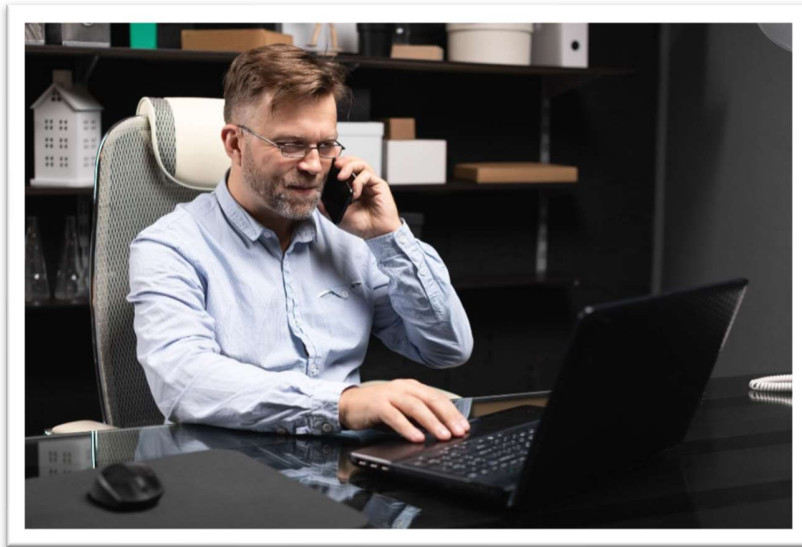


UNIT 36



Cancellation or Checking Inventory 1

I. Express Yourself



II. Vocabulary

Read and familiarize yourself with the following word/s or phrases.

outright

allocate

funds

chief strategist

III. Conversation Practice

Practice the conversation with your teacher by doing a role play.

George: Hey, Steve, it's George.

Steve: Hi, George, what's going on?

George: I want to cancel my order to buy 400,000 shares of Microsoft at 28.

Steve: OK, do you want to cancel it outright or change it?

George: Let's cancel it outright. I don't like the way the market is trading.

Steve: OK, just a moment, I'll go cancel it. <Pause> OK, your order is cancelled.

George: Thanks. I do want to allocate these funds. Do you have any other investment ideas?

Steve: Let me check with our chief strategist in the Research Department and call you right back.

George: OK, I'll be waiting.

 **Comprehension Check**

1. What does George want to cancel?
2. Does he want to cancel it completely?
3. Why does George want to cancel it?



What's going on?	<ul style="list-style-type: none"> - What's happening? - What happened? - Is everything OK? - Is anything/something wrong? - What's wrong?
Do you want to cancel it outright?	<ul style="list-style-type: none"> - Do you want to cancel it completely? - Do you want to cancel it altogether?
Just a moment.	<ul style="list-style-type: none"> - Hold on a second, please. - Hang on / one second, please. - Just a minute/second, please. - Would you care to hold? - Can/Could you hold on a moment, please? - Would you mind holding for a while?

IV. Exercises

Exercise A

Vocabulary Building

Fill in the blanks with the correct words from the box.

outright	allocate	funds	chief strategist
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1. I want to _____ my money to other investments.
2. Are the _____ enough for their team building activity?
3. The _____ will handle the development of some strategies to increase company profit.
4. He accepted the proposals _____.

Exercise B

Put the words in order to make a sentence with a complete thought.

Ex. like/my/to/order/cancel/I'd = I'd like to cancel my order.

1. my/of/order/update/calling/I'm/to know/the = _____.
2. Is/my order?/something/with/wrong/there = _____.
3. you/like/Would/to cancel/order?/your = _____.
4. cancel/Please/order/my = _____.
5. it/possible/to cancel/Is/order?/my = _____.

 Exercise C

Use different expressions in cancelling your orders for the following reasons:

1. You want to order a different item instead of the item you ordered.
2. You are supposed to use the item earlier than the delivery date.
3. You already bought the same item in another shop.
4. You won't be home on the delivery date because of an urgent trip.

 ROLEPLAY

You mistakenly ordered something you don't want. Talk to the customer service representative to cancel your order.

