

4

Building supplies

- talk about building materials
- describe problems on site
- order materials
- check stock items
- talk about insulation
- change a customer order/delivery

Building materials

Reading 1 Read these extracts from suppliers' websites and match extracts 1–6 to photos A–F.

1 Thomson's Aggregates: _____

We offer a wide range of construction aggregates, including gravel and sand. We also stock concrete mix.

2 Watson's Goods Ltd: _____

We specialise in acoustic, thermal and fire protection insulation for walls and floors.

3 Morris and Sons Ltd: _____

Our timber comes in a range of standard sizes, but can also be made to order. It is perfect for flooring, roofing and general building work. We also stock plywood and chipboard.

4 Williams Brothers: _____

We design, produce and install high quality steel staircases, gates and railings made to your specifications. We also have a range of standard products.

5 Shockingly Good!: _____

We supply a wide range of electrical products, cables, alarm systems, plugs, sockets, conduits (PVC and steel) and other electrical fittings.

6 Penter's Paint Supplies: _____

We supply everything you need to paint, including brushes, rollers, clothing, spray equipment and, of course, paint.



2 Write three things these suppliers sell.

- | | |
|---------------------------|-----------------------|
| 1 Penter's Paint Supplies | 4 Watson's Goods Ltd |
| 2 Thomson's Aggregates | 5 Shockingly Good! |
| 3 Williams Brothers | 6 Morris and Sons Ltd |

Vocabulary 3 Choose the best word to complete these word pairs.

- | | | | |
|----------------|---------------|---------------|--------------|
| 1 acoustic | a) gravel | b) insulation | c) work |
| 2 concrete | a) insulation | b) mix | c) equipment |
| 3 construction | a) sizes | b) railings | c) aggregate |
| 4 electrical | a) aggregate | b) fittings | c) sizes |
| 5 thermal | a) insulation | b) sizes | c) gates |
| 6 alarm | a) systems | b) aggregate | c) mix |
| 7 steel | a) insulation | b) mix | c) staircase |

4 Complete these phrases with the words in the box.

everything order standard wide your

- | | |
|--------------------------------|-----------------------------|
| 1 a range of _____ sizes | 4 a _____ range of products |
| 2 _____ you need | 5 made to _____ |
| 3 made to _____ specifications | |


5 Label photos A-K with the words in the box.



chipboard electrical fittings fire alarm floor boards gate gravel path
insulation railings roofing steel fire escape timber

Speaking 6 Work in small groups. Think about suppliers you know or use. What products do they sell? Discuss.

Materials

Listening 1  22 Listen to this telephone conversation and choose the correct answer.

- 1 Who are Smith and Sons? a) the supplier b) the customer
 2 Who are Apex Building? a) the supplier b) the customer

2 Listen again and complete this email.

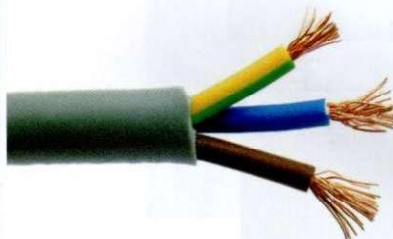
Subject: Order confirmation
 From: Ernest_Smith@sasconstructionsupplies.com
 To: jjones@apexbuilding.com

First name: Jenny
Last name: Jones
Company name: Apex Building
Customer number: (1) _____
Order number: GGC33471
Item number: (2) _____ Description: chipboard
Quantity: (3) _____
Item number: (4) _____ Description: plywood
Quantity: (5) _____
Item number: (6) _____ Description: plywood
Quantity: (7) _____
Delivery: (8) yes / no
Pick-up: (9) yes / no
Pick-up date: (10) _____
Comments: Customer also wants timber XP6754. Out of stock.

3  23 Listen to the follow-up phone call. What is new?

4 Look at audio scripts 22 and 23 on pages 74–75. Underline useful phrases for telephone conversations.

Vocabulary 5 Underline the correct words or phrases in *italics* to complete these conversations.



- 1 A: I need some three-core cable, please. 2.5 mm. 240 V.
 B: I'm sorry. We're *in stock / out of stock*.
- 2 A: I want to order some timber.
 B: Yes, of course. What's your *customer number / order number*, please?
- 3 A: Do you have transport?
 B: No, I'm sorry. I don't.
 A: No problem. We organise *delivery / pick-up*. Where is the site?
- 4 A: Hello again.
 B: Hello. Can I *place an order / change an order*, please? We need three bags of sand, not thirty.
 A: No problem at all.

Speaking 6 Work in pairs. Practise a telephone conversation between a supplier and a buyer. Use the words and phrases in 5 to help you.

- A: *I'd like to place an order.*
 B: *Certainly. What's your customer number?*



Listening 7 ▶ 24 Listen to the conversation and answer these questions.

- 1 What three things does Isaac want?
- 2 What two things does Alex give Isaac?

8 Match 1–4 to a–d to complete the conversations.

- | | |
|-----------------------------------|--------------------------------|
| 1 How's it going? | a) No, I'm sorry. It's broken. |
| 2 Let's see. Here you are. | b) Good, thanks. And you? |
| 3 Can I borrow your drill? | c) Thank you very much. |
| 4 Do you have an extension cable? | d) Yes, I think I do. |

9 Practise the question form *Do you have ...?* Start with question 1. Then change the part of the question in **bold** each time. Write three more questions.

- 1 Do you have a spare **roll of insulating tape** in your toolbox?
- 2 Do you have a spare **box of plugs** in your toolbox?
- 3 Do you have a spare box of plugs in your **truck**?

Language

Making requests

Do you have a spare roll of insulating tape? Yes, I do./No, I don't.

Does Alex have a three-core cable? Yes, he does./No, he doesn't.

Can I borrow your drill? Yes, of course./No, I'm sorry. I'm using it.

Speaking 10 Work in pairs. Student A look at the information on this page. Student B look at the information on pages 68–69.

Student A

Read this list. Check with Student B that the items are in stock. Then ask to borrow the items you need.

Check stock:

- 12 m extension cable – 3
- 5A/250 V plug – 3
- 20 mm flexible metal conduit – 25 m
- 3G power cable – 30 m
- 18 mm x 30 m PVC insulating tape – 3 rolls

You have:

- spare grey paint
- two brushes
- a roller

You need to borrow:

- spray equipment (for painting)

A: Do you have three 12-metre extension cables?

B: Yes, we do. We have seven in stock.

A: What about conduits?

B: Yes, we have conduits. What type?

A: Can I borrow ...?

B: Yes, no problem.