

UNIT 7 > Procedures

Lesson 7.1 What's the procedure?

Vocabulary A Read the stages for creating an invoice. The words in bold are all in the wrong place. Put them in the correct place.

- To create a new invoice, ¹**supply** enter the purchase order number into the system and choose 'Create invoice'.
- Check the customer's details and the order details are correct.
- ²**Approve** _____ the invoice after we ³**request** _____ the items to the customer.
- Send an email to the customer to ⁴**issue** _____ them that the invoice is ready.
- It can take customers time to ⁵**notify** _____ payment. They usually have to send invoices for management approval. However, if a customer doesn't pay in four weeks, send a polite email to ⁶**enter** _____ payment again.

Communicative grammar

B Read the notices and messages and complete the instructions with *have to*.

1 'Can the last person to go home please turn off the lights?'

The last person to go home _____ turn off the lights.

2 'Is it necessary to wear a tie 🧔?'

_____ he _____ wear a tie 🧔?

3 'It's not necessary to wear a uniform 🧑 🚚 🧑 ✈️ 🧑 👩'

She _____ wear a uniform 🧑 🚚 🧑 ✈️ 🧑 👩.

4 ⚠️ 'Put paper in the photocopier.'

They _____ put paper in the photocopier.

5 'You can use our computers for your presentation.'

You _____ bring your own computer.

6 'Put the document back in the folder.'

You _____ put the document back in the folder.

7 'Is it necessary to bring lunch?'

_____ we _____ bring lunch?

8 'Always wear protective clothes 🧑 🧑 🧑 in the factory.'

Workers _____ wear protective clothes 🧑 🧑 🧑 in the factory.

UNIT 7 > Procedures

Lesson 7.2 Workflow

Vocabulary A Choose the correct word.

- 1 A *simple* / *complicated* process is easy to do.
- 2 Someone who always delivers on time is *reliable* / *unreliable*.
- 3 Something easy to understand is *clear* / *complicated*.
- 4 A(n) *efficient* / *complicated* person does things quickly.
- 5 I really like the service, it's *excellent* / *poor*.
- 6 If something doesn't work all the time, it's *reliable* / *unreliable*.
- 7 A(n) *poor*- / *excellent*-quality product is not very good.
- 8 A *simple* / *complicated* process is difficult to do.

B Put the letters in brackets in the correct order to complete the text.

★★★★★

The website is very ¹_____ (caler) and easy to read. Buying products is very ²_____ (spilme) and fast. Much better than other ³_____ (copmalitecd) websites. The only thing I don't like are the poor-quality, dark pictures on the website. The delivery is very quick and ⁴_____ (efiecifnt), my order arrived the next morning! The quality is also ⁵_____ (elxenclet) - my new headphones are really good. The company is very ⁶_____ (ralielbe) - five stars!

UNIT 7 > **Procedures****Lesson 7.3** A manual

Communicative grammar **A** Write positive or negative instructions using the prompts.

1 order / the stapler on the website

2 not change / the purchase order number

3 write / the delivery terms here

4 phone / the supplier to reorder

5 not phone / after 6 p.m.

6 send / an email to the customer

7 not change / the information on the invoice

8 create / a new customer number

UNIT 7 ➤ **Procedures****Lesson 7.4** **Changing a workflow****Speaking A** Complete the dialogue with the words in the box.

don't idea not should sounds sure think

A: Why ¹_____ use an electronic contracts tool?**B:** I'm not ²_____ about that. I think we need to check the cost.**A:** That's a good ³_____.**B:** I ⁴_____ we ⁵_____ invite IT to a meeting to discuss it.**A:** That ⁶_____ great.**B:** OK. Why ⁷_____ we have a meeting next week?**A:** OK.