

# Changing or Cancelling a Delivery

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Key Phrases

*Read the key words and phrases.*

**Key words:** change | move | reschedule | cancel | new address | cancellation charge | instead of

| Phrase                                                          | Use it to...                          |
|-----------------------------------------------------------------|---------------------------------------|
| <b>The caller (office)</b>                                      |                                       |
| <b>I need to change a delivery.</b>                             | say why you are calling               |
| <b>Can we move the delivery to Tuesday?</b>                     | ask for a new day                     |
| <b>Is the morning possible?</b>                                 | ask about a time                      |
| <b>The delivery address is different now.</b>                   | say the address has changed           |
| <b>The new address is 20 Park Road.</b>                         | give the new details                  |
| <b>I'd like to cancel a booking.</b>                            | stop a booking                        |
| <b>We don't need it now.</b>                                    | give a reason for cancelling          |
| <b>Can you send me an email to confirm the changes?</b>         | ask for the changes in writing        |
| <b>The courier company</b>                                      |                                       |
| <b>What's the booking number?</b>                               | ask for the reference                 |
| <b>What would you like to change?</b>                           | ask about the change                  |
| <b>Tuesday is fine.</b>                                         | agree to the new day                  |
| <b>I've changed it.</b>                                         | say the change is done                |
| <b>I've cancelled it.</b>                                       | say the cancellation is done          |
| <b>There's no charge.</b>                                       | say it's free                         |
| <b>Is there anything else?</b>                                  | check if the caller needs more help   |
| <b>In the email</b>                                             |                                       |
| <b>As you asked, ...</b>                                        | show you did what the customer wanted |
| <b>The chairs will now arrive on Tuesday instead of Monday.</b> | describe a change                     |

## The Phone Call

*Read the phone call.*

Mr Hughes has emailed Lena. His office is closed on Monday, and his company has moved. Lena calls Dan at FastLane Couriers.

**Dan:** FastLane Couriers, Dan speaking.

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- Lena:** Hi Dan, it's Lena from GreenLeaf Furniture. I need to change a delivery.
- Dan:** No problem. What's the booking number?
- Lena:** It's FL5173. It's the delivery to Mr Hughes in Manchester on Monday.
- Dan:** OK, I can see it. What would you like to change?
- Lena:** Mr Hughes's office is closed on Monday. Can we move the delivery to Tuesday?
- Dan:** Let me check. Yes, Tuesday is fine. Morning or afternoon?
- Lena:** Is the morning possible?
- Dan:** Yes. The driver will arrive between eight and twelve.
- Lena:** Great. There's one more change. The delivery address is different now.
- Dan:** What's the new address?
- Lena:** The new address is 20 Park Road, not 14. They moved offices last week.
- Dan:** OK, I've changed it. Is there anything else?
- Lena:** Yes. I'd like to cancel a booking, FL5190. We don't need it now.
- Dan:** No problem. I've cancelled it. There's no charge, because it's more than 24 hours before the collection.
- Lena:** That's good news. Can you send me an email to confirm the changes?
- Dan:** Of course. I'll send it now.
- Lena:** Thanks, Dan. Bye.

## 1. True or False

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

1. Lena calls to book a new collection. **True / False**
2. The booking number is FL5173. **True / False**
3. Mr Hughes's office is closed on Monday. **True / False**
4. The delivery will now be on Wednesday. **True / False**
5. The driver will come in the morning. **True / False**
6. The new address is 14 Park Road. **True / False**
7. Lena must pay for the cancellation. **True / False**
8. Mr Hughes's company moved offices last week. **True / False**
9. Lena cancels booking FL5190. **True / False**
10. Dan will send a letter to confirm the changes. **True / False**

## 2. Multiple Choice

*Circle the correct answer.*

1. You want to say why you are calling. What do you say?  
a) I need to delivery a change.   b) I changed to a delivery.   c) I need to change a delivery.

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2. You want the delivery on a different day. What do you say?  
a) Can we move the delivery at Tuesday?   b) Can we move the delivery to Tuesday?   c) Can we moving the delivery Tuesday?
3. The company has a new office. What do you say?  
a) The delivery address is different now.   b) The delivery time is different now.   c) The delivery driver is different now.
4. The courier needs the reference. What do they say?  
a) What's the booking number?   b) What's the booking day?   c) Where's the booking?
5. You don't want a booking any more. What do you say?  
a) I'd like to book a cancel.   b) I'd like to change a booking.   c) I'd like to cancel a booking.
6. The courier agrees to the new day. What do they say?  
a) Tuesday is closed.   b) Tuesday is fine.   c) Tuesday is cancelled.
7. The courier has made the change on the computer. What do they say?  
a) I'll change it yesterday.   b) I change it last week.   c) I've changed it.
8. The courier tells you it's free to cancel. What do they say?  
a) There's no charge.   b) There's no delivery.   c) There's no booking.
9. The courier checks if you need more help. What do they say?  
a) Is there anyone else?   b) Is there anything else?   c) Is there anywhere else?
10. You want the changes in writing. What do you say?  
a) Can you change my email?   b) Can you send me the changes by phone?   c) Can you send me an email to confirm the changes?

## 3. Matching

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

- |                                       |       |                                            |
|---------------------------------------|-------|--------------------------------------------|
| 1. I'd like to cancel ...             | _____ | a) change a delivery.                      |
| 2. The delivery is now on Tuesday ... | _____ | b) to Tuesday?                             |
| 3. Is there ...                       | _____ | c) last week.                              |
| 4. Can we move the delivery ...       | _____ | d) is 20 Park Road.                        |
| 5. They moved offices ...             | _____ | e) another booking.                        |
| 6. I need to ...                      | _____ | f) because it's more than 24 hours before. |
| 7. There's no charge ...              | _____ | g) anything else?                          |
| 8. The new address ...                | _____ | h) instead of Monday.                      |

# Changing or Cancelling a Delivery

## 4. Gap Fill

Complete the phrases with words from the box.

possible   cancel   confirm   instead   move   anything   booking   change   charge  
address

1. I need to \_\_\_\_\_ the delivery date.
2. Can we \_\_\_\_\_ the delivery to Friday?
3. We don't need the van now. I'd like to \_\_\_\_\_ the booking.
4. The new delivery \_\_\_\_\_ is 7 Hill Street.
5. The delivery is on Thursday \_\_\_\_\_ of Wednesday.
6. Is there a \_\_\_\_\_ if I cancel today?
7. Can you send me an email to \_\_\_\_\_ the changes?
8. What's the \_\_\_\_\_ number, please?
9. Is a morning delivery \_\_\_\_\_?
10. Is there \_\_\_\_\_ else I can help with?

## 5. Word Order

Put the words in the correct order to make phrases.

1. Friday / move / to / Can / it / we ?  
\_\_\_\_\_
2. change / delivery / need / a / I / to .  
\_\_\_\_\_
3. booking / cancel / I'd / the / like / to .  
\_\_\_\_\_
4. address / new / What's / the ?  
\_\_\_\_\_
5. Tuesday / now / delivery / on / The / is .  
\_\_\_\_\_
6. charge / a / cancellation / Is / there ?  
\_\_\_\_\_
7. you / address / for / I've / changed / the .  
\_\_\_\_\_
8. possible / afternoon / Is / the ?  
\_\_\_\_\_

# Changing or Cancelling a Delivery

## 6. Who Says It?

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

| Phrase                                               | The caller (office)      | The courier company      |
|------------------------------------------------------|--------------------------|--------------------------|
| 1. I've changed it.                                  | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The delivery address is different now.            | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. What's the booking number?                        | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. I'd like to cancel a booking.                     | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. We don't need it now.                             | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Tuesday is fine.                                  | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. There's no charge.                                | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Is there anything else?                           | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. I need to change a delivery.                      | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. What would you like to change?                   | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Can we move the delivery to Tuesday?             | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Can you send me an email to confirm the changes? | <input type="checkbox"/> | <input type="checkbox"/> |

## 7. Complete the Phone Call

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

Ben from Harbour Office Supplies calls Maria at Swift Parcels. He needs to change a collection.

**Maria:** Swift Parcels, Maria speaking.

**Ben:** Hi Maria, it's Ben from Harbour Office Supplies. (1) \_\_\_\_\_

a) I need to collect a change. b) I need to change a collection. c) I changed to a collection.

**Maria:** (2) \_\_\_\_\_

a) Of course. What's the booking number? b) Of course. Where are you booking? c) Of course. What's your booking day?

**Ben:** It's SP6021. (3) \_\_\_\_\_

a) Can we move it from Thursday at Friday? b) Can we moved it Thursday to Friday? c) Can we move it from Thursday to Friday?

**Maria:** (4) \_\_\_\_\_

a) Friday is closed. Morning or afternoon? b) Friday is fine. Morning or afternoon? c) Friday is cancelled. Morning or afternoon?

**Ben:** (5) \_\_\_\_\_

a) Is the afternoon impossible? b) Is possible the afternoon? c) Is the afternoon possible?

**Maria:** Yes, between one and five.

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**Ben:** Also, the collection address is different now. It's our warehouse on Dock Street.

**Maria:** (6) \_\_\_\_\_

a) OK, I'll change it yesterday.   b) OK, I change it last week.   c) OK, I've changed it.

**Ben:** And we only have one pallet now, not two.

**Maria:** No problem. The price is lower for one pallet. (7) \_\_\_\_\_

a) Is there anything else?   b) Is there anyone else?   c) Is there anywhere else?

**Ben:** (8) \_\_\_\_\_

a) No, that's all. Can you send me an email to confirm the changes?   b) No, that's all. Can you change my email?   c) No, that's all. Can you send me the changes by phone?

**Maria:** Of course. I'll send it now.

## 8. Email Order

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

| <b>Subject: Your delivery - new day and address</b>                            |       |
|--------------------------------------------------------------------------------|-------|
| We have also changed the delivery address to your new office at 20 Park Road.  | _____ |
| Best regards, Lena Kowalski                                                    | _____ |
| Thank you for your email this morning.                                         | _____ |
| Please let me know if you need anything else.                                  | _____ |
| Dear Mr Hughes,                                                                | _____ |
| As you asked, the chairs will now arrive on Tuesday morning instead of Monday. | _____ |
| The driver will come between eight and twelve.                                 | _____ |

# Teacher Answer Key - Do Not Distribute

A2 Administration English: Deliveries and Shipping – Lesson 5: Changing or Cancelling a Delivery

## 1. True or False

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

## 2. Multiple Choice

1. c) I need to change a delivery. 2. b) Can we move the delivery to Tuesday? 3. a) The delivery address is different now. 4. a) What's the booking number? 5. c) I'd like to cancel a booking. 6. b) Tuesday is fine. 7. c) I've changed it. 8. a) There's no charge. 9. b) Is there anything else? 10. c) Can you send me an email to confirm the changes?

## 3. Matching

1. I'd like to cancel – e 2. The delivery is now on Tuesday – h 3. Is there – g 4. Can we move the delivery – b 5. They moved offices – c 6. I need to – a 7. There's no charge – f 8. The new address – d

## 4. Gap Fill

1. change 2. move 3. cancel 4. address 5. instead 6. charge 7. confirm 8. booking 9. possible 10. anything

## 5. Word Order

1. Can we move it to Friday? 2. I need to change a delivery. 3. I'd like to cancel the booking. 4. What's the new address? 5. The delivery is now on Tuesday. 6. Is there a cancellation charge? 7. I've changed the address for you. 8. Is the afternoon possible?

## 6. Who Says It?

| The caller (office)                                                                                                                                                                                                                              | The courier company                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. The delivery address is different now.<br>4. I'd like to cancel a booking.<br>5. We don't need it now.<br>9. I need to change a delivery.<br>11. Can we move the delivery to Tuesday?<br>12. Can you send me an email to confirm the changes? | 1. I've changed it.<br>3. What's the booking number?<br>6. Tuesday is fine.<br>7. There's no charge.<br>8. Is there anything else?<br>10. What would you like to change? |

## 7. Complete the Phone Call

1. b) I need to change a collection. 2. a) Of course. What's the booking number? 3. c) Can we move it from Thursday to Friday? 4. b) Friday is fine. Morning or afternoon? 5. c) Is the afternoon possible? 6. c) OK, I've changed it. 7. a) Is there anything else? 8. a) No, that's all. Can you send me an email to confirm the changes?

## 8. Email Order

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

Correct email: Dear Mr Hughes, / Thank you for your email this morning. / As you asked, the chairs will now arrive on Tuesday morning instead of Monday. / The driver will come between eight and twelve. / We have also changed the delivery address to your new office at 20 Park Road. / Please let me know if you need anything else. / Best regards, Lena Kowalski

Total: 73 marks