	☐

7. Complete the Phone Call

Choose the best phrase (a, b or c) for each gap and write it on the line.

Ben works at Harbour Office Supplies. He calls Maria at Swift Parcels.

Maria: Swift Parcels, Maria speaking. How can I help?

Ben: Hi, this is Ben from Harbour Office Supplies. (1) _____

- a) I'd like to buy a printer, please. b) I'd like to book a collection, please. c) I'd like to speak to the driver.

Maria: No problem. (2) _____

- a) What would you like to send? b) How much does it cost? c) What time is it?

Ben: Paper and printer ink. There are two pallets.

Maria: OK. (3) _____

- a) Where are you? b) Where is the driver? c) Where is it going?

Ben: To Glasgow. (4) _____

- a) The booking number is 8. b) The delivery address is 8 Bridge Street. c) The driver is at 8 Bridge Street.

Maria: And when would you like us to collect it?

Ben: (5) _____

- a) Can you send it by email? b) Can you spell that? c) Can you collect it on Thursday?

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Maria: Yes. (6) _____

a) We have a time slot between one and five. b) Your parcel is heavy. c) The address is wrong.

Ben: That's fine. (7) _____

a) How heavy are they? b) What time will the driver arrive? c) Where is it going?

Maria: The driver will call you thirty minutes before he arrives.

Ben: Great. (8) _____

a) Could you collect the email? b) Could you book a pallet? c) Could you send me a confirmation email?

Maria: Of course. Your booking number is SP5512.

Ben: Thanks for your help. Bye!

8. Email Order

After the call, Lena writes to her customer, Mr Hughes. Number the lines of the email in the correct order (1–7).

Subject: Your order - collection tomorrow	
On that day, the driver will call you before he arrives.	_____
I'm writing to tell you that the courier is collecting them tomorrow morning.	_____
Best regards, Lena Kowalski	_____
Dear Mr Hughes,	_____
Please let me know if there are any changes.	_____
Thank you for your order of twelve office chairs.	_____
They should arrive in Manchester on Thursday.	_____

Teacher Answer Key - Do Not Distribute

A2 Administration English: Deliveries and Shipping – Lesson 1: Booking a Collection by Phone

1. True or False

1. False 2. True 3. False 4. False 5. True 6. True 7. True 8. False 9. True 10. False

2. Multiple Choice

1. b) How much does it cost? 2. c) I'd like to book a collection. 3. c) It's going to Leeds. 4. a) Could you send me a confirmation email? 5. b) What would you like to send? 6. a) What time will the driver arrive? 7. a) We have a time slot between two and four. 8. c) How heavy are they? 9. b) There are four boxes. 10. c) Your booking number is FL7730.

3. Matching

1. Each box weighs – f 2. Could you send me – h 3. I'd like to book – a 4. The driver will call you – b 5. Please let me know – d 6. We have a time slot – g 7. Can you collect it – e 8. The delivery address is – c

4. Gap Fill

1. book 2. arrive 3. confirmation 4. weighs 5. booking 6. slot 7. send 8. address 9. heavy 10. collect

5. Word Order

1. How much does it cost? 2. I'd like to book a collection. 3. There are six boxes on a pallet. 4. Can you collect it this afternoon? 5. Where is the parcel going? 6. The driver will call you first. 7. Could you send me a confirmation email? 8. Please let me know about any changes.

6. Who Says It?

The caller (office)	The courier company
2. There are three boxes. 5. How much does it cost? 6. I'd like to book a collection. 7. What time will the driver arrive? 9. Could you send me a confirmation email? 12. Can you collect it tomorrow?	1. Where is it going? 3. How heavy are they? 4. Your booking number is FL4829. 8. What would you like to send? 10. We have a time slot between nine and twelve. 11. The driver will call you before he arrives.

7. Complete the Phone Call

1. b) I'd like to book a collection, please. 2. a) What would you like to send? 3. c) Where is it going? 4. b) The delivery address is 8 Bridge Street. 5. c) Can you collect it on Thursday? 6. a) We have a time slot between one and five. 7. b) What time will the driver arrive? 8. c) Could you send me a confirmation email?

8. Email Order

Numbers in the order the lines appear: 5 3 7 1 6 2 4

Correct email: Dear Mr Hughes, / Thank you for your order of twelve office chairs. / I'm writing to tell you that the courier is collecting them tomorrow morning. / They should arrive in Manchester on Thursday. / On that day, the driver will call you before he arrives. / Please let me know if there are any changes. / Best regards, Lena Kowalski

Total: 73 marks