

Learning objectives in this lesson

Raising awareness of the content needed when confirming orders and the kind of language used. By the end of the lesson, students will be able to write an email confirming an order using appropriate language.

- 1 Ask students to work in pairs and discuss the questions, before feeding back to the rest of the class.
- 2 Ask students to read the email quickly and answer the questions. You might like to set a time limit to encourage students to scan the email. Students can then check their answers in pairs before feeding back to the rest of the class.

Answers

- | | |
|-----------|-----------------------------------|
| 1 laptops | 3 22,500 euros |
| 2 25 | 4 within 24 hours of confirmation |

- 3 Ask students to read the email again in more detail. They should then decide if the statements are true or false. Students can check their answers in pairs before feeding back to the rest of the class.

Answers

- 1 true 2 false 3 false 4 true

- 4 Ask students to match the paragraphs to the functions.

Answers

- 1 b 2 c 3 d 4 a

- 5 Ask students to read the paragraph and decide which paragraph it could replace. During feedback, discuss how you might change paragraphs 2 and 3 if you were to use the alternative paragraph.

Answers

Paragraph 3

You might want to cut most of paragraph 1 and move on to the stock problem immediately. Paragraph 2 could stay the same, but you might choose to delete the sentence about issuing the invoice in paragraph 2 – you might prefer to wait until they have made a decision about the alternative laptops. You would need to change paragraph 4 completely – you would need to ask them to contact you to confirm whether they would prefer to wait, or if they would like the alternative laptops.

- 6 Ask students to match the words to the definitions. They can then check their answers in pairs before feeding back to the rest of the class. During feedback, ask students to identify the word type (e.g. noun, verb, etc.).

Answers

- | | |
|---------------------|------------------|
| 1 discount (noun) | 5 invoice (noun) |
| 2 details (noun pl) | 6 process (verb) |
| 3 appears (verb) | 7 issue (verb) |
| 4 in stock (phrase) | 8 check (verb) |

- 7 Ask students to look at the order form and notes. They should then plan their email.
- 8 When they are ready, ask students to write their emails. They should then exchange emails with a partner and give each other feedback. Make sure you also check the emails to identify any problems. As a follow-up task you might like to ask students to write an email responding to their partner.

Evaluation tips

Look out for the inclusion of relevant information, logical ordering, and appropriate language. Give positive feedback to students who structured their emails well. Remember to comment on content as well as accurate language use.

Sample answer

Dear Mr Noble

Thank you for your order. Your purchasing information appears below. Please take a moment to read through this email and check that the order details are correct.

You have placed an order for thirty of our new OP250YZ laptops. The cost after discount is 990 euros per laptop. The total cost of the order 29,700 euros. This is the amount we will issue an invoice for.

Unfortunately we only have 25 of the model you have ordered. We are expecting a new delivery in five days, but if you prefer we could send you five of the OP250S model which we have in stock now. Check the catalogue for the difference in spec.

Please send me an email to let me know which option you prefer and then we can process your order.

Best regards