



Confirming Orders to Resolve Shipment Delays

Resolving Shipment Delay Issues

TL PDF pswd:
Th!nkL1\$h
PDF prmsn chng pswd
\$k00byD00



Lesson 1: Resolving Shipment Delay Issues

Confirming Order Details to Resolve Shipping Delays

Language in Use

Orders and requests use formal or polite language:

- Use simple but polite language to ask about requested products or materials to solve problems with the order (*e.g. We'd like to request... / Could you please send us...?*).
- To confirm information, use a phonetic alphabet to check numbers, addresses and product codes (*e.g. Is that "B" as in "Bravo"?*).

NATO Phonetic Alphabet:

A = Alpha N = November
B = Bravo O = Oscar
C = Charlie P = Papa
D = Delta Q = Quebec
E = Echo R = Romeo
F = Foxtrot S = Sierra
G = Golf T = Tango
H = Hotel U = Uniform
I = India V = Victor
J = Juliet W = Whiskey
K = Kilo X = X-ray
L = Lima Y = Yankee
M = Mary Z = Zulu





Lesson 1: Resolving Shipment Delay Issues

Confirming Order Details to Resolve Shipping Delays

In the dialog, a supplier is talking to an inventory manager about an order problem. Put the phrases into the blank spaces in the dialog.

Key Terms

- *I'd / We'd like to (know what's happening ... / ask about a problem ... / find out...).*
- *Could you please (send us ... / ship ... / deliver...)?*
- *We need / ordered (XXX units by ... / part number "XYZ" ... / to have it by...)*
- *Is that/ did you say ("B" as in "Bravo")?*

A: Hello. I'm calling about our order. ___ with the parts we ordered.

B: Certainly. can I have your order number, please?

A: Sure. It's W374451.

B: OK. I have your order here.





Lesson 1: Resolving Shipment Delay Issues

Short Roleplays

Use the order/request phrases below in the following role-plays with your partner.

SITUATION 1: You ordered machinery for your robotics firm.

SITUATION 2: The meat products ordered for your restaurant didn't arrive.

Key Terms

- *I'd / We'd like to (know what's happening... / ask about a problem... / find out...)*
- *Could you please (send us... / ship... / deliver...)?*
- *We need / ordered (XXX units by... / part number "XYZ" ... / to have it by...)*
- *Is that/ did you say ("B" as in "Bravo")?*



Lesson 1: Resolving Shipment Delay Issues

Extended Roleplay

You are director of operations at a sports shoe brand with a factory in Malaysia. You need equipment but your machinery and service order did not arrive. Tell them:

Key Terms

- *I'd / We'd like to (know what's happening... / ask about a problem... / find out...)*
- *Could you please (send us... / ship... / deliver...)?*
- *We need / ordered (XXX units by... / part number "XYZ" ... / to have it by...)*
- *Is that/ did you say ("B" as in "Bravo")?*





Lesson 1: Resolving Shipment Delay Issues

Final Roleplay Problem

You are director of inventory control at a furniture supplier with in London. Your staff ordered stock for your UK warehouse. Explain: we ordered...

You need the full order for your client. Call Jebemti and explain the situation. Talk to their operations officer about the problem.

Key Terms

- *I'd / We'd like to (know what's happening... / ask about a problem... / find out...)*
- *Could you please (send us... / ship... / deliver...)?*
- *We need / ordered (XXX units by... / part number "XYZ" ... / to have it by...)*
- *Is that/ did you say ("B" as in "Bravo")?*

