

Reporting a Delivery Problem

Name: _____ Date: _____

Key Phrases

Read the key words and phrases.

Key words: damaged | broken | missing | wrong item | replacement | return
| delivery note

Phrase	Use it to...
The customer	
There's a problem with my delivery.	say there is a problem
One of the boxes was damaged.	describe damage to the packaging
One chair has a broken leg.	describe a broken item
One chair is missing.	say something didn't arrive
We got the wrong item.	say you received the wrong thing
I wrote 'damaged' on the delivery note.	explain what you did at delivery
Can you send a replacement?	ask for a new item
What should I do with the broken chair?	ask what to do next
The supplier	
I'm sorry to hear that.	show you care about the problem
What's wrong with it?	ask about the problem
Did you sign for the delivery?	ask about the signature
Can you take a photo of the damage?	ask for proof of the problem
We can send a new one on Monday.	offer a solution
The courier will collect it.	explain how the item goes back
In the email	
Again, I'm very sorry about the problems with your order.	say sorry again in an email
I'm writing to confirm that...	confirm what you agreed

The Phone Call

Read the phone call.

Mr Hughes's chairs have arrived, but there are some problems. He calls Lena at GreenLeaf Furniture.

Lena: Good morning, GreenLeaf Furniture. Lena speaking.

Mr Hughes: Hello Lena, it's Tom Hughes. There's a problem with my delivery.

Lena: Oh, I'm sorry to hear that. What's wrong?

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Mr Hughes: The chairs arrived this morning, but one of the boxes was damaged. It was wet and torn.

Lena: Oh no. And the chair inside?

Mr Hughes: One chair has a broken leg.

Lena: I'm really sorry. Did you sign for the delivery?

Mr Hughes: Yes, but I wrote 'damaged' on the delivery note.

Lena: That's good. Can you take a photo of the damage and email it to me?

Mr Hughes: Yes, of course. There's another problem too. We ordered twelve chairs, but we only got eleven. One chair is missing.

Lena: Let me check your order. Yes, you ordered twelve. I'm sorry about that.

Mr Hughes: Can you send a replacement for the broken chair?

Lena: Of course. We can send a new one and the missing chair on Monday.

Mr Hughes: Thank you. What should I do with the broken chair?

Lena: Please keep it in the box. The courier will collect it when they deliver the new chairs.

Mr Hughes: OK. Can you send me an email to confirm?

Lena: Yes, I'll send it this afternoon.

Mr Hughes: Thanks, Lena. Goodbye.

1. True or False

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

1. The chairs arrived this morning. **True / False**
2. One chair has a broken leg. **True / False**
3. All the boxes arrived in good condition. **True / False**
4. Mr Hughes ordered eleven chairs. **True / False**
5. Lena asks for a photo of the damage. **True / False**
6. Mr Hughes didn't sign for the delivery. **True / False**
7. Lena will send an email next week. **True / False**
8. Mr Hughes wrote 'damaged' on the delivery note. **True / False**
9. Lena will send two chairs on Monday. **True / False**
10. Mr Hughes must take the broken chair to the post office. **True / False**

2. Multiple Choice

Circle the correct answer.

1. You ordered six printers, but only five came. What do you say?
a) One printer is broken. b) One printer is missing. c) One printer is wrong.
2. You want to tell the supplier there is a problem. What do you say?
a) There's a delivery with my problem. b) My delivery is no problem. c) There's a problem with my delivery.

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3. A box arrived wet and torn. What do you say?
a) The box was missing. b) The box was wrong. c) The box was damaged.
4. The supplier wants to show they care. What do they say?
a) I'm sorry to hear that. b) I'm happy to hear that. c) Sorry, I can't hear you.
5. You ordered blue folders, but you got red ones. What do you say?
a) We got a missing item. b) We got the wrong item. c) We got a broken item.
6. You want a new chair to take the place of the broken one. What do you say?
a) Can you send a replacement? b) Can you send a delivery note? c) Can you send a photo?
7. The supplier wants to see the damage. What do they say?
a) Can you sign the damage? b) Can you break the box? c) Can you take a photo of the damage?
8. You don't know what to do with the broken item. What do you say?
a) Where is the broken chair? b) What should I do with the broken chair? c) Why is the chair broken?
9. The supplier asks if you wrote your name on the delivery note. What do they say?
a) Did you sign for the delivery? b) Did you order the delivery? c) Did you pay for the delivery?
10. The supplier explains how the broken chair goes back. What do they say?
a) The courier will break it. b) The courier will collect it. c) The courier will sign it.

3. Matching

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

- | | | |
|-------------------------------------|-------|---------------------------|
| 1. Can you take a photo ... | _____ | a) was damaged. |
| 2. The courier will ... | _____ | b) a broken leg. |
| 3. One of the boxes ... | _____ | c) on the delivery note. |
| 4. What should I do ... | _____ | d) of the damage? |
| 5. I'm sorry to ... | _____ | e) on Monday. |
| 6. I wrote 'damaged' ... | _____ | f) collect it. |
| 7. We can send a new one ... | _____ | g) with the broken chair? |
| 8. One chair has ... | _____ | h) hear that. |

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4. Gap Fill

Complete the phrases with words from the box.

photo wrong sorry collect sign damaged delivery note broken replacement
missing

1. The box was wet and _____.
2. The screen on the new laptop is _____. It doesn't work.
3. We ordered ten boxes of paper, but one box is _____.
4. We ordered black ink, but we got blue ink. It's the _____ item.
5. Can you send a _____ for the broken lamp?
6. Please _____ here to say you received the goods.
7. Please take a _____ of the damage and email it to me.
8. The driver will _____ the broken printer tomorrow.
9. Write the problem on the _____ before the driver leaves.
10. I'm _____ to hear about the problem.

5. Word Order

Put the words in the correct order to make phrases.

1. was / damaged / boxes / of / One / the .

2. delivery / problem / There's / my / with / a .

3. sign / delivery / you / the / Did / for ?

4. missing / items / Two / are .

5. replacement / send / Can / a / you ?

6. item / wrong / We / the / got .

7. damage / photo / you / of / Can / the / take / a ?

8. tomorrow / collect / courier / The / it / will .

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6. Who Says It?

Who says each phrase? Tick (✓) the customer or the supplier.

Phrase	The customer	The supplier
1. What's wrong with it?	☐	☐
2. One chair is missing.	☐	☐
3. We got the wrong item.	☐	☐
4. I'm sorry to hear that.	☐	☐
5. Can you take a photo of the damage?	☐	☐
6. There's a problem with my delivery.	☐	☐
7. Did you sign for the delivery?	☐	☐
8. Can you send a replacement?	☐	☐
9. One of the boxes was damaged.	☐	☐
10. We can send a new one on Monday.	☐	☐
11. What should I do with the broken chair?	☐	☐
12. The courier will collect it.	☐	☐

7. Complete the Phone Call

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

Fiona from Clyde Accounting in Glasgow calls Ben at Harbour Office Supplies. Her order has arrived, but there are problems.

Ben: Harbour Office Supplies, Ben speaking.

Fiona: Hi Ben, it's Fiona from Clyde Accounting. (1) _____

- a) There's a delivery with my problem. b) There's a problem with my delivery. c) My delivery is not a problem.

Ben: (2) _____

- a) I'm sorry to hear that. What's wrong? b) I'm happy to hear that. c) Sorry, I can't hear you.

Fiona: (3) _____

- a) One box of paper was missing. It's all wet. b) One box of paper was wrong. It's all wet. c) One box of paper was damaged. It's all wet.

Ben: Oh no. (4) _____

- a) Can you take a photo of it? b) Can you sign the damage? c) Can you break the box?

Fiona: Yes, of course. There's another problem too. We ordered black ink, but (5) _____

- a) we got the broken colour. b) we got the wrong colour. c) we got the missing colour.

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Ben: I'm really sorry. (6) _____

- a) We can send a delivery note tomorrow. b) We can send the wrong ink tomorrow. c) We can send a replacement tomorrow.

Fiona: Thank you. (7) _____

- a) What should I do with the blue ink? b) Where is the blue ink? c) Why is the ink blue?

Ben: Please keep it in the box. (8) _____

- a) The courier will break it. b) The courier will sign it. c) The courier will collect it.

Fiona: Great. Thanks for your help, Ben.

8. Email Order

After the call, Lena writes to Mr Hughes. Number the lines of the email in the correct order (1–8).

Subject: Your order - replacement chairs	
Until then, please keep the broken chair in its box.	_____
I'm writing to confirm that we will send two new chairs on Monday.	_____
Best regards, Lena Kowalski	_____
Dear Mr Hughes,	_____
The courier will collect it when they deliver the new chairs.	_____
Again, I'm very sorry about the problems with your order.	_____
Thank you for your call this morning and for the photo of the damage.	_____
One is a replacement for the broken chair, and the other is the missing chair.	_____

Teacher Answer Key - Do Not Distribute

A2 Administration English: Deliveries and Shipping – Lesson 3: Reporting a Delivery Problem

1. True or False

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

2. Multiple Choice

1. b) One printer is missing. 2. c) There's a problem with my delivery. 3. c) The box was damaged. 4. a) I'm sorry to hear that. 5. b) We got the wrong item. 6. a) Can you send a replacement? 7. c) Can you take a photo of the damage? 8. b) What should I do with the broken chair? 9. a) Did you sign for the delivery? 10. b) The courier will collect it.

3. Matching

1. Can you take a photo – d 2. The courier will – f 3. One of the boxes – a 4. What should I do – g 5. I'm sorry to – h 6. I wrote 'damaged' – c 7. We can send a new one – e 8. One chair has – b

4. Gap Fill

1. damaged 2. broken 3. missing 4. wrong 5. replacement 6. sign 7. photo 8. collect 9. delivery note 10. sorry

5. Word Order

1. One of the boxes was damaged. 2. There's a problem with my delivery. 3. Did you sign for the delivery? 4. Two items are missing. 5. Can you send a replacement? 6. We got the wrong item. 7. Can you take a photo of the damage? 8. The courier will collect it tomorrow.

6. Who Says It?

The customer	The supplier
2. One chair is missing.	1. What's wrong with it?
3. We got the wrong item.	4. I'm sorry to hear that.
6. There's a problem with my delivery.	5. Can you take a photo of the damage?
8. Can you send a replacement?	7. Did you sign for the delivery?
9. One of the boxes was damaged.	10. We can send a new one on Monday.
11. What should I do with the broken chair?	12. The courier will collect it.

7. Complete the Phone Call

1. b) There's a problem with my delivery. 2. a) I'm sorry to hear that. What's wrong? 3. c) One box of paper was damaged. It's all wet. 4. a) Can you take a photo of it? 5. b) we got the wrong colour. 6. c) We can send a replacement tomorrow. 7. a) What should I do with the blue ink? 8. c) The courier will collect it.

8. Email Order

Numbers in the order the lines appear: 6 4 8 1 7 3 2 5

Correct email: Dear Mr Hughes, / Thank you for your call this morning and for the photo of the damage. / Again, I'm very sorry about the problems with your order. / I'm writing to confirm that we will send two new chairs on Monday. / One is a replacement for the broken chair, and the other is the missing chair. / Until then, please keep the broken chair in its box. / The courier will collect it when they deliver the new chairs. / Best regards, Lena Kowalski

Total: 74 marks