

# English at Work

## Episode 9: The warehouse

### Checking information



- 
- Narrator:** Welcome back! This is what's happening today: as a result some of embarrassing mistakes in deliveries, Tip Top Trading's big boss in America has ordered a re-check of every order this month. So, Paul is talking to key customers to see if they've got what they needed:
- Paul:** I just want to check you're happy with the grapes?
- Narrator:** Tom, whom we all know was responsible for the disaster, is phoning his clients to make sure he has the correct information about what they want:
- Tom:** Ya, yah, I just want to make absolutely sure we get the order right for you and have the correct number of fruit...
- Narrator:** Denise is, well, talking on the phone to a friend.
- Denise:** Brown shoes don't look right on him! He's not a brown shoe sort of person...
- Narrator:** Anna has to go down to the warehouse, where the products are prepared for delivery.
- Anna:** I have to speak to Mr Ingle. Apparently he's not very friendly! He might not like me asking lots of questions!
- Narrator:** Well, be polite, and start your sentences with things like:
- I just want to make sure that...  
Could you possibly clarify...  
I just want to check...  
Just to be absolutely clear...  
One thing I wasn't sure of was...
- Narrator:** Good luck!
- Anna:** Mr Ingle, I don't think we've met yet, I'm Anna.
- Ingle:** Hello. Oi! What are you doing with those boxes? I told you to put them in storage. Anna, eh?
- Anna:** Yes, sorry to bother you, I just want to check something. We've had a few problems with orders....
-

**Ingle:** Well, that's not my fault. I do exactly what I'm asked to do. (To workers)  
No, not there, in storage!

**Anna:** Oh, well, I just want to make sure that....

**Ingle:** Thirty years I've been doing this job, and I've never made a mistake.

**Anna:** Of course, but because we've had problems, we need to make absolutely sure that all deliveries are correct.

**Ingle:** Humph.

**Anna:** Could you possibly clarify what went out in today's delivery to Mr Berry of, er, Bluetree Enterprises?

**Ingle:** 500 redcurrants.

**Anna:** Right. That's fine.

**Narrator:** Well done Anna, this is going very well. Remember that other phrase – "I just want to check..."

**Anna:** OK. Now, I just want to check what was sent to Cocoline Limited – it should have been fifteen mangos –

**Ingle:** That's right.

**Anna:** Great, and just to be absolutely clear, you sent the soft mangos, not the plastic ones?

**Ingle:** Yes, just like I was told to.

**Anna:** Good. One thing I wasn't sure of was whether we had enough yellow bananas in stock – I know there are some purple ones, but-

**Ingle:** We do need more yellow bananas.

**Anna:** Okay, I'll just write that down. Thank you Mr Ingle. By the way, I like your overalls!

**Ingle:** Oh thanks.

**Narrator:** Well he was a bit unfriendly, but Anna got what she needed. Here are the phrases she used:

I just want to make sure that...  
Could you possibly clarify...  
I just want to check...  
Just to be absolutely clear...  
One thing I wasn't sure of was...

Well, everything in the warehouse seems to be okay. Back in the office, Tom is having less luck.

**Tom:** (on the phone) Really? Here it says 5,000 not five... oh...

**Narrator:** It's going to be a long day for him! Until next time. Bye!

- **Listening Challenge**

*What kind of fruit was sent out to Mr Berry of Bluetree Enterprise?*

Answer: redcurrants.