

A background image showing a business meeting. Two people are seated at a wooden table. One person is holding a pen and looking at a laptop screen displaying charts and graphs. The other person is holding a pen and looking at a document. A coffee cup is on the table. The image is overlaid with a teal and dark blue geometric design.

NEW BUSINESS ENGLISH 6

Lesson 28

Acknowledging an Order



LEARNING GOAL

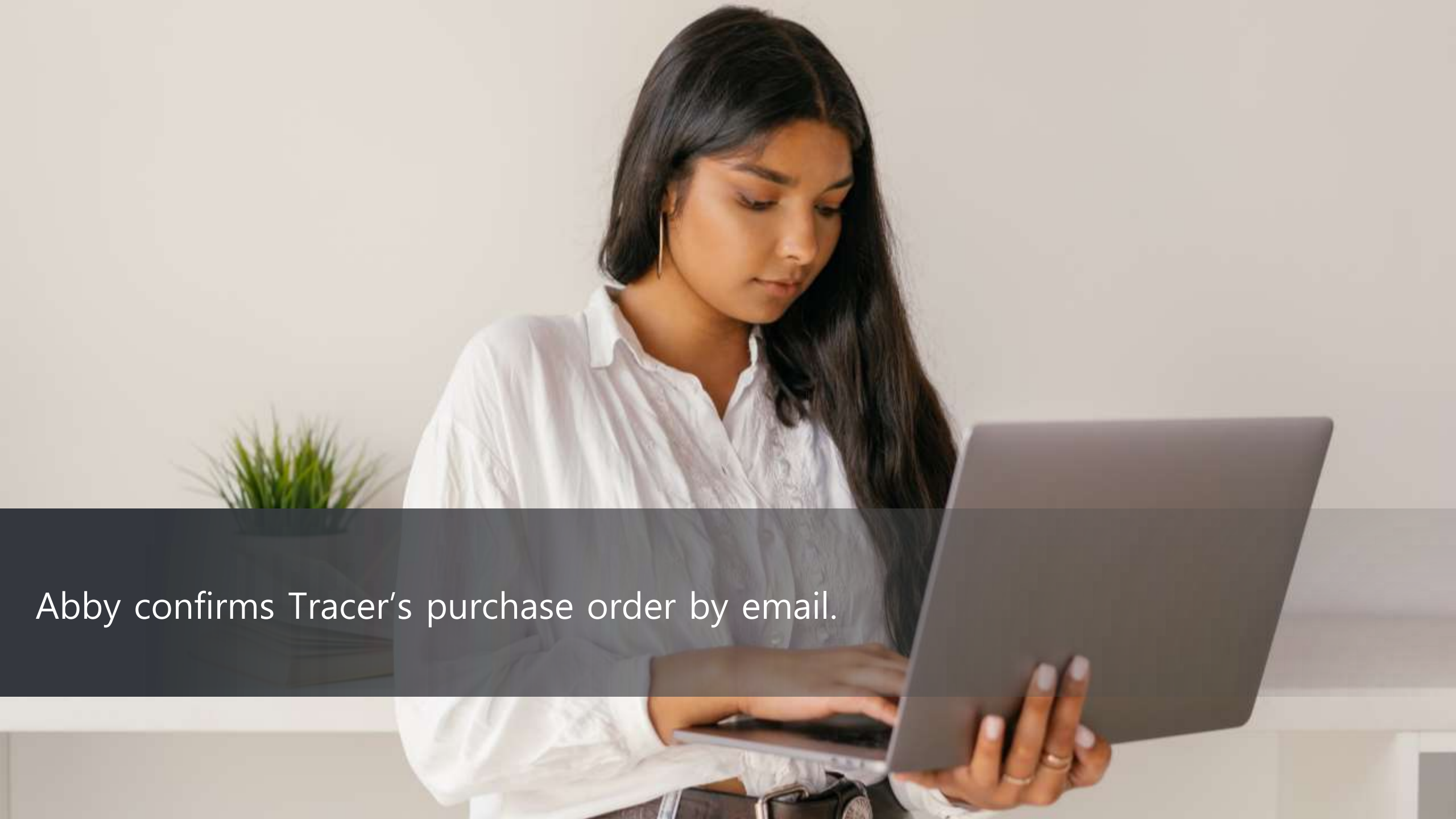
- ◆ Acknowledging an Order



Warm-up

◆ How can we send an effective order acknowledgment email?





Abby confirms Tracer's purchase order by email.



To: Tracer Brown

Subject: Order Confirmation

Dear Mr. Brown,

Thank you for trusting Allie Swan. Your order has been received. The order number is 6422313.

We expect to have your order arrive before the **due date**. You can **track** the shipping details on our website. The items together with the financial and commercial documents will be delivered by our express van to your main warehouse as stated in your order letter.

Enclosed in this email is a summary of your order. We are confident that the goods will meet your expectations. Should there be any questions, please do not hesitate to contact me.

Yours faithfully,

Abby Lee



Send

Email Review

Read the email and answer the questions.

Dear Mr. Brown,

Thank you for trusting Allie Swan. Your order has been received. The order number is 6422313.

We expect to have your order arrive before the due date. You can track the shipping details on our website. The items together with the financial and commercial documents will be delivered by our express van to your main warehouse as stated in your order letter.

Enclosed in this email is a summary of your order. We are confident that the goods will meet your expectations. Should there be any questions, please do not hesitate to contact me.

Yours faithfully,

Abby Lee

✦ Acknowledging an Order

- 1 Thank the customer.
- 2 Give the delivery details.
- 3 The review of the order and the recap of the cost can be attached in a form of a summary.

Dear Mr. Brown,

Thank you for trusting Allie Swan. Your order has been received. The order number is 6422313.

We expect to have your order arrive before the due date. You can track the shipping details on our website. The items together with the financial and commercial documents will be delivered by our express van to your main warehouse as stated in your order letter.

Enclosed in this email is a **summary** of your order. We are confident that the goods will meet your expectations. Should there be any questions, please do not hesitate to contact me.

Yours faithfully,
Abby Lee

⚙️ Acknowledging an Order

➤ Acknowledging the Buyer's Order

- We have just received your email and can confirm the order as stated.
- This is to confirm your order dated...
- Your order has been received.

➤ Giving Delivery Details

- We expect to have your order delivered before the due date.
- You can track shipping details on our website.
- Your goods will be dispatched within...days/weeks/months.

Details to include when giving delivery details:

1. order number
2. expected delivery date
3. mode of shipment

Learning Goals

∴ Making an Order Summary

When Making an Order Summary Include:

1. Itemize the products

- Name of the product
- Quantity
- Color (if applicable)
- Size (if applicable)
- Unit price

2. Recap the cost

- Cost of the product
- Taxes
- Shipping fees
- Savings from discounts

Your Order is Confirmed!

Hi Tracer,

Your order has been confirmed and will be shipped soon.



Order Date

July 16, 2022

Order Number

6422313

Payment

Visa -4699

Address

TB Warehouse

No.	Product	Quantity	Unit Price	Total
1	Light Shield Sunscreen	100	25 USD	2500
2	Mineral Lotion	100	22 USD	2200
3	Foaming Cleanser	200	20 USD	4000
4	Facial Toner	150	23.2 USD	3480

Subtotal

\$ 12,180

Discount

25%

Taxes

\$13.99

Shipping

\$3.47

Total

\$9152.46



What's the purpose of an order summary?

Oral Practice

Scenario:

You work as a sales representative at the Shoe Rack, a shoe company. You are calling Mr. Cowell who ordered 3 pairs of running shoes worth \$150 each. Confirm by acknowledging the order and giving the necessary delivery details.



...: Acknowledging an order

- thank the customer
- give the delivery details
- review the order

...: Giving delivery details

- order number
- expected delivery date
- mode of shipment

Overview

An Acknowledgment Email Should

- Thank the customer
- Give the delivery details
- Review the contents of the order

Acknowledging the Buyer's Order

- Your order has been received.
- This is to confirm your order dated...

Giving Delivery Details

- We expect to have your order delivered before the due date.
- You can track shipping details on our website.

*Made by Jaymarc
Proofread by Anape*

