I SHOP FOR A LIVING

EAE Learning objectives for this lesson

Learn and practice billing and purchasing vocabulary. Practice asking questions for your job. Create a list of FAQ's for your job which you can use again and again. Learn and practice question forms in English.



Activity One - Read the words and their definitions and then try to fill the gaps in the paragraph below.

To purchase or to buy - to get something by paying money for it
To order - to request to buy something
To deliver - to take something to a place
To bill or invoice someone for something - to submit a document charging someone for something
A purchase order - a document generated by the buyer to authorise a purchase
Merchandise - commodities bought and sold in business
Goods - things made to be sold
Pro forma invoice - a preliminary invoice with an estimated price - sent by a supplier. (Not a demand for payment).
An invoice - a demand for payment for goods delivered or services rendered.
Packing list - document including details about the content of a package - to show that it has been checked.
Deadline - a date when something must be complete
Delayed - late
Delivery Date - the date when something should be taken to a certain place by

I have ……. some new computers for our office. I'm waiting for the …….. The company has already ……. us but we don't pay them until we have received the …….. They sent us a …… ……. invoice so that we would know what the estimated price was. Once we receive the computers we will open boxes, check the ……. list, check that nothing is broken and then we will approve the invoice and set up the new computers. There are a lot of people waiting for these computers so I really hope that the ……. will not be delayed. We did give the company a ……. and they said that the ……. date would be respected. We will wait and see!

Activity Two - To Buy or not To Buy - that is the question.
Question Forms in English. - *When you want to ask someone a question about something in English there are different options.*

Let's study some example questions.

- How does your system work?
- How many people work in your department?
- How long does it take you to get to work in the morning?
- How do you generate a receipt on your system?
- Is it possible to duplicate a receipt?
- Can you tell me how to enter a new invoice into the system?

- You will notice that we change the order of the words in some sentences and in other sentences we use question words like - What, when, how, how many etc..
- You can tell me about your system now.
- Can you tell me about your system now.
- Your system works.
- How does your system work?

Let's review the question forms

Yes/No questions

- Is he an accountant? Yes he is.
- Can you use the new system? No, I can't.
- Have they received the shipment? Yes they have.

To form yes/no questions where there is an auxiliary verb or a modal verb, we invert the word order of a positive sentence. (He is an accountant> Is he an accountant?)

- Do you know which supplier sent this bill? No I don't.
- Does she know you. Yes she does.

When there is no auxiliary verb we use 'do' to form the question.

With question words

The same rules apply when there is a question word ('what', 'where', 'when', 'why', 'who', 'which', 'how', 'how much', 'how many')

- Where is the delivery?
- What can you see?
- Who has just arrived?

Where there is an auxiliary or modal verb, that verb is used to form the question.

- How did you get here?
- When does the delivery van arrive?
- How much does it cost?



Where there is no auxiliary verb, we use do.

Subject/Object questions

Sometimes you might see questions like this.

- Who entered this invoice?
- What happened next?
- Who told you that?

There is no auxiliary verb and the word order is not inverted.
These are called subject questions – because the question word is the subject of the sentence. *Look at these two questions.*

- Who does Romeo love? Romeo loves Juliet.
- Who loves Romeo? Juliet loves Romeo.

In the first question, Romeo is the subject of the verb.
In the second question 'who' is the subject and Romeo is the object.

Activity Three - Read the text. Pay attention to your intonation and stress.

I am a purchaser for a large company. My job involves meeting different suppliers, choosing products and services according to specifications and then negotiating the price. Once the order is made I receive the check the delivery and then approve the invoice. Then it is paid by the accounts department. The whole process takes quite a lot of time. We would like to reduce the time and staff hours spent on each part of the process. This is why we are introducing a new system for invoicing. In future when an invoice is received it will be scanned and entered into a system. The system allows us to cross check the delivery receipt with the invoice using character recognition. So the whole system is online and everyone involved can quickly check the status of an order or a delivery. It will be better for suppliers and for my company. However the suppliers have to respect a certain format in their invoices in order to make sure that the system can recognise the different parts of the bill. This is really the way forward for my department and I welcome this change.



Answer the questions:

1. How does this person's job compare to your job?
2. How does their invoicing system compare to your own?
3. Are you involved in purchasing and invoicing in your job? In what way?
4. How could your system be improved in the future?
5. Do your suppliers all comply well with your systems?
6. How does new technology help you in your job?
7. Now invent your own questions and answers related to this short text.

Activity Four - Situations - Explain to your teacher a situation which would mean that you need to ask questions to a supplier or colleague.

Prepare a top ten list of common questions with your teacher.

Activity Five - Interrogation

Make the following sentences into questions and then get your teacher to answer them.

1. You buy a lot of things on line.
2. You choose quickly when you are shopping.
3. You save up your money so that you can goon holiday.
4. You buy lot's of small things without counting how much money it costs.
5. You are very careful about how much you spend on luxuries.
6. You don't count the cost of food at all.
7. You like the finer things in life.
8. You compare the prices of an item before making a purchasing decision
9. You love shopping.
10. You don't have much time for shopping.



