Can you save the order?

Business numbers | A costly mistake is one unclear number away.

1 / SPOT | 2 / LISTEN | 3 / CONFIRM | 4 / FOLLOW UP

1 Spot the risk

a. Say the price, quantity and discount aloud. Which number is easy to mishear?



OFFICE STARTER PACK

£32.50

each

13 or 30 packs?

10% OFF

orders of 20+ packs

b. You need 13 packs. What could go wrong if the supplier hears 30?

2 Say it clearly

1 QUANTITY

2,450

two thousand four hundred and fifty

2 DECIMAL

4.65

four point six five

3 DISCOUNT

15%

fifteen per cent

4 PRICE

£4.75

four pounds seventy-five

SAY IT CLEARLY: thirTEEN / THIRty. Practise 16 / 60 and 18 / 80.
Commas group thousands. After a decimal point, say each digit.

AUDIO 01 / SAME OR DIFFERENT?
Listen. Compare each figure with the matching guide card.
1 Same / Different 2 Same / Different 3 Same / Different 4 Same / Different

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Stop the wrong order

Alex has left an update. The draft order contains three mistakes.

1 / SPOT | 2 / LISTEN | 3 / CONFIRM | 4 / FOLLOW UP

3 Audio 02 / Listen and repair

a. Listen once. What must you do before confirming the order?

ALEX / VOICE UPDATE



00:58 • NORTHSTAR

b. Listen again. Complete Alex's figures.

ORDERS
_____

INCREASE
_____ %

DELIVERY
£ _____

RATING
_____ / 5

NORTHSTAR / ORDER TO CHECK — NOT YET CONFIRMED

QUANTITY	30 packs	→ _____
DELIVERY DATE	8 November	→ _____
REFERENCE	B750	→ _____



Correct all 3 before sending.

c. Does this customer qualify for the 10% discount? Why / why not?

4 Confirm it in your own words

"So that's _____ packs, for _____ November.
The reference is _____. Is that right?"

Say the complete confirmation to your partner.

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Ready to leave the warehouse?

A new order | One wrong label could send the wrong parcel.

5 Audio 03 / Final dispatch check

a. Listen. Can you release this parcel with the label as it is?

b. Listen again. Find and correct TWO mistakes. The other three details are right.

DISPATCH DESK

Your job: match the label to the recorded order.
Check all five details before you approve it.



SHIPPING LABEL / DRAFT

☐ QUANTITY	**18 packs**	
☐ PRICE EACH	**£19.60**	
☐ DELIVERY CHARGE	**£8.25**	
☐ DISPATCH DATE	**6 June**	
☐ REFERENCE	**Z820**	

c. Decide, then confirm the corrected order aloud.

☐ HOLD: correct the label first.

☐ RELEASE: all five details already match.

"Please change ... to ... . The correct order is ... ."

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Beat the mix-up

For private sharing, use the separate Partner A and Partner B sheets.

1 / SPOT | 2 / LISTEN | 3 / CONFIRM | 4 / FOLLOW UP

6 Read. Check. Catch the mistake.

a. Round 1: A reads Card A privately. B notes the five details below.

b. B reads them back, changing ONE detail on purpose. Can A spot it?

c. Correct it together. Change roles for Round 2, using Card B.

CARD A / ROUND 1

PACKS	16
EACH	£42.80
DELIVERY	£6.25 per order
DATE	13 December
REF	K906

CARD B / ROUND 2

PACKS	60
EACH	£24.08
DELIVERY	£5.60 per order
DATE	30 December
REF	K690

RECEIVER'S NOTEPAD

Packs: _____ Price each: _____ Delivery: _____

Date: _____ Reference: _____

"Did you say sixteen or sixty?"

"Could you repeat the price?" "So that's ... Is that right?"

7 Keep the conversation going

Choose two: What numbers matter in your work? What is worth £30?
When has a number caused confusion? What would you put in an office pack?

TEAM SCORE: 5 correct notes + 1 caught mistake = ___ / 6 each round.

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Check before you send

Optional homework | Short language practice + one final message.

1 / SPOT | 2 / LISTEN | 3 / CONFIRM | 4 / FOLLOW UP

1 Turn the words into figures

a. two thousand seven hundred and fifty _____

b. six point zero eight _____

c. eighteen per cent _____

d. forty-five pounds ninety _____

e. three quarters _____

Help: ¼ = a quarter | ¾ = three quarters | 1.2 million = one point two million

2 Four errors in an email

The order ticket is correct. Find and correct four errors in the email.

VERIFIED ORDER / C408

18 packs | £25.60 each | Delivery £3.90 | Date 14 May

NEW MESSAGE

To: Sales team

Subject: Please confirm our order

Please confirm eighty packs at £25.60 each, with delivery at £9.30.
We need them on 4 May. The reference is C480. Thank you.

Write your four corrections on the email. Then read the correct message aloud.

Next lesson: bring 3 real or invented work figures. Explain what they mean.

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