

The Wrong Delivery

A2 / adults and teens / online one-to-one or classroom pairs

About 35 minutes + optional 10-minute second case

Explain a delivery problem, ask for a replacement, and confirm the items and delivery time.

Before you start

Learner needs: Basic colours, numbers, everyday objects, and simple questions. Teach or review ordered, received, matching, and replacement before the call.

Prepare: Read Supplier card 1. In a one-to-one lesson, you are the supplier; the learner is the film assistant. Keep your stock and times private.

Online class setup: Use your usual online setup. Select Start teaching and send the learner link. PDFs are optional. **Classroom setup:** print one crew card and one supplier card per pair. Keep cards private.

Teach the lesson

1. Meet the film crew / 3 min

Show the picture. The learner is the film assistant; you are the supplier. Ask the learner to name the objects.

2. Find the mistakes / 5 min

Compare the order and delivery. Ask what must change and what can stay. The lamp is correct.

3. Practise the language / 8 min

Model one request. Let the learner practise requests for two items. Use the short example call if they need a model.

4. Make the call / 10 min

Give one minute to prepare. Take the supplier role using Supplier card 1. Agree on replacements and a delivery time. Ask the learner to write in Your agreement on Step 4 and read it back.

5. Check the agreement / 5 min

Check that the items and time work. Correct one error, or help the learner make a correct request more specific. Ask them to say it again.

6. Finish / 4 min

Ask for a short message to the crew: what will arrive, and when? Use the new poster problem for one final request.

Final request

Your group ordered two large posters. It received two small posters. Explain the problem and ask for replacements. Ask when they can arrive.

Check the result

Listen for a clear problem, a request, a response to an alternative, and confirmation of the items and time. Note which actions needed help. Accept other natural wording.

More support: start with the coat and suitcase; leave phrase help open. In pairs, allow extra time to change roles.

Page 2: language help and optional homework. Pages 3-4: supplier facts and answers.

Optional language support

Choose one or two targets if useful. The task is successful when the learner explains the problem and agrees on a workable plan. Other clear, natural wording is welcome.

Possible grammar target	Example
Polite requests: could + subject + verb	Could you send a red coat, please?
Past simple: ordered and received	We ordered a red coat, but we received a blue one.
Questions with can	When can you deliver it?

Vocabulary to choose

Useful task words: order, delivery, wrong, matching, replacement, deliver

Describe the items: red, blue, white, black; old, modern; small, large; round, square

Name the objects: coat, suitcase, lamp, chair; cup, table, umbrella in the extra task

Explain only if needed: props, hire, supplier

A quick politeness check / optional in Step 3

Send a red coat. / Could you send a red coat, please?

Compare the instruction with the request. Practise in a calm, clear voice. Accept other polite wording.

If you did not hear: Could you say that again, please?

An example call

Read together if a model helps. The example uses a different item.

Film assistant: Hello. There is a problem with our order.

Supplier: I'm sorry about that. What is the problem?

Film assistant: We ordered a small mirror, but we received a large one. Could you send a small one, please?

Supplier: We have a small round mirror. Is that OK?

Film assistant: Yes, that works. When can you deliver it?

Supplier: At three o'clock today.

Film assistant: So, one small round mirror at three today. Is that right?

Supplier: Yes, that's right. We'll collect the large mirror then.

Check: the supplier will send a small round mirror at 3 pm today.

Optional homework / three sentences

Imagine a different delivery problem. Write three sentences: explain what was wrong, ask for a replacement, and ask when it can arrive.

Bring your message to the next class. Read it aloud and make one part clearer with your teacher.

Order 204

Keep this page private. You work at the hire shop.

Ask for the order number and listen to the problem. Answer one question at a time. Let the caller ask about alternatives and delivery. Offer a choice if they need help. Use only the stock and times below.

Stock list

Item	What you can offer
Red coat	1 available today
Old brown suitcase	Available tomorrow at 10 am - too late
Old black suitcase	1 available today
Blue chair	No extra blue chairs until tomorrow
Matching white chairs	2 available today
Matching black chairs	2 available today

Delivery and collection

You can deliver today at 4 pm or tomorrow at 10 am. Collect the wrong coat, suitcase, and both chairs when you deliver. The crew keeps the lamp.

Useful supplier phrases

- I'm sorry about that.
- We have ..., but we don't have ...
- Would ... be OK?
- We can deliver at ...
- Yes, that's right.

A successful agreement

Send 1 red coat, 1 old black suitcase, and 2 matching white OR black chairs at 4 pm today. Keep the lamp. Collect the wrong coat, the modern suitcase, and both delivered chairs.

What was wrong?

Three groups are wrong: the coat, the suitcase, and the chairs. The lamp is correct. Brown is preferred for the suitcase, but an old black one also meets the crew's needs. Blue is preferred for the chairs, but another matching pair is acceptable.

Order 319

Optional extra practice / about 10 minutes. Use this new delivery after the main lesson. Keep the same roles, then check the agreed items and time.

Keep this page private. You work at the hire shop.

Ask for the order number and listen to the problem. Answer one question at a time. Let the caller ask about alternatives and delivery. Offer a choice if they need help. Check what size table the crew needs. Use only the stock and times below.

Stock list

Item	What you can offer
Red cups	More arrive tomorrow
Matching white cups	2 available today
Matching blue cups	2 available today
Small round table	1 available today
Large round table	1 available today - check the caller's needs

Delivery and collection

You can deliver today at 12 noon or 3 pm. Collect both delivered cups and the square table when you deliver. The crew keeps the umbrella.

Useful supplier phrases

- I'm sorry about that.
- We have ..., but we don't have ...
- Would ... be OK?
- We can deliver at ...
- Yes, that's right.

A successful agreement

Send 2 matching white OR blue cups and 1 small round table at 12 noon today. Keep the black umbrella. Collect both delivered cups and the large square table.

What was wrong?

The cups do not match and the table is the wrong size and shape. The umbrella is correct. The colour of the cups can change. The table's size and shape cannot.