Amending and Cancelling Bookings

Name: _____ Date: _____

Key Phrases

Read the key words and phrases.

Key words: bring forward | postpone | amend | short notice | part of the order | late-cancellation fee | waive | amended confirmation

Phrase	Use it to…
The caller (office)	
I'm calling to make some changes to two bookings.	say why you are calling
I realise it's short notice.	acknowledge a late request
Would it be possible to bring the delivery forward to Friday?	ask to make something earlier
I'm afraid we'll have to cancel part of the order.	announce a partial cancellation
We now only need three pallets collected instead of six.	give the new details
Is there any flexibility on the cancellation fee?	negotiate a cost politely
Could you send me an amended booking confirmation?	ask for updated paperwork
The courier company	
Which booking would you like to amend?	ask which booking to change
That should be possible, but there'll be an extra charge.	agree and explain a cost
The difference is sixty pounds.	give the extra cost
As it's less than 24 hours' notice, there's a late-cancellation fee.	explain a charge
Let me see what I can do.	promise to try
We'd be happy to waive the charge on this occasion.	agree not to charge
In the email	
Further to our call, I'd like to confirm the changes.	refer back to a phone call
… has been brought forward to Friday.	report a change of date
I appreciate your flexibility.	thank someone for helping

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The Phone Call

Read the phone call.

It's Thursday afternoon. Olivia Grant at Northgate Medical Supplies calls James at Carter Freight.

James: Carter Freight, James speaking.

Olivia: Hi James, it's Olivia at Northgate. I'm calling to make some changes to two bookings. I realise it's short notice.

James: No problem. Which booking would you like to amend first?

Olivia: CF-21877, the delivery to St Mary's on Monday. The hospital is opening a new ward early, so they need the equipment tomorrow. Would it be possible to bring the delivery forward to Friday?

James: Let me check. That should be possible, but it would need to go on the next-day service, so there'll be an extra charge.

Olivia: How much would that be?

James: The difference is sixty pounds.

Olivia: That's fine. Please go ahead.

James: Done. And the second booking?

Olivia: CF-21902, the collection for the clinic in Swansea tomorrow. I'm afraid we'll have to cancel part of the order. The clinic has reduced its order, so we now only need three pallets collected instead of six.

James: I see. As it's less than 24 hours' notice, there's a late-cancellation fee of forty pounds for each pallet we're cancelling.

Olivia: That's quite a lot. Is there any flexibility on the cancellation fee? We've just upgraded the other booking, after all.

James: Let me see what I can do. OK, as you're a regular customer, we'd be happy to waive the charge on this occasion.

Olivia: That's very kind, thank you. One more thing: the contact at the clinic has changed. It's now Ms Lewis.

James: I'll update that. Is there anything else?

Olivia: No, that's everything. Could you send me an amended booking confirmation for both?

James: Of course. I'll send them within the hour.

1. Comprehension

Answer the questions about the phone call. Circle a, b or c.

1. Why does the hospital need the equipment earlier?
   a) A new ward is opening sooner than planned.
   b) Their old equipment has broken.
   c) Olivia made a mistake with the date.

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2. What does it cost to bring the delivery forward?
   a) nothing
   b) sixty pounds more
   c) forty pounds per pallet
3. What has happened to the Swansea order?
   a) It has been cut in half.
   b) It has been cancelled completely.
   c) It has been doubled.
4. Why does James mention a fee?
   a) The pallets are too heavy.
   b) The clinic hasn't paid yet.
   c) Olivia changed the booking with very little notice.
5. How does Olivia try to avoid the fee?
   a) She threatens to use another courier.
   b) She reminds James that she has just paid for a faster service.
   c) She asks the clinic to pay it.
6. What does James decide?
   a) to charge half the fee
   b) to charge the full fee
   c) not to charge the fee this time
7. What other detail changes?
   a) the delivery address
   b) the person to contact
   c) the booking number
8. What will Olivia receive?
   a) updated confirmations for both bookings
   b) an invoice for 120 pounds
   c) a call from the clinic

2. Best Response

Read the situation. Circle the best phrase.

1. You ask politely to move a delivery to an earlier date.
   a) Move it to Friday. Now, please.
   b) Would it be possible to bring the delivery forward to Friday?
   c) Can you bring forward it to Friday?
2. You admit you are asking at the last minute.
   a) It's your job to be flexible.
   b) Sorry, I forgot again, as usual.
   c) I realise it's short notice.

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3. You tell the courier you need fewer pallets collected.
   a) We now only need three pallets collected instead of six.
   b) We need three pallets less collect.
   c) Forget the other three pallets.
4. You try to negotiate a fee politely.
   a) That fee is ridiculous.
   b) We won't pay that fee.
   c) Is there any flexibility on the cancellation fee?
5. You're the courier. You agree not to charge a fee.
   a) We'd be happy to waive the charge on this occasion.
   b) Fine, whatever. No charge.
   c) We'd be happy to wave the charge on this occasion.
6. You're the courier. You need a moment to consider a request.
   a) I'll think about it. Maybe.
   b) Let me see what I can do.
   c) No, that's impossible.
7. You're the courier. You agree to a change but it costs more.
   a) That should be possible, but there'll be an extra charge.
   b) Sure, but you pay more, obviously.
   c) Yes, if you pay more money.
8. You ask for updated paperwork.
   a) Send me the new paper.
   b) Could you send me an amending booking confirmation?
   c) Could you send me an amended booking confirmation?

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3. Matching

Match each job (1–8) with the phrase you use to do it (a–h). Write the letter.

1. **negotiate a cost**	____	a) Would it be possible to bring the delivery forward?
2. **agree not to charge**	____	b) I realise it's short notice.
3. **ask to make something earlier**	____	c) I'm afraid we'll have to cancel part of the order.
4. **ask for updated paperwork**	____	d) Is there any flexibility on the fee?
5. **acknowledge a late request**	____	e) There's a late-cancellation fee.
6. **explain a charge**	____	f) Let me see what I can do.
7. **promise to try**	____	g) We'd be happy to waive the charge.
8. **announce a partial cancellation**	____	h) Could you send me an amended confirmation?

4. Gap Fill

Write the missing word. The first letter is given.

1. Would it be possible to bring the delivery **f**_____ to Friday?
2. I realise it's short **n**_____, but it's urgent.
3. Which booking would you like to **a**_____?
4. I'm afraid we'll have to cancel **p**_____ of the order.
5. We now need three pallets collected **i**_____ of six.
6. There's a late-**c**_____ fee because it's less than 24 hours' notice.
7. Is there any **f**_____ on the price?
8. We'd be happy to **w**_____ the charge on this occasion.
9. The conference has been **p**_____ until next month, so the delivery can wait.
10. I'll send you an **a**_____ booking confirmation.

5. Polite Rewrites

These sentences are too direct. Rewrite each one politely, starting with the words given.

1. Too direct: *"Bring the delivery forward to Friday."*
   Would it be possible to _____ ?
2. Too direct: *"We're cancelling half the order."*
   I'm afraid we'll have to _____ .

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3. Too direct: *"Drop the fee."*
   Is there any flexibility _____ ?

4. Too direct: *"Send me a new confirmation."*
   Could you send me _____ ?

5. Too direct: *"I know this is last minute."*
   I realise it's _____ .

6. Too direct: *"Wait while I check."*
   Would you mind _____ ?

6. Error Correction

Each sentence has one mistake. Write the letter of the part with the mistake. Then circle the correct version.

1. **a)** Would it be possible **b)** bringing **c)** the delivery **d)** forward to Friday?
   Mistake: _____ Correction: to bring / bring / to bringing

2. **a)** I realise **b)** it's **c)** a short notice, **d)** but it's urgent.
   Mistake: _____ Correction: the short notice, / short notice, / shortly notice,

3. **a)** We now only need **b)** three pallets **c)** collecting **d)** instead of six.
   Mistake: _____ Correction: collect / to collecting / collected

4. **a)** Is there **b)** some flexibilities **c)** on the **d)** cancellation fee?
   Mistake: _____ Correction: a flexibilities / any flexibilities / any flexibility

5. **a)** We'd be **b)** happy **c)** to wave **d)** the charge this time.
   Mistake: _____ Correction: to waving / to waive / waive

6. **a)** As it's less than **b)** 24 hour notice, **c)** there's a **d)** late-cancellation fee.
   Mistake: _____ Correction: 24 hours notice, / 24 hour's notice, / 24 hours' notice,

7. Complete the Phone Call

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

Mark from Riverside Printing calls Sophie at Carter Freight about a delivery next week.

Sophie: Carter Freight, Sophie speaking.

Mark: Hi Sophie, it's Mark from Riverside Printing. (1) _____

a) I'm calling for making a change to a booking.
b) I'm calling to make a change to a booking.
c) Change my booking, please.

Sophie: (2) _____

a) Of course. Which booking would you like to amend?
b) Of course. Which booking you want amend?
c) What now?

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Mark: CF-22015, the brochures to Leeds on Wednesday. The client has postponed their conference, so (3) _____

a) would it be possible postponing the delivery until next Monday?
b) postpone the delivery. Next Monday, OK?
c) would it be possible to postpone the delivery until next Monday?

Sophie: Let me check. Yes, that's fine, and there's no charge.

Mark: Great. (4) _____

a) The delivery address has also change.
b) I'm afraid the delivery address has changed as well.
c) Also, new address, obviously.

Sophie: No problem. What's the new address?

Mark: The Royal Hotel, Park Square. And one more thing. (5) _____

a) We need two pallets delivered instead three.
b) Cancel one pallet. Thanks.
c) We'll only need two pallets delivered instead of three.

Sophie: (6) _____

a) That's fine. There's no fee for cancel.
b) Fine. No money.
c) That's fine. As it's more than 24 hours' notice, there's no cancellation fee.

Mark: (7) _____

a) That's great. Could you send me an amended confirmation?
b) Great. Send me an amending confirmation.
c) Could you sent me an amended confirmation?

Sophie: (8) _____

a) Certainly. I'll sending it within hour.
b) Certainly. I'll send it within the hour.
c) Maybe later.

Mark: Thanks, Sophie.

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8. Complete the Email

After the call, Olivia emails James. Complete her email. The first letter of each missing word is given.

Subject: Changes to bookings CF-21877 and CF-21902

Dear James,

(1) F_____ to our call this afternoon, I'd like to confirm the changes to our two bookings.

• The St Mary's delivery (CF-21877) has been brought **(2) f**_____ to Friday on the next-day service.

• The Swansea collection (CF-21902) has been **(3) r**_____ from six pallets to three.

• The new **(4) c**_____ at the Swansea clinic is Ms Lewis.

Thank you for agreeing to **(5) w**_____ the late-cancellation fee.

I **(6) r**_____ that we made these changes at short notice, and I appreciate your **(7) f**_____.

Could you please send me the **(8) a**_____ confirmations when they are ready?

Kind regards,

Olivia Grant

Teacher Answer Key – Do Not Distribute

B1 Administration English: Deliveries and Shipping – Lesson 5: Amending and Cancelling Bookings

1. Comprehension

1. a) A new ward is opening sooner than planned. **2.** b) sixty pounds more **3.** a) It has been cut in half. **4.** c) Olivia changed the booking with very little notice. **5.** b) She reminds James that she has just paid for a faster service. **6.** c) not to charge the fee this time **7.** b) the person to contact **8.** a) updated confirmations for both bookings

2. Best Response

1. b) Would it be possible to bring the delivery forward to Friday? **2.** c) I realise it's short notice. **3.** a) We now only need three pallets collected instead of six. **4.** c) Is there any flexibility on the cancellation fee? **5.** a) We'd be happy to waive the charge on this occasion. **6.** b) Let me see what I can do. **7.** a) That should be possible, but there'll be an extra charge. **8.** c) Could you send me an amended booking confirmation?

3. Matching

1. negotiate a cost – d **2.** agree not to charge – g **3.** ask to make something earlier – a **4.** ask for updated paperwork – h **5.** acknowledge a late request – b **6.** explain a charge – e **7.** promise to try – f **8.** announce a partial cancellation – c

4. Gap Fill

1. forward **2.** notice **3.** amend **4.** part **5.** instead **6.** cancellation **7.** flexibility **8.** waive **9.** postponed **10.** amended

5. Polite Rewrites (accept other correct, polite versions)

1. Would it be possible to bring the delivery forward to friday? **2.** I'm afraid we'll have to cancel half the order. **3.** Is there any flexibility on the fee? **4.** Could you send me an amended confirmation? **5.** I realise it's short notice. **6.** Would you mind waiting while i check?

6. Error Correction (2 marks each)

1. b) bringing → to bring **2.** c) a short notice, → short notice, **3.** c) collecting → collected **4.** b) some flexibilities → any flexibility **5.** c) to wave → to waive **6.** b) 24 hour notice, → 24 hours' notice,

7. Complete the Phone Call

1. b) I'm calling to make a change to a booking. **2.** a) Of course. Which booking would you like to amend? **3.** c) would it be possible to postpone the delivery until next Monday? **4.** b) I'm afraid the delivery address has changed as well. **5.** c) We'll only need two pallets delivered instead of three. **6.** c) That's fine. As it's more than 24 hours' notice, there's no cancellation fee. **7.** a) That's great. Could you send me an amended confirmation? **8.** b) Certainly. I'll send it within the hour.

8. Complete the Email

1. Further **2.** forward **3.** reduced **4.** contact **5.** waive **6.** realise **7.** flexibility **8.** amended

Total: 68 marks