

mYngle

Business Pre-Intermediate

Homework - Unit 8: Orders



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1. Match each word (1-10) with the definition (a-j).

*enquire about / confirm the order /
process the order / enquire about /
place the order /
transport goods / track the order /
transport goods /
meet the demand /process the order*

- 1. Before buying the new phone, Sheila wanted to _____ its price on the website.
- 2. After finding a good deal, she _____ and paid online.
- 3. The store staff worked quickly to _____ and prepare the phone for delivery.
- 4. The delivery company used trucks to _____ from the warehouse to Maria’s house.
- 5. While waiting for her package, Anne went online to _____ and see where her package was.
- 6. The customer service team called Luthen to _____ and ensure that the order details were correct.
- 7. The company had enough phones in stock to _____ for the high demand during the sale.
- 8. John decided to _____ the delivery time before making the purchase.
- 9. After the shop _____, they emailed him the tracking number.
- 10. The logistics company had to hire extra trucks to _____ for all the customers’ orders.

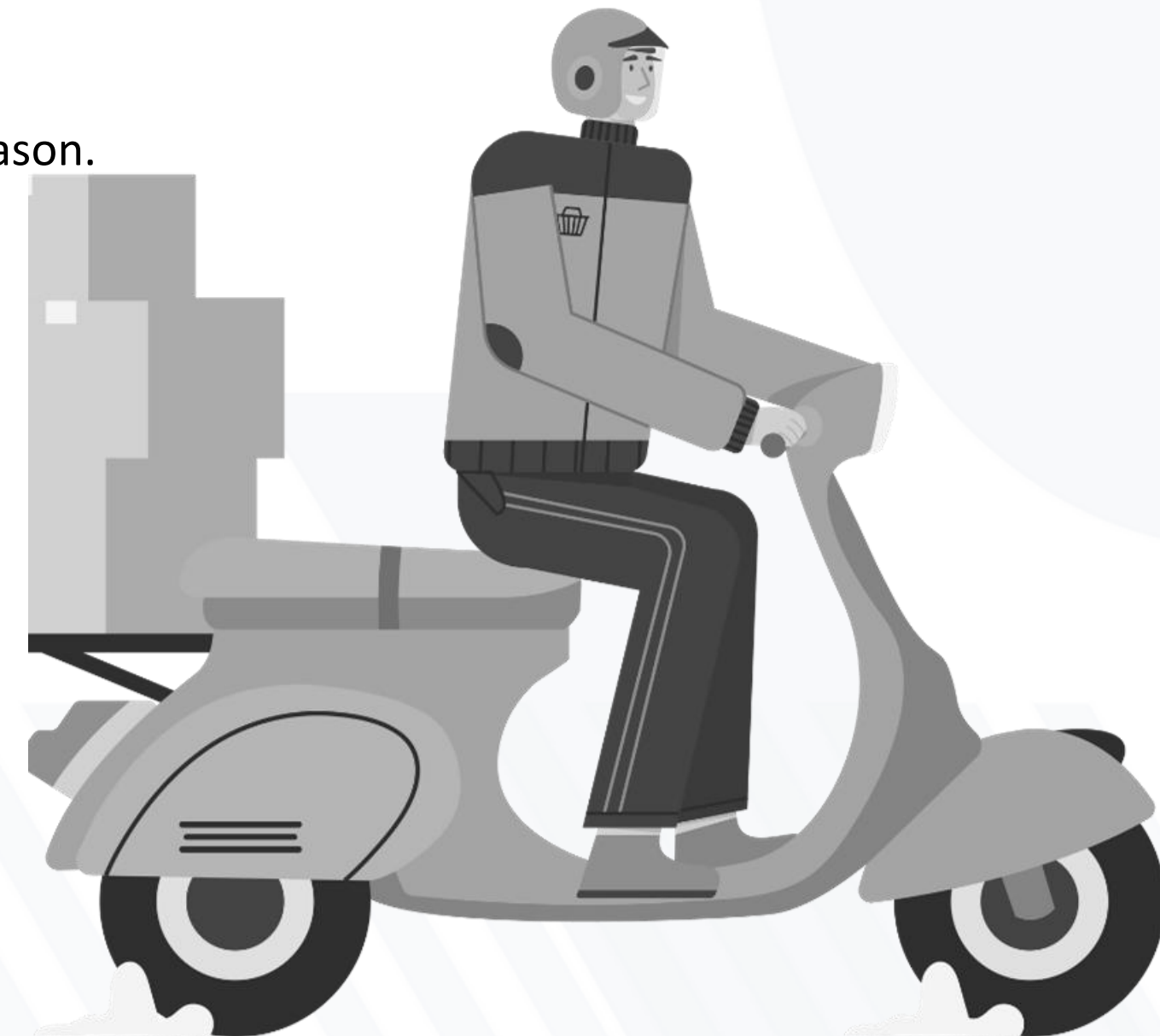
2. Match Part A with Part B to create sentences.

- Part A:**
- 1. After confirming the payment, the shop quickly processed
 - 2. The delivery company used a van to transport
 - 3. The store confirmed the order
 - 4. Harry wanted to enquire about
 - 5. I can track the order
 - 6. The logistics company was able to meet
 - 7. Before placing the order, Jane enquired about
 - 8. The manager decided to confirm the order
 - 9. The store processed the order
 - 10. Can you arrange to transport

- Part B:**
- a. by checking it on the company’s website.
 - b. and make sure the details were correct.
 - c. the package from the warehouse to the customer's house.
 - d. and shipped it within 24 hours.
 - e. if the product was still available in her size.
 - f. for a new batch of laptops before the end of the day?
 - g. for 50 new chairs for the office.
 - h. the demand by increasing stock levels.
 - i. to ensure there were no mistakes.
 - j. and let him know everything was correct.

3. Choose the correct option to complete each sentence.

1. The customer called to _____ when the package would be delivered.
a. meet the demand b. confirm the order c. enquire about
2. The logistics company _____ the products using a truck.
a. transported b. confirmed c. processed
3. The store _____ to check if all the details were correct.
a. processed the order b. confirmed the order c. tracked the order
4. After finding a good deal, Mark _____ and paid online.
a. placed the order b. enquired about c. met the demand
5. The store had to increase production to _____ from customers during the holiday season.
a. track the order b. meet the demand c. confirm the order
6. Once the items were ready, the company quickly _____ and shipped them.
a. placed the order b. transported the goods c. processed the order
7. Customers can _____ for their packages on the company's website.
a. track the order b. confirm the order c. process the order
8. Sarah wanted to _____ the price of the new laptop before buying it.
a. meet the demand b. track the order c. enquire about
9. The logistics company used extra trucks to _____ for all the holiday orders.
a. transport goods b. place the order c. meet the demand
10. The shop _____ and quickly prepared the items for delivery.
a. processed the order b. placed the order c. enquired about



1. You work for a delivery company, and your manager has given you a list of tasks to ensure smooth operations during a busy season. Match each task (1-7) to the correct action (a-g).

Tasks	Actions
1. Ensure all packages reach their destinations on time, even in bad weather.	a. To maintain a schedule
2. Move large shipments from the warehouse to the port.	b. To be in stock
3. Handle customer pickups at the store to reduce delivery times.	c. To deliver
4. Keep enough products available to fill all online orders.	d. To transport
5. Provide accurate delivery times during the holiday season.	e. To meet the demand
6. Move packages from the warehouse to customers' homes.	f. To pick up orders
7. Check if the new items will be available in the warehouse soon.	g. To guarantee delivery

2. Complete the dialogue between Lily and Patrick with the appropriate expressions from the list.

Lily: Hi Patrick, have you checked if the new laptops are 1. _____ yet? We have a few customers asking about them.
Patrick: Yes, I checked earlier today, and they are still 2. _____. We should be able to meet all our customer requests.
Lily: That’s good news! We also need to make sure we can 3. _____ all the customer orders by the end of the week.
Patrick: Agreed. I’ll contact the warehouse team and ask them 4. _____ everything by tomorrow.
Lily: Great. Also, don’t forget we promised customers that we would 5. _____ all laptops within 24 hours. Can we still do that?
Patrick: Yes, I’ve already arranged extra trucks 6. _____ the products to our customers as quickly as possible.
Lily: Perfect! Can you confirm that the drivers will 7. _____ and won’t miss any deadlines?
Patrick: I’ll double-check with them, but they have been quite reliable with their 8. _____ lately, so I think everything will be fine.
Lily: Excellent. We need to be on top of this because our clients expect us 9. _____ quickly, especially during this busy season.
Patrick: Definitely! I’ll handle the logistics, and we’ll make sure everything runs smoothly.

3. Match Part A with Part B to create sentences.

Part A: 1. The company uses trucks to transport... 2. Customers can pick up orders... 3. The store needs to maintain a schedule... 4. They promised to deliver... 5. The shop owner checks if the product is in stock... 6. The courier service guarantees delivery... 7. The logistics team worked hard to transport... 8. We couldn't deliver on time because... 9. The store confirmed the order and guaranteed... 10. The restaurant promised to maintain a schedule...	Part B: a. within two hours of placing the order. b. the products to the customers as quickly as possible. c. for sending out orders before 5 pm each day. d. the order before the end of the week. e. to ensure there is enough stock for all customers. f. due to a delay in picking up the orders. g. to the customer's house within the delivery time. h. if they prefer not to wait for delivery. i. and kept enough drivers to handle the demand. j. large shipments of electronics from the factory.
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In the **passive voice**, the focus is on the action and **who/what receives the action**, not who does the action.

	Active voice	Passive voice
Present Simple	An Italian chef <u>makes</u> our pizzas.	Pizzas are made by an Italian chef.
Past Simple	We <u>sent</u> you a new pizza. We <u>punished</u> the driver.	A new pizza was sent The driver was punished.

How it works:

- 1. **Subject + be** (am/is/are/was/were) + **past participle** (done/made/shipped).
- 2. The person or thing doing the action is not always mentioned.

Examples:

- **Active:** The company **delivers** the packages.
- **Passive:** The packages **are delivered** (by the company).

Use the passive when:

- Who does the action is **not important** or **unknown**.
- The focus is on the **result**.

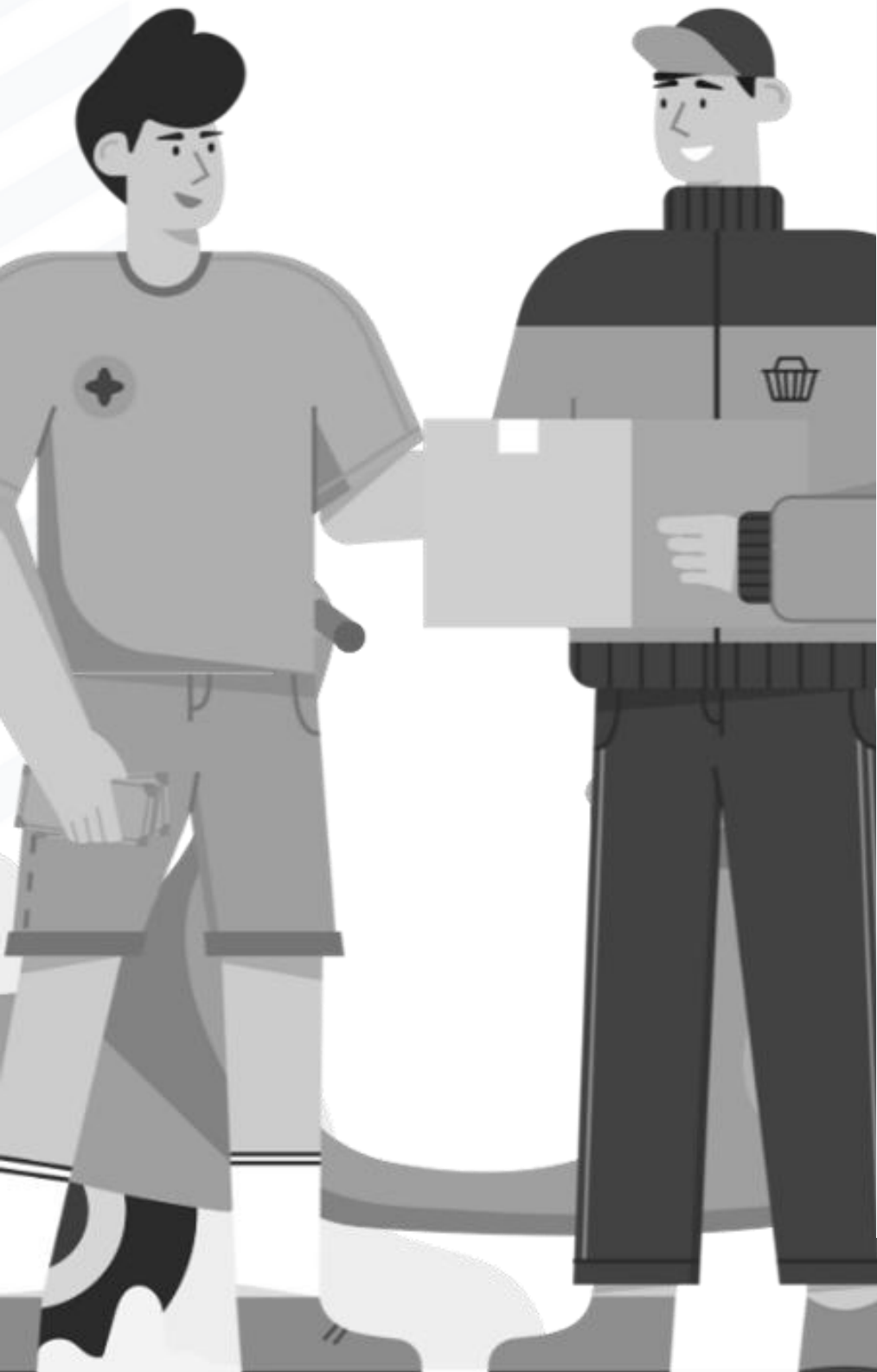
1. Rewrite the sentences in the passive voice.

1. **Active:** The restaurant **delivers** the food quickly.
Passive: The food _____ (deliver) quickly by the restaurant.
2. **Active:** They **pack** the orders in the kitchen.
Passive: The orders _____ (pack) in the kitchen.
3. **Active:** The store **transported** the goods yesterday.
Passive: The goods _____ (transport) yesterday by the store.
4. **Active:** The chef **prepares** all the meals fresh.
Passive: All the meals _____ (prepare) fresh by the chef.
5. **Active:** They **delivered** the pizza at 8 PM.
Passive: The pizza _____ (deliver) at 8 PM.
6. **Active:** The company **ships** the products worldwide.
Passive: The products _____ (ship) worldwide by the company.
7. **Active:** They **prepared** the orders carefully.
Passive: The orders _____ (prepare) carefully by them.
8. **Active:** The delivery service **collected** the packages yesterday.
Passive: The packages _____ (collect) yesterday by the delivery service.
9. **Active:** The team **organizes** the deliveries every morning.
Passive: The deliveries _____ (organize) every morning by the team.
10. **Active:** They **handled** the customer complaints quickly.
Passive: The customer complaints _____ (handle) quickly by them.

2. Change the following active sentences into passive sentences using present simple or past simple.

1. **Active:** The chef prepares the meals on time.
Passive: _____
2. **Active:** The store delivered all the orders last night.
Passive: _____
3. **Active:** They guarantee delivery in 30 minutes.
Passive: _____
4. **Active:** They packed the orders in the morning.
Passive: _____
5. **Active:** The company transports the goods by truck.
Passive: _____
6. **Active:** The restaurant offers fresh ingredients in every meal.
Passive: _____
7. **Active:** They processed the order yesterday afternoon.
Passive: _____
8. **Active:** The delivery team brings the food to customers' homes.
Passive: _____
9. **Active:** The shop provides daily updates about the stock.
Passive: _____
10. **Active:** They confirmed the order by email.
Passive: _____

3. Fill in the blanks with the correct verb form in present simple or past simple using active or passive voice as needed.



Yesterday, our restaurant 1. _____ (**receive**) a lot of orders for lunch. All the meals 2. _____ (**prepare**) by the chefs early in the morning. The delivery team 3. _____ (**pick up**) the orders at 11 AM and 4. _____ (**bring**) them to the customers' homes.

One customer 5. _____ (**call**) the restaurant to enquire about her order. She 6. _____ (**ask**) if the food 7. _____ (**deliver**) on time. The manager 8. _____ (**check**) the order and then 9. _____ (**tell**) her that it 10. _____ (**already, send**).

Today, the restaurant 11. _____ (**guarantee**) that all deliveries 12. _____ (**make**) within 30 minutes. The chefs 13. _____ (**prepare**) the meals fresh every day. After the meals 14. _____ (**cook**), they 15. _____ (**pack**) carefully and quickly. Then, the orders 16. _____ (**deliver**) to customers across the city.

Every morning, the team 17. _____ (**check**) if all ingredients 18. _____ (**be**) in stock. If something 19. _____ (**miss**), the restaurant 20. _____ (**order**) it immediately to meet the demand.

1. Complete the sentences using the correct expressions from the list.

VAT / to charge extra for delivery / to offer a discount for payment in advance/
to accept different forms of payment/ to pay in monthly installments

- 1. The company provides free shipping, so they do not _____ on orders over €50.
- 2. Customers who choose to _____ can spread the cost over several months.
- 3. We always _____ such as credit cards, bank transfers, and cash.
- 4. The store _____ to clients who pay for their products before delivery.
- 5. All the prices include _____, so there are no additional taxes to pay.

2. Match Part A with Part B to complete the sentences.

Part A: 1. The store charges extra... 2. We offer a discount... 3. Customers can pay... 4. The price of the product includes VAT... 5. The shop accepts different...	Part B: a. if customers choose to pay in advance. b. in monthly installments if they prefer. c. so there are no additional taxes to add. d. for delivery if the order is under €20. e. forms of payment, such as credit cards or cash.
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3. Choose the correct answer to complete each sentence.

1. The price includes VAT, so customers _____.
 - a. do not pay any extra tax
 - b. pay extra for delivery
 - c. can choose to pay in installments
2. The company _____, such as credit cards and online transfers.
 - a. charges extra for delivery
 - b. accepts different forms of payment
 - c. offers a discount for advance payments
3. Customers can choose _____, making payments over time.
 - a. to offer a discount
 - b. to charge vat
 - c. to pay in monthly installments
4. If a customer pays for their product before delivery, the shop _____.
 - a. charges extra for vat
 - b. offers a discount for payment in advance
 - c. accepts cash only
5. The company only _____ on orders below €20.
 - a. charges extra for delivery
 - b. pays in installments
 - c. accepts vat



1. Read the sentences (1-18) and decide if they are used to a. request an action; b. asking for permission; c. accepting or d. rejecting an idea.

- a. Requesting action
- b. Asking permission
- c. Accepting
- d. Rejecting

1. Can/Could you ...

2. Certainly

3. Could I ask you to ...

4. Do you think you could ...

5. Can/Could I ...?

6. Is it all right if I ...?
7. Do you mind if I ...?

8. I'm afraid not.

9. Do you think I could ...?

10. Yes, sure.

11. Yes, of course.

12. I need ...
13. Would you mind (+ -ing)

14. I'm afraid that's not possible.

15. Go ahead.

16. No, not at all.

17. No problem.

18. I'm sorry, but ...

2. Match the sentence on the left (requesting action or asking permission) with the correct response on the right (a-j).

- | | |
|--|------------------------------------|
| 1. Can you help me with this report? | a. Yes, sure. |
| 2. Could I ask you to send the email today? | b. No, not at all. |
| 3. Do you think I could leave early today? | c. Certainly. |
| 4. Is it all right if I borrow your pen? | d. I'm afraid not. |
| 5. Would you mind helping me with the project? | e. I'm sorry, but i'm busy today. |
| 6. I'm afraid that's not possible. | f. Go ahead. |
| 7. Do you mind if I take the afternoon off? | g. Yes, of course. |
| 8. I need this file by 5 PM. | h. I'm afraid that's not possible. |
| 9. I'm sorry, but I can't finish the task today. | i. No problem. |
| 10. Could I have a copy of the contract? | j. I'll do that right away. |

3. Complete the dialogue with the correct phrase from the list. Use the correct form of asking permission, requesting action, accepting, or rejecting.

- Can you (informal)
- Could I ask you to (formal)
- Is it all right if I
- Would you mind
- I'm afraid not
- Yes, sure
- No, not at all
- I'm sorry, but
- Go ahead
- Certainly

Manager: Good morning! I have a few tasks that need handling.

1.(formal)_____ take care of them, please?

John: 2. _____, just let me know what needs to be done.

Manager: Great! **3.** _____ preparing the monthly sales report by tomorrow?

John: 4. _____. I'll start working on it right away.

Manager: Thanks, John. **5.** _____ also make sure the conference room is ready for the meeting this afternoon?

Sarah: 6. _____, I'll handle that.

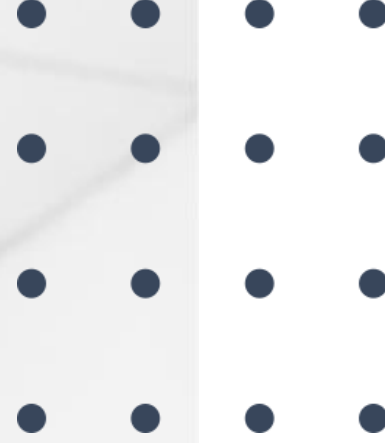
Manager: Thank you, Sarah. **7.** _____ use your laptop for the presentation?

Sarah: 8. _____. I've already set it up for you.

Manager: Perfect. **9.** _____, everyone. We can't order lunch today; the budget is a bit tight this month.

John: 10. _____ I was really looking forward to that!

Manager: I know, John. We'll plan something special next month.



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Business Pre-Intermediate

Unit 8: Orders

Homework – Answer Key

Exercise 1

- | | |
|----------------------|------------------------|
| 1. enquire about | 6. confirm the order |
| 2. placed the order | 7. meet the demand |
| 3. process the order | 8. enquire about |
| 4. transport goods | 9. processed the order |
| 5. track the order | 10. transport goods |

Exercise 2

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

Exercise 3

- | | |
|---------------------------|----------------------------|
| 1. C. enquire about | 6. C. processed the order |
| 2. A. transported | 7. A. track the order |
| 3. B. confirmed the order | 8. C. enquire about |
| 4. A. placed the order | 9. A. transport goods |
| 5. B. meet the demand | 10. A. processed the order |

Exercise 1

1. G
2. D
3. F
4. B
5. A
6. C
7. B

Exercise 2

1. in stock
2. available
3. deliver
4. to pick up orders
5. guarantee delivery
6. to transport
7. maintain a schedule
8. schedule
9. to deliver

Exercise 3

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

Exercise 1

1. is delivered
2. are packed
3. were transported
4. are prepared
5. was delivered
6. are shipped
7. were prepared
8. were collected
9. are organized
10. were handled

Exercise 2

1. The meals are prepared on time by the chef.
2. All the orders were delivered last night by the store.
3. Delivery is guaranteed in 30 minutes.
4. The orders were packed in the morning.
5. The goods are transported by truck by the company.
6. Fresh ingredients are offered in every meal by the restaurant.
7. The order was processed yesterday afternoon.
8. The food is brought to customers' homes by the delivery team.
9. Daily updates about the stock are provided by the shop.
10. The order was confirmed by email.

Exercise 3

1. **received** (active, past simple)
2. **were prepared** (passive, past simple)
3. **picked up** (active, past simple)
4. **brought** (active, past simple)
5. **called** (active, past simple)
6. **asked** (active, past simple)
7. **was delivered** (passive, past simple)
8. **checked** (active, past simple)
9. **told** (active, past simple)
10. **was already sent** (passive, past simple)
11. **guarantees** (active, present simple)
12. **are made** (passive, present simple)
13. **prepare** (active, present simple)
14. **are cooked** (passive, present simple)
15. **are packed** (passive, present simple)
16. **are delivered** (passive, present simple)
17. **check** (active, present simple)
18. **are** (active, present simple)
19. **is missing** (active, present simple)
20. **orders** (active, present simple)

Exercise 1

1. charge extra for delivery
2. pay in monthly installments
3. accept different forms of payment
4. offer a discount for payment in advance
5. VAT

Exercise 2

1. D
2. A
3. B
4. C
5. E

Exercise 3

1. a. do not pay any extra tax
2. b. accepts different forms of payment
3. c. to pay in monthly installments
4. b. offers a discount for payment in advance
5. a. charges extra for delivery

Exercise 1

1. *Can/Could you ...* **a. Requesting action**
2. *Certainly* **c. Accepting**
3. *Could I ask you to ...* **a. Requesting action**
4. *Do you think you could ...* **a. Requesting action**
5. *Can/Could I ...?* **b. Asking permission**
6. *Is it all right if I ...?* **b. Asking permission**
7. *Do you mind if I ...?* **a. Requesting action**
8. *I'm afraid not.* **d. Rejecting**
9. *Do you think I could ...?* **b. Asking permission**
10. *Yes, sure.* **c. Accepting**
11. *Yes, of course.* **c. Accepting**
12. *I need ...* **a. Requesting action**
13. *Would you mind (+ -ing)* **a. Requesting action**
14. *I'm afraid that's not possible.* **d. Rejecting**
15. *Go ahead.* **c. Accepting**
16. *No, not at all.* **c. Accepting**
17. *No problem.* **c. Accepting**
18. *I'm sorry, but ...* **d. Rejecting**

Exercise 3

1. *Could I ask you to*
2. *Certainly*
3. *Would you mind*
4. *No, not at all*
5. *Can you*
6. *Yes, sure*
7. *Is it all right if I*
8. *Go ahead*
9. *I'm afraid not*
10. *I'm sorry, but*

Exercise 1

1-d 2-j 3-a 4-f 5-i 6-h 7-b 8-c 9-e 10-g