

A background image showing a business meeting. Two people are seated at a table, looking at tablets displaying bar and line charts. A coffee cup is on the table. The image is overlaid with a large orange and blue graphic.

NEW BUSINESS ENGLISH 4

Unit 5 Lesson 7

Checking Deliveries



Review

You mistakenly gave everyone the wrong information in your presentation. Your manager later indicated your mistake. Apologize to your manager, receive his criticism and respond to it.

Requirements:

- *Receive the criticism.*
- *Respond to the criticism given.*



LEARNING GOALS

- ◆ Describing a Delayed Delivery
- ◆ Apologizing for a Delayed Delivery



Situational Dialogue

- ▶ Ashley is expecting some office supplies.
She is calling the stationery house to ask about the delivery status.

Ashley Robins



Agent







This is Ashley Robins
from Milestone.

Hello, Ashley. How may
I help you today?





I'd like to check my order on January 25th. The order number is 000451. I expected the package to arrive by yesterday. However, I haven't received it so far.

We truly apologize for the delay. We checked your order and found the package had already arrived in your city. It will be delivered today.

Okay, I see. Thank you.

Key Vocabulary

Learn the new words and answer the questions.



package

(n.) small container in which a quantity of something is sold

e.g. I always receive a **package** from my friend every year.



delay

(n.) a failure to do something within the required time

e.g. We'll send you the report without **delay**.



deliver

(v.) to take something to a specific location

e.g. Mail is **delivered** to our office twice a day.

Dialogue Review

Have a role play and answer the questions.



*Ashley is expecting some office supplies.
She is calling the stationery house to ask about the delivery status.*

Ashley: This is Ashley Robins from Milestone.

Agent: Hello, Ashley. How may I help you today?

Ashley: I'd like to check my order on January 25th. The order number is 000451. I expected the **package** to arrive yesterday. However, I haven't received it so far.

Agent: We truly apologize for the **delay**. We checked your order and found the package had already arrived in your city. It will be **delivered** today.

Ashley: Okay, I see. Thank you.

Learning Goals

Let's check the learning goals!



*Ashley is expecting some office supplies.
She is calling the stationery house to ask about the delivery status.*

Ashley: This is Ashley Robins from Milestone.

Agent: Hello, Ashley. How may I help you today?

Ashley: I'd like to check my order on January 25th. The order number is 000451. ***I expected the package to arrive yesterday.***

However, I haven't received it so far.



1. Describing a delayed delivery

Agent: ***We truly apologize for the delay.***



2. Apologizing for a delayed delivery

We checked your order and found the package had already arrived in your city. It will be delivered today.

Ashley: Okay, I see. Thank you.

Learning Goals

Learn the key expressions and sentence structures.

∴ Describing a Delayed Delivery

- I expected the package to arrive + (date/time).
However, I haven't received it so far.
- My order status says it's delivered, but I did not receive it yet.
- I was supposed to receive the + (noun) today.

Example sentences:

- I was supposed to receive the documents today.
- I expected my food to arrive at noon. However, I haven't received it so far.

You can also ask for an update on your delayed deliveries.

May I know the delivery status of my purchased product? I'm supposed to receive it yesterday.

How would you describe a delayed delivery using one of the expressions given?

Learning Goals

Learn the key expressions and sentence structures.

∴ Apologizing for a Delayed Delivery

- We truly apologize for the delay + reason.
- We sincerely apologize for the delay in the delivery of the products.
- I apologize for not delivering your purchase within the time period we promised.

Example sentence:

- We truly apologize for the delay due to bad weather.
- We sincerely apologize for the delay as there was a lack of delivery drivers last week.

How do you apologize for a delayed delivery using one of the expressions given?

Semi-open Dialogue

Please read the situation below and have a role play with your teacher.

Scenario: You expected your order online to arrive two days ago, but you haven't received it yet. Call and ask about the delivery status.



∴ You can refer to the following key expressions:

- I expected a package to arrive + (date/ time).
However, I haven't received it so far.
- My order status says it's delivered, but I did not receive it yet.
- It was supposed to receive + (noun) today.

Coffee Break

Learn the pros and cons of online and in-store shopping.

∴ The Pros and Cons of Online Shopping

You can shop at any time of the day.

Pros

Cons

You have to wait for your orders to be delivered and sometimes experience delays.



62%

of consumers have experienced a late or failed delivery



Which one is more convenient? Online shopping or in-store shopping? Why? Have you experienced a late or failed delivery? How do you deal with it?

Overview

Keywords and expressions:

package/ delay/ deliver

I expected the package to arrive + (date/ time)

My order status says it's delivered, but I did not receive it yet.

I was supposed to receive + (noun) today.

We truly apologize for the delay + reason.

We sincerely apologize for the delay in delivery of the products.

