

## REVIEW UNIT 38

# Processing an Order (Units 35, 36, & 37)

### Introduction

Describe each picture.



 Q & A

Answer the following questions:

### 35 Payment / Delivery Date

- What are the pros and cons of using a credit card in paying for purchased goods?
- How will a totally cashless society affect how we transact business?
- Why is it important to provide accurate and reliable delivery services?
- Will failing to meet the promised delivery date have serious repercussions for a business?



### 36-37 Cancellation / Checking Inventory 1 and 2

- Is outright cancellation of an order considered rude in your culture?
- In what circumstance can a company decline a cancellation of an order?
- What are some ways to avoid order cancellations?
- How do you think a business owner should react to a customer who wants to cancel an order because of a bad review that he/she has found in the internet?
- Why is inventory management imperative to the success of a business?
  - What for you is the best way to track the inventory of items?
  - Is the manual method of making an inventory still effective and reliable?
  - What would be the best way to prevent from being out-of-stock or over-stock?



 Role Play

Do the role play with your teacher.

### SITUATION

You just closed a deal with a new customer who has ordered 20 pieces of the latest mobile phone.

Discuss the delivery date and the payment method.



A customer refuses to pay for the air conditioner she ordered a week ago because according to her, she has no use of it anymore.

You are the delivery man. Try to explain the policy of your company to the customer.

- The customer can cancel an order within 2 business days from the order date.



You are going over the inventory given by your staff. You found out that a lot of the items you are selling are out-of-stock.

Ask the staff why this happened. Tell him that items need to be replenished right away to avoid being out-of-stock. Also, let the staff submit a weekly inventory for easy monitoring.



 *Extra exercise!*



**Talk about an online shopping site that you regularly visit**

**You should say:**

- **what the site is selling**
- **how often you visit the site**
- **why you think it is a good site**

**and explain why shopping online is becoming popular these days**