From the book: ENGLISH FOR SALES & PURCHASING

A. Choose the correct word or phrase to complete the sentences. (8 marks)

1. I think we need to look at the big picture.
   - I’m share your views completely.
   - I share your views complete.
   - I share your views completely.

2. I’m sure you’ll see that the additional fees aren’t such a big issue.
   - I see you a little differently.
   - I see it a little differently.
   - I see a little differently.

3. We can reduce the price and extend the delivery times.
   - Yes, I’m absolute in favour of that option.
   - Yes, I’m absolutely on favour of that option.
   - Yes, I’m absolutely in favour of that option.

4. We think this special terms and conditions should meet your needs.
   - Up to a point we could accept that, but there are problems.
   - Up to the point we could accept that, but there are problems.
   - Up to point we could accept that, but there are problems.

5. I need confirmation of the order.
   - You’ll receive an automatically confirmation email.
   - You’ll automatically receive a confirmation email.
   - You’ll automatic receive a confirmation email.

6. I need to change an item in the order. Can you do that for me?
   - Of course, it’s no problem.
   - Not at all, it’s no problem.
   - Sorry, it’s no problem.

7. I need to talk to you about some mistakes in our latest order.
   - Certainly. Could you say me which items are incorrect?
   - Certainly. Could you tell me which items are incorrect?
   - Certainly. Could you repeat me which items are incorrect?

8. I’ll need to change the order.
   - OK. I can take care of that for you.
   - OK. I can make care of that for you.
   - OK. I can put care of that for you.

B. Choose the correct word or phrase to complete the sentences. (14 marks)

1. We hope to come to an accept / accepting / acceptable conclusion for both of us.

2. I’d like to speak / discuss / talk some of the details in the offer.

3. Great! We agree. So that wraps / ends / finalizes it up.

4. We’d like to catch / hear / listen your proposals before we tell you what we can offer.

5. That sums down / up / out our side then.

6. There you have our proposal. I’m afraid that’s as far as we can make / do / go.

7. Let / Let’s / Letting me get back to you.

8. We are ready to make our first order under the frame note / contract / item.

9. We’d like to lower / place / require a call-off order for 1,325 units.

10. I’ll just write down / up / out the details.

11. We would appreciate delivery by June 1st. can you participate / manage / trust that?

12. How many items do you need for Tuesday exact / exacting / exactly?

13. Let me just check I’ve got anything / nothing / everything down right.

14. Sorry I didn’t understand. Could you say that again / say this again / say all again please

C. Complete the sentences with the words in the box. (7 marks)

- duration
- calculation
- competitive
- conditions
- fee
- discount
- interim
1. The offer is ___________. It’s similar to offers from other companies.
2. The __________ of the contract is two years.
3. If you want 24-hour delivery, you’ll need to pay an additional __________.
4. We’ll send an __________ report for you to read before making a final decision.
5. The price is a little high. Is it possible to arrange a 3% __________?
6. Terms and __________ are the specific parts of a contract agreed by all parties.
7. I need to do a __________ to find out how much we actually have to pay.

IV. Match the descriptions with the words in the box. (8 marks)

<table>
<thead>
<tr>
<th>VAT</th>
<th>SKU</th>
<th>confirmation</th>
<th>warehouse</th>
<th>currency</th>
<th>delivery note</th>
<th>payment terms</th>
<th>contact</th>
</tr>
</thead>
</table>

1. British sales tax, __________________
2. This is the money of a country, such as the dollar or the euro.
3. A building to store goods before they are delivered.
4. A letter, email, or massage that proves something has happened.
5. A person in a company that you usually talk to.
6. When you send goods, you include this document with the order.
7. You agree these conditions for the transfer of money.
8. Stock-keeping unit, a technical term for “item number”

LISTENING SECTION

TRACKS 12 to 16. Write comments on the grid based on the conversations you hear (20 marks)

<table>
<thead>
<tr>
<th>TO CONSIDER</th>
<th>Conversation 1</th>
<th>Conversation 2</th>
<th>Conversation 3</th>
<th>Conversation 4</th>
<th>Conversation 5</th>
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</thead>
<tbody>
<tr>
<td>Product</td>
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<tr>
<td>Price</td>
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<tr>
<td>Delivery</td>
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<tr>
<td>Client’s privileges</td>
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</table>

TRACK 21.- Listen and answer the following: (10 marks)
1. Which company is Roberto Branca from? ________________________________

2. Which company calls? ________________________________

3. Why does Anna call for? ________________________________

4. How Roberto solves the problem? ________________________________

5. What else does Anna need? ________________________________

6. Did the problem sort out? What did Roberto need to solve it? ________________________________

7. Which are the problems that Anna mentions? ________________________________

8. When and where will the delivery take place? ________________________________

9. What a client could do on line by the end of the next week? ________________________________

10. from your point of view. How was the client service in this conversation? Why?

______________________________________________________________________________