**PLACING AN ORDER**

Once you have received a leaflet and a Xmas card from your supplier, write and post an email ordering some of his products or services. (Your suppliers are in the chart in task 4).

Try to be as more formal and polite as you can and follow the following steps:

1. Thank for the leaflet (brochure...) and order some goods.
2. Give a list of items or services and their quantities.
3. Show interest and ask for further information about any service or product (colour / size / quality/ material/  usability / reliability / efficiency / results....)
4. Ask for any offer or discount
5. Request an invoice.

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| USEFUL LANGUAGE  Thank you very much for your leaflet.  We would like to….  Could you please…..?  The delivery date must be…..  We would be grateful if….  Can you send us your invoice, please?  Do you give…. ?  Place an order, order form, invoice, delivery date, bulk orders (velká objednávka), discount) |