



Business Pre Intermediate

Unit 8: Orders

Objectives

- Talk about orders and deliveries
- Talk about order processes
- Discuss payment terms
- Make and respond to requests



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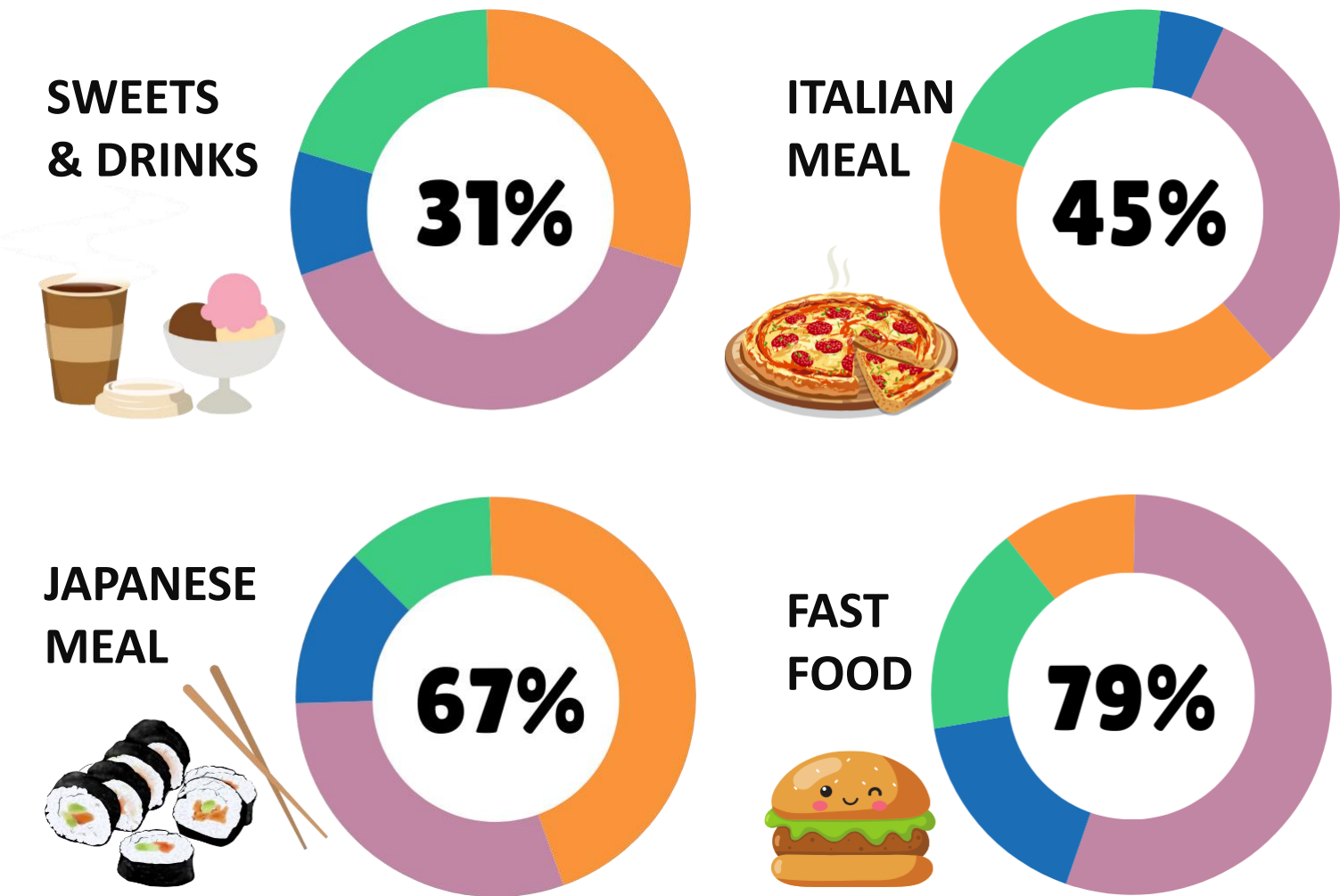
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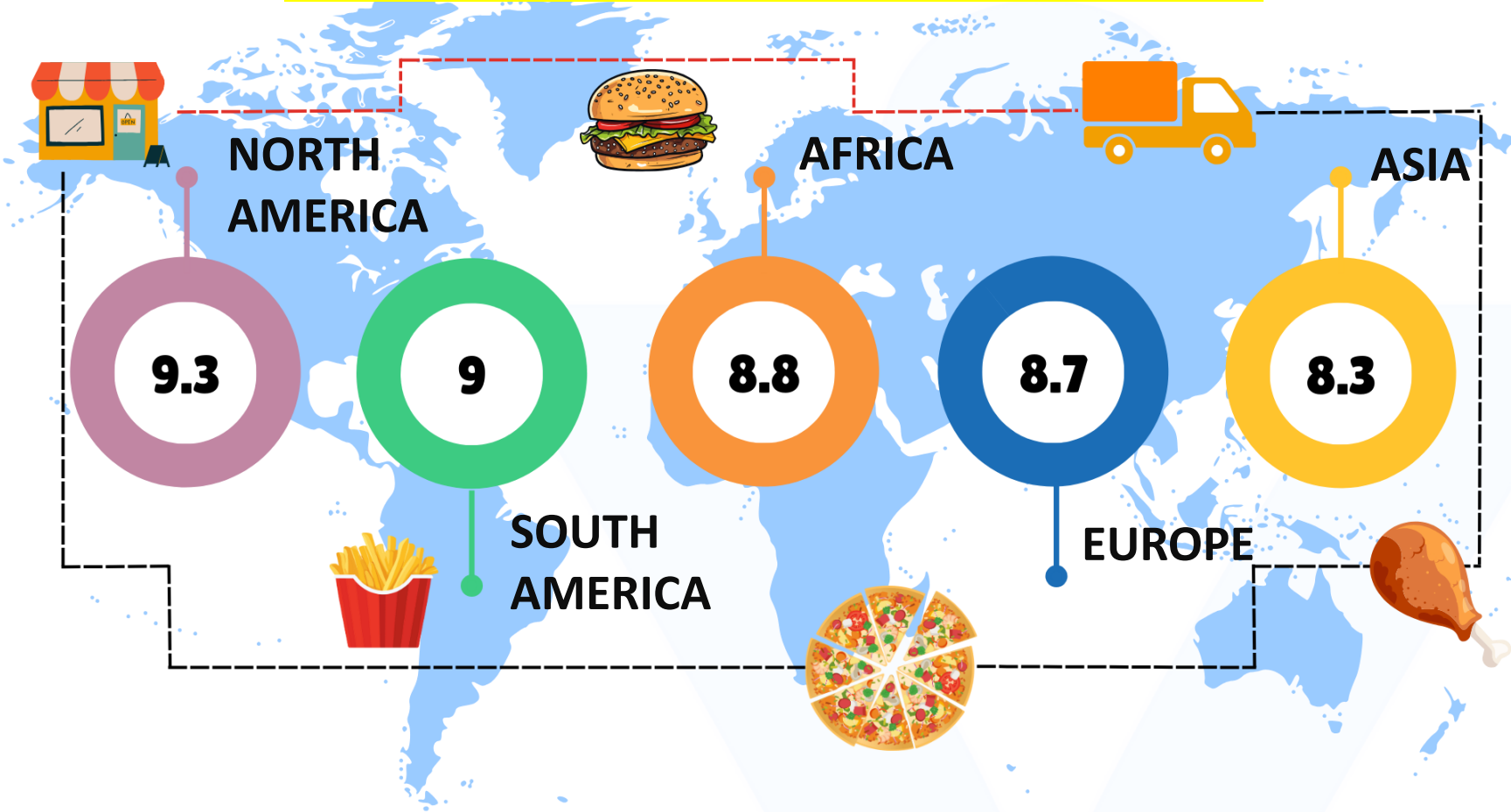
1. Look at the infographic and answer the questions.

- 1. What kind of fast food do people order most often?
- 2. On which continent is food delivery most popular?
- 3. When do people order food most often?
- 4. Do you agree with the information below? What type of food do you usually order? When?

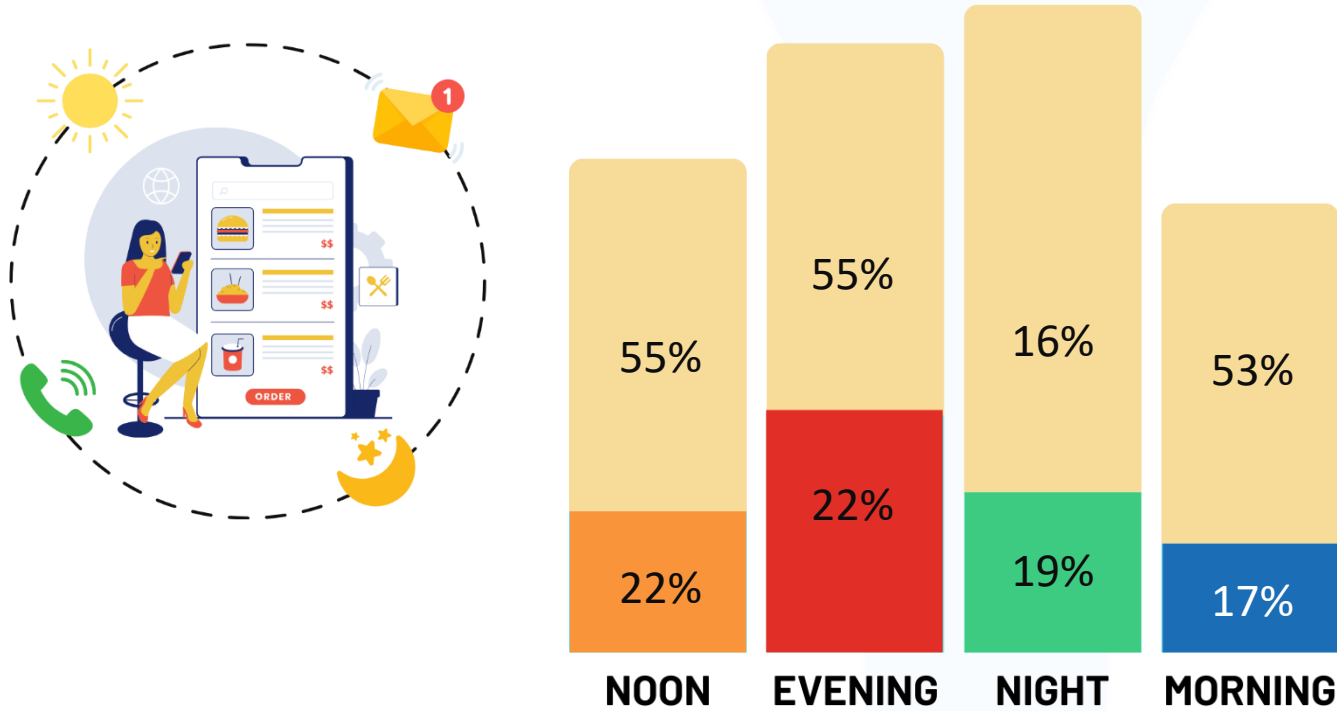
75% OF PEOPLE ORDER FAST FOOD DELIVERY



THE POPULARITY OF FAST FOOD DELIVERY



STATISTICS OF ORDERS FOR DELIVERY OF FOOD DEPENDING ON THE TIME OF THE DAY



2. Look at pictures below. What do you think happened? What's the mystery?



3. Read the text and answer the questions.

1. What kind of deliveries did the residents receive?
2. Did they pay for the deliveries?
3. How many deliveries did some residents receive?
4. How did Uber Eats respond to the residents' complaints?
5. What would you do in this situation?

4. Find the phrases in the text that mean the same as:

1. provide what people want _____
2. check where the order is _____
3. check if an order is right _____
4. complete an order _____
5. ask about something _____
6. order something _____

FOOD MYSTERY

Residents of an American neighborhood started to receive unexpected food deliveries from Uber Eats, but they didn't **place the orders**. 'Not one food delivery, not two, but can you believe thirteen Starbucks and McDonald's orders in one day?' a surprised resident said. They found many deliveries at their doors every day, but they did not have to pay for them.

One resident, Morgan Currier, was very confused because she received thirty deliveries. "I got bags of food like Chicken McNuggets, which I don't eat because I'm a vegetarian," she said. Morgan wanted to **enquire about** why she was receiving these orders because she did not place them.

Another resident, William Neal, also had a similar problem, he received forty deliveries. He ate the food at first, but soon got tired of it. "You can't eat so many McCrispy chicken sandwiches," he said. He tried to **track** the source of these deliveries with his security camera.

The residents needed Uber Eats to **confirm an order** properly and **process orders** accurately to avoid such mistakes. They hoped this would help **meet the demand** for correct deliveries.

After many complaints, Uber Eats took action. They found many accounts using the service wrongly. Finally, the unwanted deliveries stopped.

5. Match the phrases (1-6) with the sentences that best describe their meaning. Then put the sentences (a-f) in a logical order.

1. place an order

2. process an order

3. track an order

4. transport goods

5. meet the demand

6. enquire about

a. Soon, a truck delivered the boxes to Harry’s house.

b. Harry checked online to see where his package was.

c. Satisfied with the price, he ordered them online.

d. The store had enough shoes for everyone who wanted them.

e. Harry asked about the price of the shoes at the store.

f. The shop quickly prepared the shoes for shipping.

1. c

2.

3.

4.

5.

6.

6. Tell your partner / teacher about:

- how your company processes and delivers orders
- the last time you ordered a product

extra writing

Answer the question (50-70 words):
Is food delivery making us lazier?

extra writing

- **ship** - to send something to another place, usually a lot of items.
- **deliver** - to take something to a person or place.
- **dispatch** - to send something quickly.

E.g. Two loads of cloth were dispatched to the factory on 12 December.

1. Answer the questions.

1. Do you like having food delivered to your door? What are the benefits for the customer?
2. Why do you think food delivery is so popular these days?
3. Do you think working as a delivery person is easy? Think about pros and cons.

PROS

- _____
- _____
- _____
- _____

CONS

- _____
- _____
- _____
- _____



2. Match the phrases with their definitions.

- | | |
|---------------------------|---|
| 1. to pick up orders | a. to move things from one place to another |
| 2. to be in stock | b. to promise to bring on time |
| 3. delivery | c. to collect orders |
| 4. to transport | d. to bring things to people |
| 5. to maintain a schedule | e. the act of taking goods to people's houses |
| 6. to deliver | f. to follow the schedule |
| 7. to guarantee delivery | g. to be available to buy |



Audio 8.1

3. Listen to the interview with a deliveryman and answer the questions.

1. What problems does he have?
2. What does he like about his job?
3. What's the hardest part of his job?





Audio
8.1

4. Complete the sentences with the phrases below. Then listen again and check.

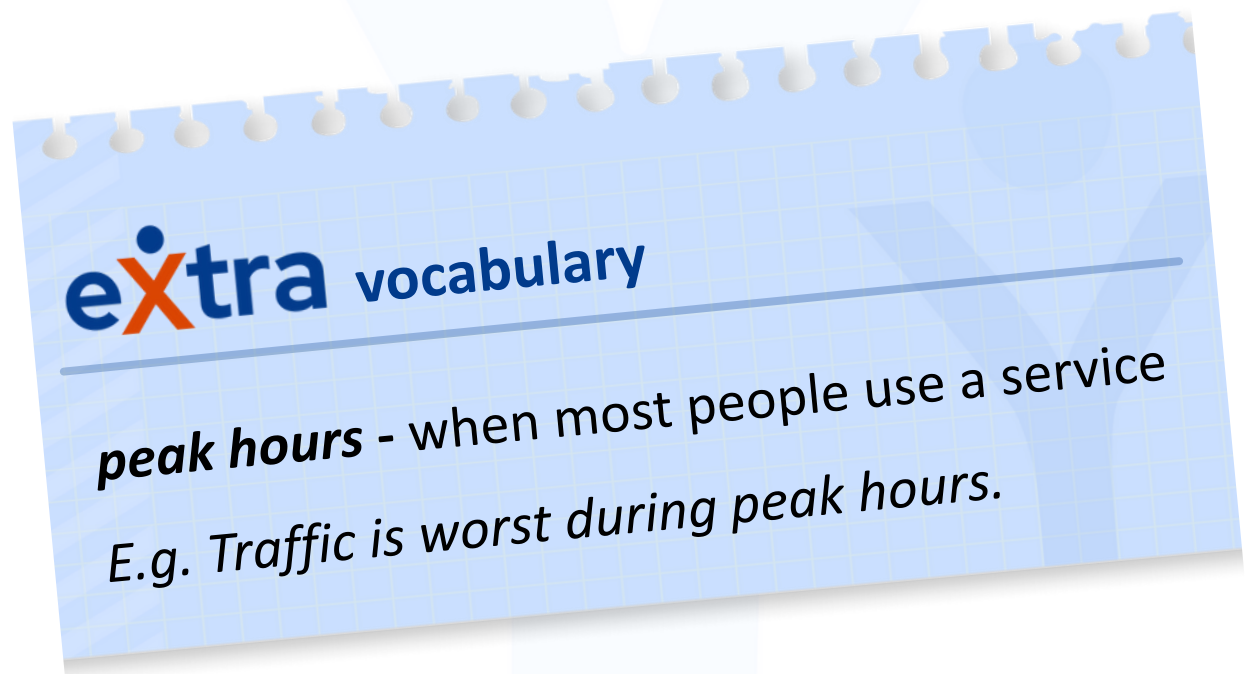
- guarantee delivery
- maintaining a schedule
- to deliver food
- in stock
- deliveries
- pick up
- deliver
- transport

1. First, I _____ orders through an app, check if the product is _____ at the restaurant, and then load my bike with _____ and _____ them.
2. Plus, _____ can be difficult when you have _____ to many different locations.
3. Over time, you get to know the people you _____ to regularly.
4. The hardest part is managing time efficiently during peak hours to _____.

5. Put the words in order to make questions.

1. better / Are / drone deliveries / than / truck deliveries?
_____?
2. prefer / Do / you / to pick up / your order / get it delivered / or?
_____?
3. do / What / you / when / you want / a product / in stock / isn't / do?
_____?

6. Answer the questions in exercise 5.



1. Look at the Top 5 most ordered food delivery dishes. Do you agree? What do you usually order?

Top 5 Most Ordered Food Delivery Dishes



Pizza



Desserts



Burgers



Fried Chicken



Pasta

2. Read and answer the questions.

- 1. What’s the problem?
- 2. How was it solved?





Our pizzas **are made** by an Italian chef! Enjoy!





Sorry about that. New driver ... A new pizza **was sent**.

It's ok, no need for another pizza.





We **sent** another pizza already. The driver **was punished**.

Oh no! I feel bad now ... 





We made him stand in the corner . It's **fixed** now   

3. Complete the Language Point with the examples from exercise 2.

LANGUAGE POINT

	Active voice	Passive voice
Present Simple	An Italian chef <u>makes</u> our pizzas.	is / are + past participle <i>E.g.</i> _____
Past Simple	We <u>sent</u> you a new pizza. We <u>punished</u> the driver.	was / were + past participle <i>E.g.</i> _____, _____

- we use the passive voice when the action is more important that the person doing the action. *E.g.* _____
- if we want to say who did the action, we use the preposition **by**. *E.g.* _____

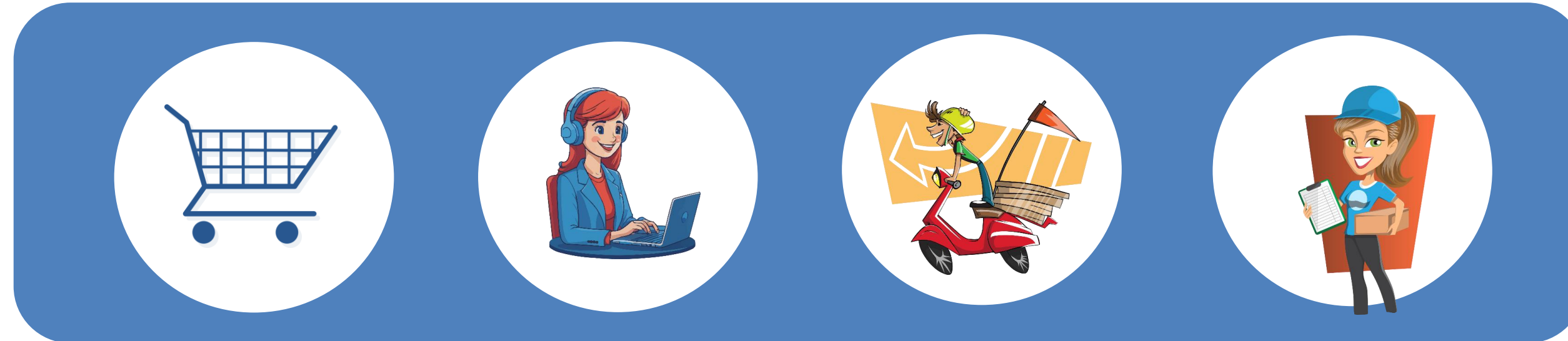
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4. Rewrite the sentences in the passive.

1. The manager approved the budget last week.
The budget _____
2. Employees submit their reports every Friday.
The reports _____
3. The IT department upgraded the software yesterday.
The software _____
4. The manager signed all the contracts yesterday.
The contracts _____
5. The courier delivers packages every afternoon.
Packages _____
6. HR conducted interviews for the new position last Thursday.
Interviews for the new position _____
7. Police closed the road after the accident.
The road _____
8. Our company updates the client database annually.
The client database _____



5. Use the pictures and phrases below to write a description of a delivery process. Use the Present Simple Passive.



order / confirm

order / process

product / deliver

product / receive

6. Tell your teacher / partner about the last time you ordered something. Use the Past Simple Passive.

7. Read the statements. Are they true or false for you? Make the false statements true for you.

1. Customer complaints are handled by our customer service department.
2. Important clients' orders are often prioritized.
3. Meetings are scheduled by the secretary.
4. I was hired by this company three years ago.
5. Coffee is made by my colleague every morning.
6. I was promoted last year.

1. Do the quiz and discuss the results with your teacher / partner.



1. The smallest delivery ever was _____

A. a coin

C. DNA fragments

B. a seed

D. a pen

2. The first courier service was established by the _____ around 500 BC.

A. Roman Empire

C. Ottoman Empire

B. Persian Empire

D. British Empire

3. . The longest pizza delivery was by Domino's Pizza _____

A. from the UK to Australia

C. from Japan to Germany

B. from Africa to Brazil

D. from the USA to India

2. Complete the sentences.

1. Do you live in a house? If not, would you like to?
2. What do you think about foldable houses? Would you like to buy one?



Audio 8.2

3. Listen to the interview about foldable houses and answer the questions. *

1. How much is a foldable house?
2. Does the price include VAT?
3. Is the delivery free?
4. What discounts do they offer?
5. What forms of payment do they accept?
6. Is it possible to pay in monthly installments?



*the conversation and numbers are made up

4. Match the questions and the answers.

1. What's the total price for one of these homes?

2. Does that include VAT?

3. Do you charge extra for delivery?

4. Do you offer a discount for payment in advance?

5. What forms of payment do you accept?

6. Is it possible to pay in monthly installments?
- a. We accept various forms of payment, including credit cards and bank transfers.

b. We offer a 5% discount for customers who pay the full amount in advance.

c. Our Casita model starts at just under \$50,000.

d. VAT or sales tax would be additional, depending on where it's transported.

e. Yes, there is an extra charge for delivery that depends on the destination.

f. We have partnerships with finance companies to provide installment plans.

5. Work with your teacher / partner. Use the information on the right to answer questions (1-6).

1. What's the total price?
2. Does that include VAT?
3. Do you charge extra for delivery?
4. Do you offer a discount for payment in advance?
5. What forms of payment do you accept?
6. Is it possible to pay in monthly installments?

1. EcoRider Pro (a high-tech electric bicycle)

Price: €1,200 (including **VAT**)

Delivery: €50

Discount: 10% (if you pay the full amount in advance)

Payment: credit cards, PayPal, and bank transfers.

Monthly installment plans: available

2. CaféGo Mini (a portable espresso maker)

Price: €130 (**VAT** is additional)

Delivery: €15.

Discount: 7% (for full payments made in advance)

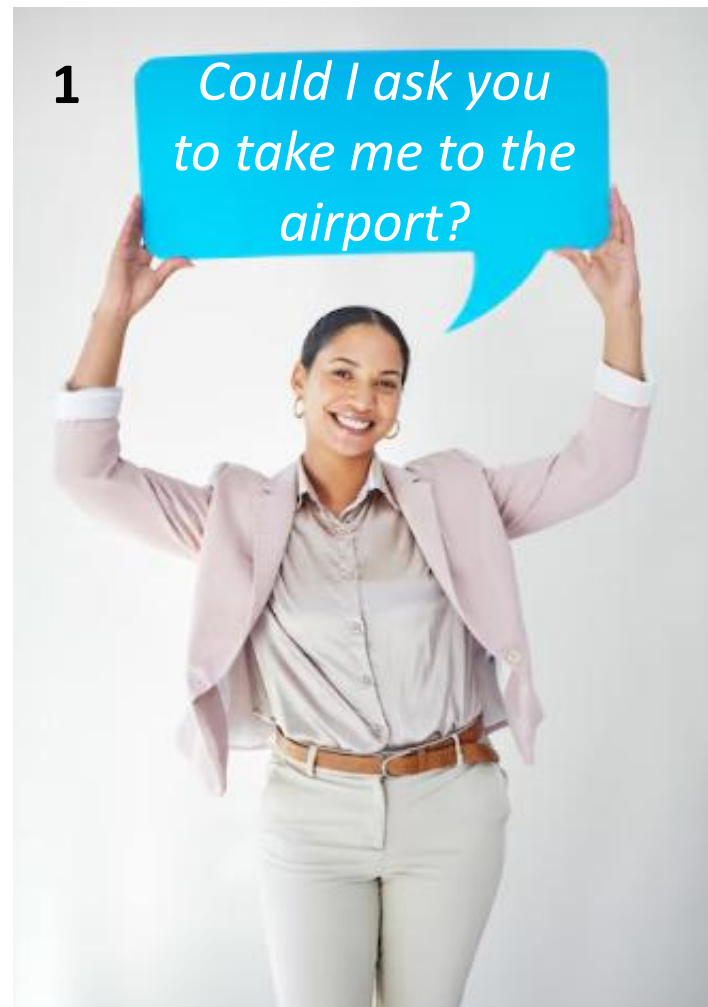
Payment: Visa, MasterCard, American Express

Installment payments: not available

3. Your company product/ service

1. Read the requests below. Which ones are:

- a. polite
- b. neutral
- c. impolite





Audio 8.3

2. Listen to the conversation and complete Tom's notes.

Supplies for the office:

- _____
- _____
- _____
- _____

extra vocabulary

Once - as soon as, or from the moment when.
E.g. Remember that you won't be able to cancel the contract once you've signed.

at once - at the same time
E.g. They all started talking at once.

at once – immediately
E.g. I knew at once that I'd like it here.

Making requests



Audio 8.3

3. Complete the sentences (a-h) with the expressions (1-8). Then listen again and check.

1. Would you mind
2. Do you think you could
3. I need
4. Can I ask you to
5. Do you think I could
6. I'm sorry, but
7. Could you
8. Is it all right if I

- a. _____ order some new supplies for our office?
- b. _____ more printer paper and some ink cartridges.
- c. Also, _____ get some coffee for the team?
- d. _____ check the printer model and find out?
- e. _____ add some post-its to that list?
- f. _____ sending me a confirmation once you've placed the order?
- g. _____ get a new monitor?
- h. _____ could you check if there are any cheaper options available?

4. Use expressions (1-8) from exercise 3 to ask your teacher / partner:

- if you can use their office space for a quick call
- to order lunch for the team
- to switch shifts with you
- to lend you a charger
- to help with a technical issue on your computer
- to organize a meeting discuss a project
- to check the status of a shipment
- to prepare some coffee for a meeting
- to print out copies of a contract
- to email you the minutes of the last meeting

5. Read the Key expressions. Ask your teacher if you don't understand any of them.

6. Read the situation below and role-play it with your teacher / partner.

Requesting action

- *Can/Could you ...*
- *I need ...*
- *Could I ask you to ...*
- *Would you mind (+ -ing)**
- *Do you think you could ...*

Accepting

- *Yes, sure.*
- *Yes, of course.*
- *Certainly.*
- *Go ahead.*
- *No, not at all.**
- *No problem.*

Asking permission

- *Can/Could I ...?*
- *Is it all right if I ...?*
- *Do you mind if I ...?**
- *Do you think I could ...?*

Rejecting

- *I'm afraid not.*
- *I'm sorry, but ...*
- *I'm afraid that's not possible.*

*'Not at all' is a positive response to requests with 'mind'.

Student A:

You are planning a corporate event. You want:

- to order food that includes vegetarian options
- all food to be delivered by 12 p.m.
- list of all the ingredients because some guests have allergies

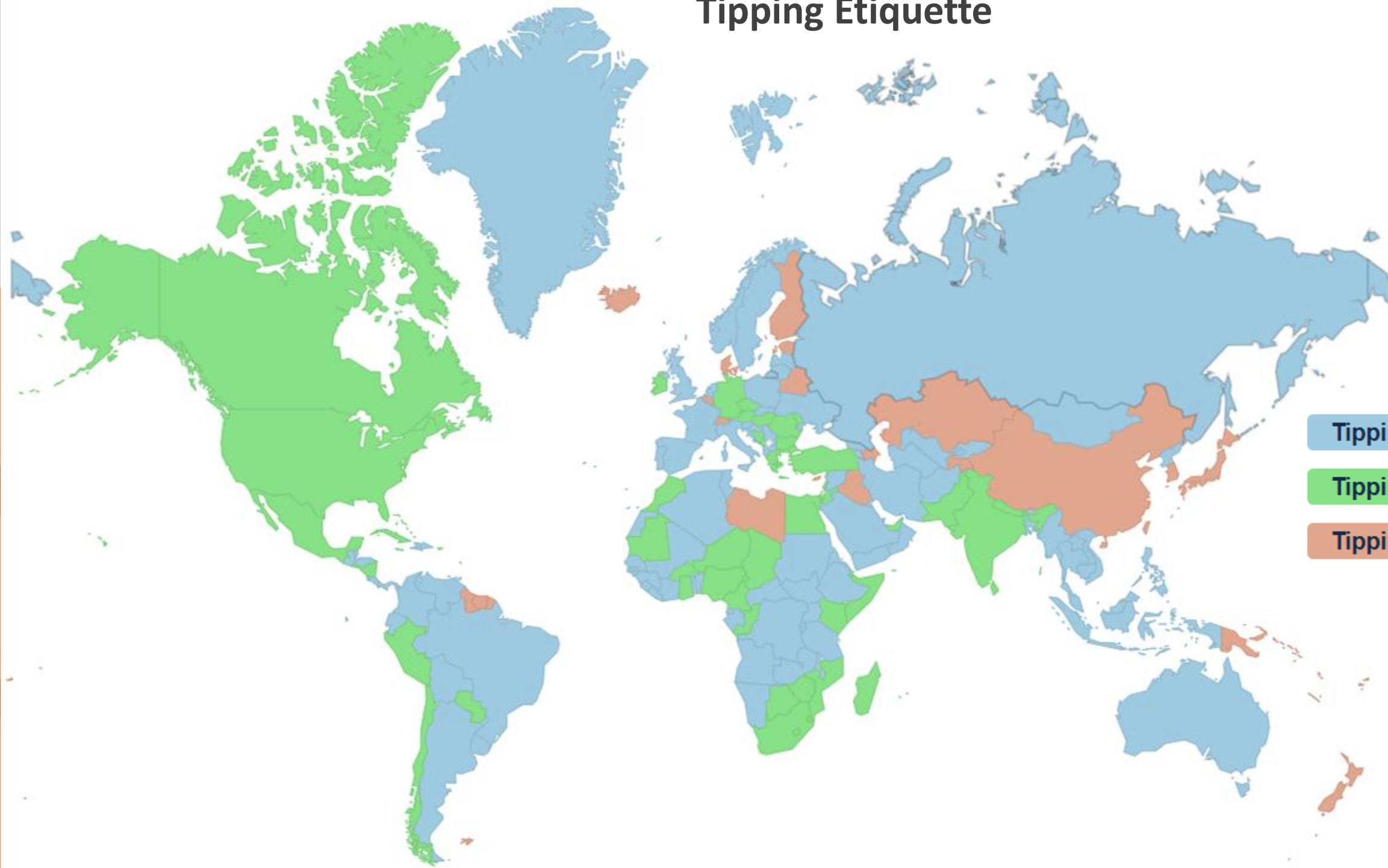
Student B:

You are a caterer specializing in corporate events. You can:

- provide a menu with vegetarian dishes
- deliver the food by 12 p.m.
- you *can't* share all the ingredients in the dishes because some recipes are secret

1. Look at the map below and discuss it with your teacher / partner. Is it common to tip in your country?

Tipping Etiquette



Tipping not expected but appreciated (112): 47% of all Countries / Territories

Tipping expected / common practice (76): 32% of all Countries / Territories

Tipping not expected / not recommended (50): 21% of all Countries / Territories

2. Read the information below. Do you agree? Do you tip delivery men? How do you decide how much to tip?



Food Delivery: How Much to Tip

Orders of \$

- Customary minimum tip is \$3

Orders of over \$20

- Tip 10 to 15 percent, but never less than \$5

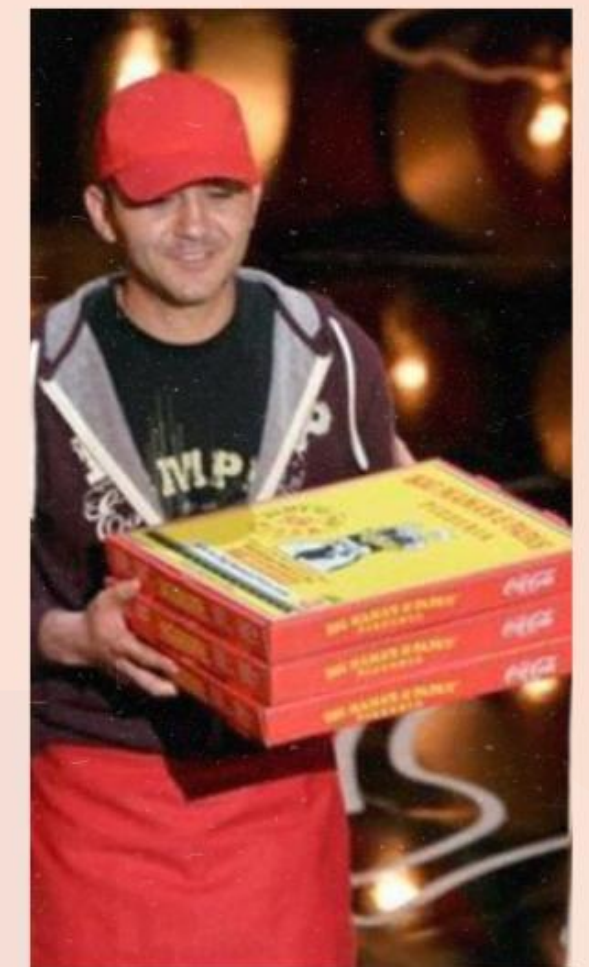
When to consider tipping more:

- During hazardous weather conditions
- On delivery trips of over 5 miles
- During peak order times
- If driver provided outstanding service

5 miles= 8.0467 kilometers

3. Read the story and discuss it with your teacher / partner.

Edgar Martirosyan became the world's most famous pizza deliveryman when he was asked by Ellen DeGeneres, a famous TV host, to deliver 20 pizzas to the Oscar ceremony in Hollywood and was given a \$1,000 tip. He was on TV delivering pizzas to stars like Brad Pitt and Jared Leto. Martirosyan said he was most excited to see Julia Roberts. "It was really crazy for me; I was just shocked. It was a great moment. I'm thinking that's when you say American dream, this is really the American dream," he said.



4. Answer the questions.

1. How would you feel if you had to deliver pizzas to the Oscar's ceremony?
2. Would you ask for autographs?
3. Would you ask a celebrity to take a picture with you?
4. What would you do with the tip?

5. Discuss the situations below with your teacher / partner.

To tip or not to tip?

1. You use a free shuttle service provided by your hotel to get from the airport. The driver helps with your luggage and gives some advice about the city.

Tip (Yes / No)	How much?	Reason
----------------	-----------	--------

2. You have dinner at a restaurant. The food is not so good, but the waiter is very nice and friendly.

Tip (Yes / No)	How much?	Reason
----------------	-----------	--------

3. You order your weekly groceries online and they are delivered to your door. The delivery person carries several heavy bags up to your third-floor apartment.

Tip (Yes / No)	How much?	Reason
----------------	-----------	--------

4. Two delivery workers deliver a new couch that you purchased. They maneuver it carefully through a narrow hallway and set it up in your living room.

Tip (Yes / No)	How much?	Reason
----------------	-----------	--------

5. Your friend invited you to an expensive restaurant. The food is excellent, but the waiter is quite rude.

Tip (Yes / No)	How much?	Reason
----------------	-----------	--------



1. Match (1-5) with (a-e) to make phrases.

- | | |
|--------------|---------------|
| 1. place | a. in stock |
| 2. meet | b. delivery |
| 3. be | c. an order |
| 4. maintain | d. a schedule |
| 5. guarantee | e. the demand |

2. Complete the sentences with the expressions from exercise 1.

1. I'm very sorry, but the book you are looking for isn't _____.
2. We _____ in three days.
3. Our factory works hard to _____ for toys before Christmas.
4. Your exam is in a week! It's important to _____ to study regularly!
5. The customer called to _____.



3. Imagine that you want to place an order online. Put the phrases below in the logical order.

- | | |
|------------------|----------------------------|
| 1. _____ e _____ | a. to pick up an order |
| 2. _____ | b. to transport |
| 3. _____ | c. confirm an order |
| 4. _____ | d. track the order |
| 5. _____ | e. enquire about a product |
| 6. _____ | f. process an order |
| 7. _____ | g. to deliver |

4. Use the phrases a-g from exercise 3 to describe the process of purchasing online. Use the passive voice where possible.

E.g. First, I enquire about the product. Then, the order is processed by the online shop.



5. Use the underlined verbs in the passive.

You know our products are reliable and arrive on time. But how do we manage this?

We receive your orders through our website. Our team checks the stock immediately to make sure your item is available. We pack each order carefully at our warehouse.

Our delivery team sends the products from our warehouse directly to your door. We do not charge extra for delivery, and we guarantee the delivery within five days. People from different countries order our products.

6. Make passive sentences with the prompts and the verbs in brackets. Use the present simple or the past simple.

1. In our company, all packages / on time. **(deliver)** – Example: In our company, all packages are delivered on time.
2. Every week, our products / to customers worldwide. **(ship)**
3. Yesterday, the wrong order / to our client. **(send)**
4. In this office, all incoming goods / immediately. **(check)**
5. On Monday, the documents / by email. **(send)**
6. Often, damaged goods / back to the supplier. **(return)**
7. Last year, the new delivery policy / to all employees. **(explain)**

7. Match the requests (1-4) with the responses (a-d).

- | | |
|---|---|
| 1. A: Could I ask you to check the status of the delivery?
B: _____ | a. B: I'm sorry, but I need your help with the report today. But you can take a longer lunch break tomorrow. |
| 2. A: Would you mind rescheduling our meeting for tomorrow?
B: _____ | b. B: I'm afraid that's not possible, it's booked for another meeting at that time. |
| 3. A: Do you think I could take a longer lunch break today?
B: _____ | c. B: Yes, of course. I'll find a new time slot and send you the invitation. |
| 4. A: Is it all right if I use the conference room at 3 p.m.?
B: _____ | d. B: Yes, of course. I'll track it now and update you in a few minutes. |

8. Complete the questions with the words below.

- | | |
|----------------|---|
| • installments | 1. What's the total _____? |
| • payment | 2. Does that include _____? |
| • extra | 3. Do you charge _____ for delivery? |
| • discount | 4. Do you offer a _____ for payment in advance? |
| • VAT | 5. What forms of _____ do you accept? |
| • price | 6. Is it possible to pay in monthly _____? |