

INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ



Angličtina v poštovníctví finančnictví a logistice

Část B – se zaměřením na logistiku

Studijní texty a pracovní listy

Denisa Vojáčková Grymová

2011/2012

Texty vznikly v rámci projektu Postilión – projekt zvyšování kvality vzdělávání
v oblasti poštovníctví a logistiky s důrazem na konkurenceschopnost absolventů na trhu práce.



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OP Vzdělávání
pro konkurenceschopnost

INVESTICE DO ROZVOJE VZDĚLÁVÁNÍ

Obchodní akademie a Střední odborná škola logistická, Opava, p. o.

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Tento projekt je spolufinancován Evropským sociálním fondem a státním rozpočtem České republiky.

Publikace vznikla v rámci projektu Postilión – projekt zvyšování kvality vzdělávání v oblasti poštovníctví a logistiky s důrazem na konkurenceschopnost absolventů na trhu práce.

Registrační číslo projektu: CZ.1.07/1.1.07/03.0018

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Vydání: první, 2012

Jazyková korektura nebyla provedena, za jazykovou i obsahovou stránku textů odpovídají autoři.

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INTRODUCTION

This workbook is a compilation of parts of several books based on Logistics English and Business English, which are very well written and extremely user-friendly. Therefore it seemed counterproductive to adapt the exercises and texts just to avoid simple copying. Its author hopes the real authors of the original sources forgive her. After each chapter there is a list of resources.

1 MOTIVATION TIPS FOR HOMEWORK

Do you need motivation for doing your homework? Sometimes we all need a little prodding when it comes to getting our work done.

If you ever feel like homework is pointless, you may find inspiration in the following tips. The problems below have been submitted by real students.

Read on to discover how normal you really are!

1.1 Get perspective!

“Sometimes I just don’t see the point of homework. I mean, I don’t get the point, so I don’t feel like doing it.”

You’ve probably heard the old saying “I’ll never use this knowledge in the real world.” It’s time to set the record straight once and for all—that saying is completely false!

When you start feeling like homework is a drag, it might help to start thinking about the reason you’re doing homework in the first place. The work you do now really is important, even though it’s probably hard to see sometimes.

In truth, your nightly homework is really work that will form the foundation for your future. Right now you are probably being forced to study topics that don’t interest you at all. It may seem cruel and unfair now, but it’s really an important and necessary “evil.”

Why? Because a strong foundation must include a good mix of ingredients. You see, you may not believe that you’ll need your algebra skills later in life, but algebra sets the stage for understanding principles of science, economics, and business.

It’s the same for English homework. You’ll need those skills desperately in college, and you’ll certainly need them to succeed in the world.

1.2 Get an attitude!

“I like one of my subjects. It’s all the others I hate!”

Are you a math whiz? A great writer? Are you artistic—or maybe good at solving puzzles?

Most students have a special talent in one particular area, so they enjoy doing homework in that topic. The problem comes when they avoid doing the other stuff. Sound familiar?



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The good news is that you don't need to love everything. Just pick one area you love and become the self-appointed expert in your school. Get a serious attitude!

Think of yourself as the very best at that one topic, and then make it a reality. For inspiration, you can create a web site or perhaps a series of podcasts about your topic. Become a star!

Once you become the expert in your field, you will gain confidence in yourself and become more tolerant of the topics you don't enjoy so much. You'll start thinking of all your least favorite topics as "supporting" actors in your quest for a career in the area you love.

1.3 Get Competitive!

"Some kids get good grades because of their reputations. The teacher just likes them better. I have to work harder for an A."

This problem could be real or imagined. Either way, this problem is the best kind! If you have a competitive spirit, you can have a lot of fun with this one.

If you think you're at a disadvantage to other students, you can turn things around by getting a competitive attitude.

Think of every project as a challenge and set out to do your assignment better than anybody else. Try to surprise everyone—including the teacher—by doing outstanding work.

If you feel like you are part of a misfit crowd, then it might help to team up with a friend or two. Put your heads together and plot to outdo the popular crowd. You'll find that this can be very inspiring!

1.4 Get Your Eye on the Prize!

"I do OK in school. I just get so bored sometimes and can't get into my homework."

If you get bored just thinking about homework, then you may need to focus on setting and reaching goals.

For instance, if you are having trouble getting started on a big science project, then divide your project into steps. Then, reward yourself each time you finish a step successfully. Your first step could be library research.

Set a time line for visiting the library and completing your research. Think of a good way to reward yourself, like a frothy iced coffee drink or another favorite treat. Then focus on the prize and make it happen!

Your parents will probably support you in this endeavor. Just ask!

There are many variations to the “eye on the prize” system. You may want to create a dream box or a bulletin board with pictures of big prizes, like the college of your dreams. Fill the box or board with the objects of your dreams and make a habit of looking at them often.

In other words, keep your eyes on those prizes!

1.5 Get Support!

“Why should I care? Nobody else does.”

It’s unfortunate but true that some students don’t receive much encouragement or support when it comes to school work. Some students don’t have any encouragement from family or don’t even have any family at all.

But that doesn’t mean nobody cares.

There are lots of people who care very much that you succeed in school. Just think about it—this web site wouldn’t exist if somebody didn’t want you to succeed.

There are many people who care. People in your school have a big stake in your success. They are judged on your performance. If you don’t do well, they don’t do well.

Adults from all walks of life are concerned about education and the plight of students just like you. The state of education is a big topic of discussion and debate among adults. If you feel like you don’t get support at home, then find an education forum and talk about it.

You’ll find that there are lots of people who are interested and willing to cheer you on!

By Grace Fleming, About.com Guide

<http://homeworktips.about.com/od/timemanagement/a/motivation.htm>

downloaded 4/9/11

1.6 Resources

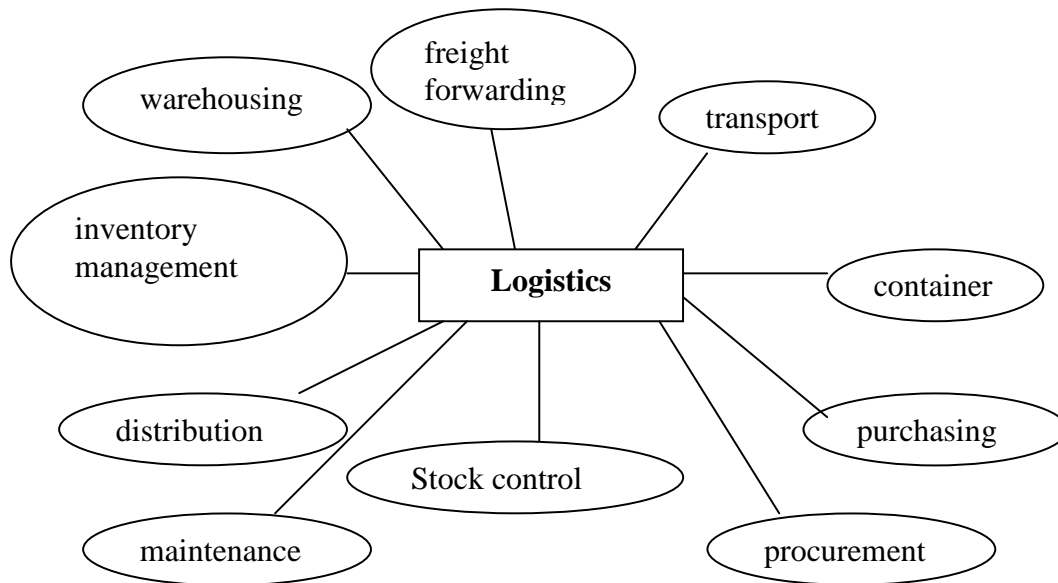
1. FLEMING, G. *About.com Guide*. [online]. [cit. 4.9.2011]. Dostupné z: <<http://homeworktips.about.com/od/timemanagement/a/motivation.htm>>

2 BASIC LOGISTICS TERMINOLOGY

The aim of this chapter is the introduction of the most frequent Logistics vocabulary. Hopefully, by the end of this section you will know how to read it and write it.

2.1 Areas of Logistics

Task 1 Look at the following areas of Logistics.



Task 2 Do you know any of the expressions above?

Task 3 Match the words with the translations.

- | | |
|------------------------|-----------------------------------|
| 1 inventory management | a doprava, přeprava |
| 2 distribution | b skladné, poplatek za skladování |
| 3 maintenance | c pořízování |
| 4 stock control | d nákup |
| 5 procurement | e přepravní skříň |
| 6 purchasing | f řízení zásob |
| 7 container | g kontrola zásob |
| 8 transport | h distribuce |
| 9 freight forwarding | i zasílání nákladů, speditérství |
| 10 warehousing | j údržba |

2.2 Definition of Logistics

Task 1 There are various definitions of Logistics. Complete the statements with the words from the box.

provide	storage	support	distribution	delivery	maintenance
---------	---------	---------	--------------	----------	-------------

- 1 Logistics means that you manage the procurement and movement of goods and the _____ of inventory.
- 2 It means the _____ of the goods the customer needs at the right time, in the right place, and of the right quality.
- 3 Logistics is about planning, organizing, and managing operations that _____ services and goods.
- 4 Logistics – that's the purchasing, maintenace, _____, and replacement of material and staff.
- 5 Logistics is the planning and _____ of operations such as warehousing, inventory, transport, procurement, supply, and _____.

Task 2 Listen and check your answers.

Task 3 Complete the chart using the words from Task 1.

	Verb	Noun
1	to provide	
2		storage
3	to support	
4		delivery
5		distribution
6	to maintain	
7		transportation
8		purchasing

Task 4 Now complete the sentences with the correct form of the words from the table above.

1 On my job I oversee the _____ of vehicles and machinery.

2 Do they also _____ parcels and packages on Sundays?

3 Goods are normally bought in the _____ department.

4 We _____ a 24-hour delivery service.

5 This company only _____ goods by road.

6 We _____ all our goods in the warehouse.

2.3 Companies

Task 1 Match the words with the definitions.

1 carrier definition ____

2 freight forwarder definition ____

3 supplier definition ____

4 haulage contractor/haulier definition ____

5 courier definition ____

6 consignee definition ____

a company which carries goods by road

b person or firm named in a freight contract to whom goods have been shipped or turned over for care

c company that specializes in the speedy and secure delivery of small goods and packages

d company that transports or conveys goods

e company which supplies parts or services to another company; also called vendor

f person or business that arranges documentation and travel facilities for companies dispatching goods to customers

Task 2 Put the words in the correct order. Use the correct form of the verb.

1 an excellent / provide / delivery service / my company.

2 you / how much / handle / cargo / per year?

3 to other countries / not ship / we / chemical products.

4 responsible for / be / the warehouse manager / also / vehicles and machinery.

5 to foreign companies / car parts / this vendor / supply?

6 usually / arrange / for companies / a freight forwarder / documentation.

2.4 Jobs

Task 1 Listen to three people describing their jobs in Logistics: a warehouse manager, a freight forwarder, and a shipping operations manager. Match each job to the correct person.

1 _____

2 _____

3 _____

Task 2 Now listen again and complete the sentences.

Person 1

1 My job is to _____ the transport of goods either by sea, air, road, or rail.

2 An important part of the job is _____ with customer requests about the most suitable mode of transport.

3 My responsibilities also include _____ good shipping rates with shipping lines and transport companies.

4 I _____ customs clearance on behalf of my clients.

Person 2

5 In my job I have to _____ that the cargo is not damaged onboard the ship or while loading or unloading.

6 I _____ customers on shipping rates and prepare quotations for our sales office.

Person 3

7 Another part of my job is to _____ with departments such as transport and production.

8 Apart from that, I _____ that vehicles, machines, and any other kind of equipment are maintained to a high level.

Task 3

Match the verbs with the activities to make phrases from the recordings.

- | | |
|---------------|---|
| 1 book | a a number of shipments under one bill of lading |
| 2 consolidate | b booking reservations |
| 3 deal | c that health and safety standards are maintained |
| 4 keep | d modern computer systems |
| 5 make | e space on a ship, train, lorry, or a plane |
| 6 use | f where to put them in the warehouse |
| 7 check | g an eye on the budget |
| 8 take care | h with all the necessary documentation |

Task 4

Replace the underlined verbs with words from the box.

provide	train	organize	ensure	inform about	check
---------	-------	----------	--------	--------------	-------

- We supply software for the car industry. _____
- I often advise clients on the most suitable transport method. _____
- In my job I have to make sure that passengers arrive on schedule. _____
- My job is to supervise incoming goods. _____
- I also plan the transport of goods. _____

Task 5 What is your dream job in Logistics? What would you be responsible for? Study the following phrases.

- I would like to work for / in (a company), in (an area / a department).
- In my job I would have to
- I would be responsible for
- I would be in charge of
- My job would involve

2.5 Vocabulary Revision

Task 1 Do the wordsearch.

S R L Z Q G K Y M T D M R S J
P T E V A P U T X D U A E U E
K O O I U C M X D D I I N P Z
I O J C L F O S K H E N I P R
A I C G K U J N U Z O T A L E
C T E A N C A V S F M E T I I
Z G J T A I O H Z I Y N N E R
Z V I A O Y S N V C G A O R U
D I S T R I B U T I O N C X O
T N E M E R U C O R P C E O C
T R A N S P O R T H O E L E X
N T C L X X T Z R J E L I W R
R E I R R A C X I G U R G T W
I N G S Z F I A M K Z R A Z Z
N N J K R F E N V H J V T W L

CARRIER
CONSIGNEE
CONTAINER
COURIER
DISTRIBUTION
HAULIER
MAINTENANCE
PROCUREMENT
STOCKCONTROL
SUPPLIER
TRANSPORT
WAREHOUSING

Task 2 Translate the words from this chapter.

to arrange		
bill of lading		
budget		
car parts		
cargo		
carrier		
to carry out		
to check		
consignee		
to consolidate		
container		
to convey		
courier		
customs clearance		
to damage		
depot		
to deal with		
to deliver		

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delivery		
to dispatch		
to distribute		
distribution		
documentation		
to ensure		
to estimate		
freight forwarder		
freight forwarding		
goods		
to handle		
haulage contractor		
to instruct		
inventory		
to involve		
to liaise with		
loading/unloading		
machinery		
to maintain		
maintenance		
to manage		
mode of transport		
to monitor		
to negotiate		
on behalf of		
onboard the ship		
to organize		
to oversee		
package		
parcel		
procurement		
to provide		
provision		
to purchase		
purchasing		
to quote		
quotation		
replacement		
responsible for		
to review		
safety standards		
sales office		
secure		
services		
to ship		
shipping		



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shipping rates		
shipping lines		
shipment		
to specialize in		
speedy		
staff		
stock		
to store		
storage		
to supervise		
to supply		
support		
to train		
to transport		
transportation		
to turn over		
vehicles		
vendor		
warehousing		

2.6 Resources

1. Grussendorf, M. *English for Logistics*. Oxford: OUP, 2009. ISBN 978-0-19-457946-9.
2. www.discoveryeducation.com. *Discovery Education*. [online]. [cit. 11.9.2011]. Dostupné z: <<http://puzzlemaker.discoveryeducation.com/code/BuildWordSearch.asp>>

3 IN A TRANSPORT OFFICE

The aim of this chapter is to teach you how to make small talk (i.e. polite friendly conversation about unimportant subjects) in a transport office and how to plan and arrange transport.

3.1 Small Talk

Task 1 How would you greet these people? What would you say? What would you do? Discuss the questions with your partner.

- a friend you see often
- a relative you haven't seen for a while
- a visitor from another country

Task 2 Translate the phrases.

- 1 How was your journey? _____
- 2 Pleased to meet you. _____
- 3 Have you been here before? _____
- 4 Can I give you a hand? _____
- 5 Is this your first visit to Opava? _____
- 6 Please take a seat. _____

Task 3 Look at the following topics of conversation. Which ones are suitable for small talk? Write YES / NO / MAYBE.

- the visitor's clothes _____
- your families _____
- the place you are in _____
- the visitor's journey _____
- politics _____
- the weather _____
- hobbies _____
- religion _____

Task 4 Read these extracts from the conversation between a host (A) and a client (B). Which topics in Task 3 do they talk about?

Dialogue 1

A So, how was your journey?

B It was fine, thanks. The plane wasn't full.

A Well, not many people come to the Czech Republic at this time of year.

B No, I guess not. Is it always this cold in October?

A Well, not usually this cold. How was the weather in London?

B Actually, it was quite warm. About 20 degrees.

Dialogue 2

B ... Where in the Czech Republic are you from?

A From Brno, in the south. Have you been there?

B Yes, I have. It's a beautiful city.

A What about you? Do you live in London?

B Yes, I do, but I was born in Manchester.

Dialogue 3

B ... That's an amazing building – what is it?

A It's the new football stadium. Are you interested in football?

B I don't know much about it, but my brother loves it.

A Your brother? Have you got a big family?

B No, just one brother. What about you? Have you got any brothers or sisters?

A Yes, I've got three sisters.

Task 5 Write down the questions the speakers use to introduce the topic.

Task 6 Work in pairs. Imagine you come from different countries. Role play a similar conversation. Take turns to be the host and the client. Try to keep the conversation going using the questions you underlined in Task 5.



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Task 3 Complete the sentences with the words from the box.

if you like	recommend	an alternative	could you
how much	also consider	calling about	would be
more suitable	suggest that		

- 1 I'm _____ the train options described on your website.
- 2 _____ tell me a bit more about them?
- 3 What _____ the best rail options for us?
- 4 For large volumes, I would _____ using block train transport.
- 5 If you want to ship smaller quantities, the single-wagon option would be _____.
- 6 If flexibility is important, I would _____ you book the flexitrain block train option.
- 7 As _____, I can suggest single-car transport, which is even more flexible.
- 8 In that case we should _____ the other block train options.
- 9 _____ time would we have for loading?
- 10 At least 7 hours, but we could arrange longer loading times _____.

Task 4 Listen and check.

Task 5 Translate these useful phrases.

A MAKING ENQUIRIES

- I'd like to ask/enquire about....._____
- I'm calling about....._____
- I'm writing about/with regard to... _____
- Could you tell me how much/many/long/often...?_____

B ADVISING THE CUSTOMER

- For this consignment I would recommend/suggest using air transport.

- I recommend/suggest that you ship the goods by road.

- We/You should also consider air transport for...

- That depends on your specific requirements.

C OFFERING ALTERNATIVES

➤ Another option would be to.....

➤ Of course it would also be possible to(instead).

➤ Alternatively, you/we could.....

Task 6 Look at the board and write some more phrases into the table.

A MAKING ENQUIRIES	B ADVISING THE CUSTOMER	C OFFERING ALTERNATIVES

Task 7 Match the beginnings with the endings.

- | | | |
|---|---------------------------------|--|
| 1 | I would need some information | a would recommend rail transport. |
| 2 | Could you let me know | b by courier if you prefer. |
| 3 | In that case I suggest that you | c regarding loading times. |
| 4 | For a consignment this size I | d what the transit times are? |
| 5 | Of course it would also be | e possible to ship by express service instead. |
| 6 | We can also arrange transport | f use the cheaper sea freight option. |

1 _____, 2 _____, 3 _____, 4 _____, 5 _____, 6 _____



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Task 8 Role-play this conversation.

A Tell B what you would like to enquire about.

B Ask A to be more specific.

A Give B some details of your shipment.

B Recommend one or two options.

A Tell B you are not sure you want this option.

B Offer another alternative.

A Ask B about order/cancellation deadlines.

B Answer B's question. Tell B you will give him/her a quotation within the next hour.

A Thank B for help.

3.3 Talking about numbers

Task 1 Listen to a shipping agent describing one of the containers available.
Complete the gaps.

height	payload	length	tare weight	width	gross weight
--------	---------	--------	-------------	-------	--------------

Type of container: 40 ft open top

1 _____: 4,030 kg

2 _____: 32,500 kg

3 maximum _____: 28,470 kg

Internal measurements:

4 _____: 12.02 m

5 _____: 2.35 m

6 _____: 2.32 m

Task 2 Study the following expressions.

Numbers

235,000 two hundred and thirty-five thousand

1.5 one point five

185 one hundred and eighty-five

Size

Our consignment is 3 by 2 by 2.5 metres.
This box measures 3 by 2 by 2.5 metres.
Its measurements are 3 by 2 by 2.5 metres.

Weight

The empty container weights 5,000 kg.
The net/tare/gross weight of the container is kg.
The container's maximum payload is ...

Dimensions

The box is 40 cm high/long/wide/deep.
Its/The height/lenght/width/depth is 40 cm.

Task 3 Listen to a dialogue between a forwarder and a customer asking for a shipping quotation. Are these statements true or false?

- | | | |
|---|--|-----|
| 1 | Karla Hanssen needs a quotation for air freight to the United Arab Emirates. | T/F |
| 2 | They want to ship cooling units to Abu Dhabi. | T/F |
| 3 | The consignment consists of 18 boxes. | T/F |
| 4 | They want to ship from Sweden. | T/F |
| 5 | The units should be picked up on August 6th. | T/F |
| 6 | Martin will call back within the next two hours. | T/F |

Task 4 Listen again and complete the missing information.

Quotation form

Company name: _____
Contact: Karla Hanssen
Tel No: 0046 890265030
Fax No: 0046 890265039
Email address: khanssen@coolair.se

Shipping information

Point of origin: _____
Destination: _____
Method of transport: Air
Number of units/items: _____
Pick-up date: _____
Delivery date: _____



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Freight information

Volume (m³): 30.31

Total weight (kg): _____

Dimensions (cm): 170 cm high, 145 cm wide and 82 cm deep

Type and nature of goods: _____

Special requirements

Hazardous: _____

Other: must arrive by _____

3.4 Vocabulary

alternative		
cancellation deadline		
to consider		
to consist of		
convenient		
dimensions		
flexitrain		
hazardous		
internal		
to measure		
measurements		
nearly		
option		
order deadline		
payload		
sailing time		
net/tare/gross weight		
terms		
transit time		
volume		
to weight		
with regard to		

3.5 Resources

1. Grussendorf, M. *English for Logistics*. Oxford: OUP, 2009. ISBN 978-0-19-457946-9.
2. Wood, N. *Business and Commerce*, Oxford: OUP, 2003. ISBN 0-19-438825-5.

4 BUSINESS LETTERS AND EMAILS

4.1 Business emails: detailed study

In this section you will learn all the necessary language to be able to write English emails efficiently.

4.1.1 Parts of an email

Task 1 Match the Czech words with the following English expressions.

attachment	contacts	deleted items	drafts	forward
high priority	inbox	outbox	reply	reply to all
send/receive	sent items	subject		

1. Doručená pošta –
2. Pošta k odeslání –
3. Odeslaná pošta –
4. Odstraněná pošta –
5. Koncepty –
6. Odpovědět –
7. Odpovědět všem –
8. Předat dál –
9. Odeslat/přijmout –
10. *Symbol knihy* –
11. *Vykřičník* –
12. *Symbol kancelářské svorky* –
13. Předmět -

Task 2 Where or how can you do the following?

- 1 Find old emails you have sent.
- 2 Find emails you have received.
- 3 Send an email you have received to a third person.
- 4 Find email addresses and other personal data.
- 5 Put emails you are working on but are not ready to send.
- 6 See what a message is about.
- 7 Show that an email is important and should be read immediately.
- 8 Find a document which has been sent with the email.

Task 3 Now look at the message. Find five things that make it different from a letter.

-
-
-
-
-

Task 4 Look at this inbox and find an email...

From Martin which...

- 1 is urgent.
- 2 is probably not work-related.
- 3 is asking for input.
- 4 contains new information about a meeting.
- 5 is a reply to an email you sent.

from Julia which...

- 6 is a request for information.
- 7 was sent on from someone else.
- 8 contains a document/documents.
- 9 contains information about the new division.

A		Martin Weber	Ideas for a venue?
B		Martin Weber	Sales meeting
C	<i>svorka</i>	Martin Weber	Something amusing for you
D		Martin Weber	Car park closed tomorrow
E	!	Martin Weber	Sales meeting update
F		Martin Weber	Re: tomorrow's event
G	←	Meadows, Julia	Outstanding invoices
H	!	Meadows, Julia	FW: invoice 0167
I		Meadows, Julia	REQ: current price list
J		Meadows, Julia	info
K		Meadows, Julia	info
L	<i>svorka</i>	Meadows, Julia	PET contract

Task 5 Did you have trouble answering number 9? That's because Julia's subject lines don't always give enough information about the contents of her emails. Look at the following parts of emails and write appropriate subject lines.

1 Subject: _____

Just a quick note to see if you've heard from Production about the new schedule. We need the info for tomorrow's meeting.

2 Subject: _____

Many thanks for your email. The handbook for the XL20 motor is now available online at www.hardysgardensupplies.com.

3 Subject: _____

I will be away from the office from 3-5 October. Please direct all questions to Maggie in my absence.

4 Subject: _____

I have to change our meeting to 3 pm instead of 12.00. Sorry!

5 Subject: _____

Could you send me those staff guidelines asap? Our dept hasn't seen them yet. Thx.

6 Subject: _____

I am writing to confirm your order of 1000 coffee mugs with logo (see attached), colour 32c.

Your order no. is 66 193 F/2. Please refer to this number in all future correspondence.

Task 6 Look at the paragraphs below. Each of them belongs to either formal or an informal email. Find the two emails and write the letters a-j below.

	Formal email	Informal email
Opening greeting		
Opening sentence		
Body		
Friendly ending		
Closing greeting		

A

Attached you'll find the new price list for our complete product range. We've discussed this with other distributors and they agree the increase can be passed on to their customers without any problems.

B

A quick note to tell you about next week's meeting.

C

See you then! Enjoy yourself at the premiere tonight!

D

Regards,
Edita

E

Hi Vladka,
How's it going?

F

Bye, Ivan

G

I'm writing to inform you of our price increases for the next quarter.

H

Dear Sam,

I

We're meeting at 'Frank's' in Haverhill Street at about 5.30 pm. John is bringing the Swiss visitors with him directly after the factory tour. We'll hold a meeting first, then have diner. Is that OK?

J

Hope you have a successful third quarter and we look forward to future business contacts with you.

4.1.2 Formal and informal emails

Task 1 Look at emails a-f. Which messages are formal and which are informal?

Task 2 Now look at the emails again and find:

- 1 An announcement to the staff of a new regulation.
- 2 A message to a colleague.
- 3 A message to a customer about a change in plans.
- 4 A request for confirmation of an order.
- 5 A hotel reservation.
- 6 An enquiry to a supplier.

Task 3 Find examples of typical words and phrases in the emails to complete the table:

	More formal	Less formal
Opening/closing greetings		
Phrases/vocabulary		
Others		

A

Dear Mr Braithwaite

I'm writing to enquire about the monitors you informed us of last month (April). Please could you send us a brochure and price list?

We would also appreciate a visit from your rep in order to get more information about the products. Could you ask one of them to contact us, please?

Looking forward to your reply.

Yours sincerely

Evan Davis
Purchasing Assistant

B

Hey Gary!

How was the holiday? I'll be away on mine when you get this! I'm off to Florida. ☺

Just a note to tell you that all the info to update you on the last couple of weeks is with Tanya. She's collected memos and post for you and also a list of important points from me. Hope you had a great time. I'm really looking forward to mine. Speak to you when I get back. I WON'T be checking emails at all while I'm away!

See ya

D

C

Dear Ms Braun

Thank you for your order of 24 April for 200 corporate umbrellas. I would appreciate it if you could check the logo size and colour on the attachment.

Please confirm by email if this is correct before we make up your order.

Thank you for your custom.

Regards

Daniel Prewitt

D

I would like to reserve a room for 3 nights 1-3 December inclusive.

Could you also confirm the corporate price I was quoted of €145.50 including breakfast buffet?

Kind regards

Ronald Frischherz

E

Hello Gabi

I hope this email reaches you before you leave the office.

I'm afraid the rep who's coming to visit you tomorrow has been taken ill.

Would it be OK if we put off her visit until she's well?

Hope this isn't going to cause you too much trouble.

Let me know if I can be of assistance.

Have a nice day 😊

Yanis

F

Dear All:

Please note that starting immediately use of the Internet during working times will be limited. Access will be granted between 15.00-18.00 every day.

Thank you for your cooperation.

Jenny Morris

Human Resources Assistant

Task 4 Match the vocabulary used in formal emails with the less formal vocabulary below.

to answer	to ask	to get in touch with	help	to need
to put off	to be sorry	to set up	OK	to tell

- 1 convenient _____
- 2 assistance _____
- 3 to inform _____
- 4 to reply _____
- 5 to regret _____
- 6 to contact _____
- 7 to postpone _____
- 8 to arrange _____
- 9 to enquire _____
- 10 to require _____

Task 5 **Now complete the emails below with the words from Task 4. Be careful of the register!**

1

Dear Mr Bass

I'm writing to _____ (1) about your range of less exclusive products.

Our company has diversified recently and, in addition to the professional equipment we have previously purchased, we now _____ (2) products for the hobby golfer.

Could we _____ (3) a meeting to see one of your sales reps who can _____ (4) us about your products? The week of 19 August would be _____ (5) for us.

As I will be out of the office from 2 to 6 August, please _____ (6) my assistant, Sylvie Jouet, directly.

Best regards

Simon Pilgrim

2

Hi Sylvie

Just a quick note to say we are very _____ (7) for the delivery delay.

I'm afraid we'll have to _____ (8) the delivery date for 10 days because of the truck drivers' strike.

When exactly do you _____ (9) the goods? If it's urgent I'll _____ (10) the manager of the forwarders whether we can _____ (11) a special delivery somehow.

I'll _____ (12) asap, but please let me know the latest date for the goods.

Despite this, have a nice day!

Rgds

Jean

Task 6 **Write the meaning of the following abbreviations.**

1	ie	_____	6	bw	_____
2	asap	_____	7	attn	_____
3	Thurs	_____	8	rgds	_____
4	Jan	_____	9	pls	_____
5	at the mo	_____	10	w/e	_____

4.2 Different types of business emails

In this part you will learn how to write an inquiry, discuss terms and ask for payment.

4.2.1 A customer - supplier sequence

Task 1 Match the words (1-5) with the definitions (a-e).

- | | | |
|---|-------------|--|
| 1 | a complaint | a) a request to send goods |
| 2 | an invoice | b) a request for general information |
| 3 | a quotation | c) a request for payment |
| 4 | an inquiry | d) sth you say or write when you are not satisfied |
| 5 | an order | e) a document giving detailed info about the cost of sth |

Task 2 Find 3 documents above sent by the customer to the supplier.

-
-
-

Find 2 documents above sent by the supplier to the customer.

-
-

Task 3 Complete this typical customer – supplier sequence with the words from the box.

a complaint	information	an inquiry	an invoice (with the goods)
an order	the problem	a quotation	the quotation

- 1 The customer makes an inquiry
- 2 The supplier sends _____
- 3 The customer requests _____
- 4 The supplier gives _____
- 5 The customer makes _____
- 6 The supplier sends _____
- 7 The customer makes _____
- 8 The supplier solves _____

4.2.1.1 Inquiries

Task 1 Complete the table with the phrases below.

Can you help./We hope you are happy with this./ Let us know if you need any more help./
Please answer asap./ I'm sending you the ... in an attachment./ I'm sending you .../
Thanks for choosing .../ We are working on your request./ Can you please send me?/
Thanks for your email/request.

More formal	Less formal
<i>Requesting information</i>	
Could you please send me...?	
Would you be able to help...?	
I'd appreciate a reply asap.	
<i>Replies</i>	
Thank you for your email/enquiry.	
I'm pleased to send you...	
Please find the ... in an attachment.	
Your request is being processed.	
We hope you find this satisfactory.	
Thank you for your interest.	
Do not hesitate to contact us if you require further assistance.	

Task 2 Translate the phrases.

Very formal (suitable for first contacts):

We would be grateful if you could send us...

We would also appreciate some information on

Formal (safe in all situations):

Could you please send me ...

I would like to order ...

Less formal (and rather direct – appropriate among colleagues or partners):

Please send me your current price list...

Please give us your rates

Task 3 Use (parts of) the phrases in Task 1 to complete the request and reply emails below.

Our company is currently looking for accomodation for some overseas colleagues who will be transferred to Southampton for 12 months.

_____ (1) me some brochures showing the various houses and flats you have to offer. We also need to find locations near schools; _____?

As our employees are arriving next month, I _____ (3).

Thank you very much.

Best regards
Rachel Beamish
HR assistant
Wells Ltd

Dear Ms Beamish

_____ (4). Unfortunately, the brochure you requested is being reprinted at the moment, but _____ (5). Prices and location have remained the same, however, so you'll find the requested information _____ (6). The new brochure will be sent by post as soon as it's available.

We _____ (7).

_____ (8).

Regards

Brian Pearson
Relocations Specialist
Changing Rooms

Task 4 Rewrite these emails to make them polite.

Our general manager saw your advert in yesterday's Financial Times and wants the free start-up packet advertised.

Send it to:

...

We also want all the information you can send us your after-sales services.

Thanks in advance.

T. Gerald

Dear Giovanni

Jane at headquarters gave me your name and said you will help me. I need some information about the upcoming trade fair in Milan.

- 1) Who is attending from the Milan office?
- 2) How many hotel rooms have you booked?
- 3) What time and where is the Tuesday night reception?

Send me the information immediately.

Regards

Martin

PS I want you to send me your extension number too. I can't find it on the international list.



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Task 5 Use the information below to write an enquiry.

You are the sales rep for Safe'n'Fast transport company for Morava and Slezsko region. Write to Ms Joanne Parker (Jan Vyhlídal from Safe'n'Fast Czech headquarters gave you her name) to order some brochures on Safe'n'Fast's services. You need the English and German versions of the brochures for an international trade fair in Prague. The trade fair is next week!

4.2.1.2 Discussing and agreeing terms

Task 1 Match the words with the definitions.

1 discount	A the conditions of a sales contract
2 credit	B the cost of delivery
3 delivery time	C the smallest number of items supplied
4 terms of payment	D a reduction in price
5 minimum order	E how long the goods will take to arrive
6 guarantee/warranty	F the correct way of doing sth
7 transport costs	G an arrangement to buy goods and pay later
8 procedure	H a promise to repair a product or replace it

Task 2 Now match the verbs in the columns below with these nouns: *an agreement, a compromise, an offer, an order*. Check any unknown words in the dictionary.

CANCEL
CONFIRM
MAKE + _____
PLACE
RECEIVE

ACCEPT
INCREASE
MAKE + _____
REJECT
WITHDRAW

KEEP TO
MAKE
NEGOTIATE + _____
REACH
SIGN



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ACCEPT
AGREE ON
FIND
REACH
SUGGEST

+ _____

Task 3 Complete the emails by writing one word in each gap.

Email 1

Dear Ms Newman

Thank you for sending you correct catalogue and price (1) *list* last week. We are interested in purchasing 5,000 (2) *u* of product ref TG67 and 2,000 of product ref K800. However, there are one or two things we would like to clarify before going ahead with a firm (3) *o*.

- 1 Do you give any (4) *d* on an order of this (5) *s*?
- 2 Would you be (6) *pr* to let us have the goods on (7) *cr*? Our normal (8) *t* of payment are 60 days after delivery, and we can of course supply a bank (9) *g*.
- 3 We can find no mention of delivery times in your documentation. We need these items by the end of October at the (10) *la*.

If we can (11) *r* an agreement on these matters, we are sure that we can do more business with you in the future. We are a (12) *w* - *k* company that has been in the market for over twenty years. We look forward to hearing from you soon.

Pavel Witkiewicz

Email 2

Dear Mr Witkiewicz

Thank you for your email of 2 August inquiring about a possible order for our products ref nos. TG67 and K800. I will go through your questions in order.

- 1 In (13) *r* to discounts, we would be happy to let you have a discount of 5% on an order of this size.
- 2 With (14) *r* to your request for credit, unfortunately, we are not able to offer 60 days credit to (15) *fi* - *t* customers. However, I am sure we can find an acceptable (16) *com*. In view of your reputation in the market, our credit (17) *co* department will agree on 30 days, with no pre-payment necessary. Our normal (18) *pro* is to check all bank guarantees, so will be requiring (19) *fu* details if you decide to go ahead with your order.
- 3 Your final question is about delivery times. We can supply the items you require directly from (20) *st*, and the goods will leave our warehouse within 3 working days of a firm order.

Please also note that we have recently improved the functionality of our website, and it is now possible to (21) *pl* _____ an order on-line. Alternatively, you can print out the attached order form. Just (22) *f* _____ it in and return it to us by email.

I have arranged for a member of our customer services *t* _____ to give you a call later in the week. They will be able to (24) *d* _____ with any further points.

Thank you for your interest in our products.

Sylvie Newman

Task 4 Write down important prepositional phrases and translate them.

English	Czech
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	

17	
18	

4.2.1.3 Asking for payment

Task 1 Make complete sentences by using one phrase from each column.

1 I wish to draw	an overdue payment	<i>to continue.</i>
2 There is	be allowed	<i>to my two previous emails.</i>
3 We are concerned that	your attention	<i>to recover the money.</i>
4 This situation cannot	the matter has not yet	<i>on your account.</i>
5 We must urge you to take	your cooperation	<i>received your attention.</i>
6 We have still not	but to take legal action	<i>the outstanding sum.</i>
7 We shall have no alternative	received payment for	<i>in resolving this matter.</i>
8 We would appreciate	immediate action to	<i>settle your account.</i>

Task 2 Read the emails. Which email is the:

- 1st reminder _____
 2nd reminder _____
 3rd reminder _____
 final reminder _____

Email 1

Following my emails of (date/s) I must inform you that we have still not received payment for the outstanding sum of €4,500. Unless we receive payment within seven days we shall have no alternative but to take legal action to recover the money.

In the meantime, your existing credit facilities have been suspended.

Email 2

I wish to draw your attention to my previous emails of (date/s) about the overdue payment on your account. We are very concerned that the matter has not yet received your attention.

Clearly, this situation cannot be allowed to continue, and we must urge you to take immediate action to settle your account.

Email 3

According to our records, the sum of €4,500 is still outstanding on your account.

We trust that our service was to your satisfaction, and we would appreciate your cooperation in resolving this matter as soon as possible.

Email 4

On (date/s) I wrote to you regarding your company's unpaid account, amounting to €4,500. May we please remind you that this amount is still outstanding. We would be grateful to receive a bank transfer in full settlement without further delay.

Task 3 What is more polite?

- | | |
|----|---|
| 1a | This invoice should be paid immediately. |
| 1b | You must pay the invoice immediately. |
| 2a | You have not paid invoice JK387. |
| 2b | We note from our records that invoice JK387 has not been paid. |
| 3a | This outstanding balance is now overdue. |
| 3b | Your outstanding balance is now overdue. |
| 4a | Please send a bank transfer to clear this amount. |
| 4b | Please send a bank transfer to clear this amount. If you have already dealt with this matter, then please disregard this email. |

Task 4 Complete the emails with the phrases from the box.

concerning a payment	-
forward the payment	-
further delay	-
have still not received	-
now two months overdue	-
shall have no alternative	-
should have been cleared	-
the outstanding sum	-
to settle your account	-

First reminder

We are writing to you (1) _____ of €12,600 for invoice number KJ678 which is now overdue. A copy of the invoice is attached. This amount (2) _____ by the end of last month. Please send a bank transfer (3) _____, or an explanation of why the balance is still outstanding. If you have already dealt with this matter, please disregard this email.

Second reminder

With reference to my email of 21 March, I must inform you that we (4) _____ payment to clear the balance on your account. I am sure you are aware that late payments create problems for us. We would appreciate payment of (5) _____ without (6) _____. If you have any queries on this matter, please do not hesitate to contact me. Thank you for your cooperation.

Final demand

I wrote to you on 21 March and 7 April regarding the balance of €12,600 on your account. I attach copies of both emails. This sum is (7) _____. We are very concerned that the matter has not yet received your attention. Please (8) _____ within seven days. If we do not receive payment from you, we (9) _____ but to take legal action to recover the full amount.

Task 5 Choose one of the emails above and translate it.

4.3 Resources

1. Hovorková, M. *English for Emails*. Plzeň: Fraus, 2007. ISBN 978-80-7238-607-9.
2. Emmerson, P. *Email English*, Oxford: Macmillan, 2004. ISBN 1-405-01294-3.

5 LOGISTICS SERVICES

5.1 Introduction to Vocabulary

Task 1 Translate the words.

to access		
to allow		
apart from		
as far as is concerned		
to assemble		
assembly		
to assist		
available		
to bypass		
break-bulk		
to bundle		
to cancel		
to carry		
carriage		
challenge		
collection		
to compensate for		
competition		
competitive		
to complement		
complex		
comprehensive		
concept		
consolidated		
consolidation		
to contract out		
cost-effective		
to crate		
cross-docking		
customized		
customs brokerage		
decrease		
dedicated		
demand		
demanding		
device		
distribution centre		
due to		
efficient		



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electronic data interchange		
enquiry		
to equip		
equipment		
expertise		
extra		
to face		
fierce		
fleet of vehicles		
flow		
freight volume		
full container load		
Global Positioning System		
to grow		
handy		
heavy goods vehicle		
impact		
increase		
International Standards Organization		
item		
kitting		
to label		
leading		
less than container load		
to locate		
manufacturer		
matters		
means of carriage		
to meet sb's needs		
non-vessel operating carrier		
order picking		
to outsource		
to pack		
to pick up		
polybag		
profit margin		
radio frequency identification		
rate		
to receive		
receipt		
recent		
in recent years		
records		
regarding		

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requirement		
reusable		
reverse logistics		
route		
to schedule		
segment		
to select		
separable		
shift		
shrink		
to sign up		
single		
site		
solution		
to suit		
supply chain		
tag		
tailor-made		
third-party logistics		
tough		
tracking and tracing		
trailer		
in transit		
transshipment		
value-added services		
waybill		
wide range		
yard		

Task 2 Do you know these frequently used acronyms? Test yourself.

- 1 FCL _____
- 2 3PL _____
- 3 HGV _____
- 4 DC _____
- 5 LCL _____
- 6 EDI _____
- 7 VAS _____
- 8 RFID _____
- 9 ISO _____
- 10 GPS _____

Task 3 Match the words with the definitions.

- 1 transshipment _____
- 2 break-bulk _____
- 3 cross-docking _____
- 4 order picking _____
- 5 reverse logistics _____
- 6 tracking and tracing _____
- 7 warehousing _____
- 8 collection _____

- A direct flow of goods from receipt at warehouse to shipping, bypassing storage
 B collecting and handling of used or damaged goods or of reusable transit equipment
 C loading goods from one means of carriage onto another
 D selecting and assembling items from stock for shipments
 E packing goods in small, separable units
 F picking up goods at a named place
 G receiving and storing goods
 H locating items in transit

Task 4 Complete the table.

	Verb	Noun
1	Receive	
2		equipment
3	Carry	
4		assembly
5		location

5.2 Practice

5.2.1 Listening

Task 1 Listen to three logistics providers presenting their services. Complete the table.

	specializes in	transport mode used
Provider 1 (GFT Global carrier)		
Provider 2 (Home Tex International)		
Provider 3 (Cargo Express)		

Task 2 Listen to the recording again and complete the sentences.

provider	shipping lines	fleet of vehicles	air carriers
transport companies	documentation		

1 We are one of the world's leading _____ with freight volume of 600,000 containers per year.

2 We can offer our customers competitive rates with all major _____.

3 With a modern _____, we can ensure fast, safe delivery of your consignments.

4 Our services include order picking, packing, distribution, and handling of all transport _____.

5 Cargo Express is Asia's leading _____ of all freight services.

6 We work closely with _____ around the world for the fastest delivery available.

Task 3 Complete the sentences with the words from the box.

happy	provide	range	specialize	major
ensure	customized			

1 As a _____ non-vessel operating common carrier, we can offer our customers competitive rates with all major shipping lines.

2 We _____ in solutions for full container loads (FCL) and less than container consolidated loads (LCL).

3 As a specialist in home textiles, we can offer our clients _____ services to meet their needs.

4 Our team will be _____ to assist you in all matters regarding your order.

5 We can _____ you with tailor-made solutions for your air transport requirements.

6 We closely co-operate with air carriers around the world and can offer our customers a wide _____ of flexible and cost-effective services.

Task 4 When describing your company's logistics services you can use these phrases. Translate them.

We can offer you a wide range of

We can provide (you with) customized/tailor-made logistics solutions for

We specialize in

As a specialist for/in ... we can ...

With our many years of experience ...

We have experience and expertise in providing ...

Our team will be happy to handle/assist you ...

With our dedicated team of logistics experts we can ...

5.2.2 Reading

Recent trends in 3PL

1 _____

Until a few years ago, companies used to outsource only parts of their logistics operations to providers specializing in services such as distribution or warehousing. A single company sometimes had several third-party logistics providers (3PLs).

2 _____

The globalization of trade and increasing demand for services, however, has led to a drastic shift in logistics concepts and management with an impact on both producers and logistics providers.

3 _____

As far as manufacturers are concerned, logistics management has become a lot more complex. By now, many of them have learned that outsourcing single segments to different providers has not really made their logistics operations more efficient. That is why they are looking for providers who can provide a higher level of service and more comprehensive supply chain solutions.

4 _____

For 3PLs all over the world, requirements keep getting more demanding with customers asking for a wider range of logistics solutions. Apart from that, logistics providers today are facing an increasingly tough and highly competitive market. In recent years, growing pressure on prices has led to a decrease in profit margins. In order to compensate for this, many third-party logistics providers now offer value-added services for their customers. Due to fierce competition in the 3PL market, however, experts predict that only the big national players will be able to work profitably in the future.

5 _____

The big global players, also called super-3PLs, can provide their customers with comprehensive supply chain or end-to-end solutions. These services usually include forwarding, transportation, consolidation, customs brokerage, warehousing, and distribution, as well as a range of value-added services.



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Task 1 Read the text from a logistics company magazine about new trends in third-party logistics. Then label the paragraphs with the correct headings from the list.

Today's role of major providers Changing logistics requirements for
manufacturers 3PL in the past New challenges for 3PL
Change in logistics concepts

Task 2 After reading the text say which of the statements are true or false.

- 1 In the past, companies used to outsource only segments of their logistics operations. T/F
- 2 Manufacturers found out that outsourcing to 3PL providers is not efficient. T/F
- 3 In the past few years many 3PL providers have increased their profit margins. T/F
- 4 Customers today are demanding more complex logistics solutions. T/F
- 5 Super-3PLs provide comprehensive solutions to logistics problems. T/F

Task 3 Match the words with the definitions.

- 1 **outsourcing** _____
- 2 **comprehensive** _____
- 3 **consolidation** _____
- 4 **requirements** _____
- 5 **demand** _____
- 6 **competition** _____

- A including a wide range of services
- B details of what is expected and needed
- C contracting functions out to third-party providers
- D the need for particular goods or services
- E companies trying to sell the same or similar products to customers
- F the grouping of small shipments into one container

5.2.3 Listening 2

Task 1 Listen to two short presentations about online logistics services. Then say which of the statements are true or false.

Express Logistics Online Shipping

- 1 helps you book pick-ups and track shipments. T/F
- 2 you can log on by selecting your country. T/F
- 3 you can check shipment records for up to 60 days. T/F

Intercargo E-Shipping

- 4 allows you to make price enquiries. T/F
- 5 you can cancel orders. T/F
- 6 you can download pdf documents. T/F

Task 2 Translate the phrases below.

EXPLAINING ONLINE SERVICES

The price request tool allows you to obtain prices for shipments.

E-Shipping helps you prepare/print/track/select..... online.

To, (just) sign up/register for/log on to ...

For price requests, please use...

To access shipment details, click ...

Task 3 Match the beginnings of the sentences with the endings to make sentences from the recording.

- 1 With quick online shipping you can find ...
- 2 This online tool allows you ...
- 3 To use QOS, simply log on ...
- 4 After registering with E-Shipping, you can make...
- 5 You can also ..
- 6 With a mouse click you can also...

- A ... to plan shipments, book collections and deliveries.
- B ... price requests, schedule transport, and obtain real-time shipment information.
- C ... track pick-ups and deliveries.
- D ... download commercial documents in pdf format.
- E ... by selecting your town or region from the drop-down menu on the left.
- F ... the right service to suit your shipping needs.

Task 4 Three people describe how IT has changed their jobs. Complete their statements with words from the box.

RFID	enter	track	mobile phone	device	digital
	GPS-based	tag			

- 1 Customer
Tracking shipments is a lot easier with SMS-Fast Track. Now I can use my _____ (1) to find out where my shipment is. I just have to _____ (2) my air waybill number on my mobile and wait a few seconds. Then I get a reply with the details of my consignments's current status. It's such a great idea!
- 2 Truck driver
All our trucks are equipped with _____ (3) truck support system now. For me that's a great help as I can always use maps that show me exactly where I am and where I have to go. Obviously, it's also useful for the company. They can _____ (4) my vehicle at any time, see the route I'm taking and where I make stops. And what's very handy for me – the system also comes with a _____ (5) camera so I can take photos if there's a problem while I'm on the road.

3 Manager at a trailer storage yard

I work at a trailer yard where trailers filled with packaged goods are kept until they go out to the customers. The site is very large and we have four different areas for trailer storage. Until the new _____ (6) tag system was introduced, it could easily take a couple of hours to find the trailer we wanted. Now it's a matter of minutes to locate the vehicle we're looking for. All we have to do now is put the _____ (7) on a trailer and use a mobile _____ (8) to identify it. It really saves us a lot of time.

5.3 Resources

Grussendorf, M. *English for Logistics*. Oxford: OUP, 2009. ISBN 978-0-19-457946-9.

6 MODES OF TRANSPORT

6.1 Vocabulary

Task 1 Translate the expressions.

- 1 swap body
- 2 container ship
- 3 grapppler lift
- 4 road-railer trailer
- 5 river barge
- 6 LGV (large goods vehicle)

Task 2 Match the different types of freight traffic with the definitions.

- 1 multimodal
- 2 piggyback
- 3 intermodal
- 4 unaccompanied
- 5 block train
- 6 single-wagon

- a The driver does not stay with his road vehicle during transport by rail or ferry.
- b Goods are transported in the same loading unit or vehicle using different modes of transport.
- c A single shipper uses a whole train which runs directly from the loading point to the destination. No assembling and disassembling is required.
- d Carriage of goods by at least two different modes of transport, e.g. shipping by motor lorry and aircraft.
- e Train is formed out of individual wagons or sets of wagons which have different origins and different destinations.
- f Combines road and rail transport: whole motor lorries, trailers or swap-bodies are carried by rail.

6.2 Listening

Task 1 Two employees of a forwarding company are comparing transport modes for a shipment from western China to Shanghai. Listen and correct the information in the table.

	Inland waterways	Road	Rail (express service)
Speed in days	7	4	2
Cost	low	compared with barge: 60% higher	compared with road: 40% higher
Flexibility	high	very high	low

Task 2 Complete the sentences with the correct form of the words in brackets.

- How long would it take by barge? - Normally about six days, but it often takes _____ (long) if the weather's bad.
- It's cheap – it's actually _____ (cheap) of all the transport options.
- It would only take four days to ship by truck, but the cost would be about 50% _____ (high) than by barge.
- Rail would definitely be _____ (fast) than the truck option if we use the express service that takes three days.
- But it would also be _____ (expensive) than shipping by road – transport costs are about 40% higher.
- And then perhaps we'd have to use the standard train, which is much _____ (slow).

Task 3 Answer the questions:

- Why is the barge option not very flexible?
- What do they decide to do at the end of their discussion?

6.3 Grammar

Task 1 Complete the table.

SHORT ADJECTIVES		
CHEAP		
HEAVY		
BIG		
SAFE		
LONG ADJECTIVES		
EXPENSIVE		
IRREGULAR ADJECTIVES		
GOOD		
BAD		
FAR		

Task 2 Compare different transport modes using some of the adjectives in the box.

Example: I think shipping goods by **RAIL** is *FASTER THAN SEA* transport.

Adjectives	Transport modes
slow/fast	rail
expensive/cheap	air
safe	road
suitable	sea
reliable	river
environmentally friendly	pipeline

6.4 Vocabulary 2

Task 1 Translate the expressions.

- 1 gantry crane
- 2 ISO container
- 3 reach stacker
- 4 transtainer

Task 2 Now complete the descriptions of intermodal transport and handling equipment with the verbs from the box.

fitted	straddle	mounted	loading	attached	reach
handle	piling	made	move		

1
A piece of machinery used for _____ and unloading containers from ships onto trucks or rail wagons and vice versa. It is rail-mounted and can _____ at least four railway tracks. It is motorized and can _____ parallel to the ship's side.

2
A special type of device which is able to _____ very heavy loads. It is used for transferring swap-bodies and containers from rail wagons to trucks and vice versa. It has four legs _____ with wheels and a spreader beam which can span a wide area. It can be _____ on rails or rubber tyres and is able to straddle several rows of containers.

3
A kind of fork lift truck used in container handling. It is equipped with a spreader beam and a lifting arm and can be used for lifting containers and _____ them on top of each other. It is very flexible and has a high stacking and storage capacity as it is able to _____ beyond the first row of containers to lift a container.

4
A rigid box _____ of steel which is very common in intermodal freight transport. It can be used for transport by sea, rail, air, and road. It is available in many different versions and sizes. For example, there are open-top and flat-rack versions. Some of them have wheels or a bogie _____ to them. The most

common lengths are 20, 40, and 45 feet. It is made to the specifications of the International Standards Organization.

Task 3 Replace the underlined words with verbs from the box that have the same meaning. Use the correct verb forms.

stack	come	run	fix	attach	lift	fit
-------	------	-----	-----	--------	------	-----

1 This type of crane is used for raising containers. _____

2 Containers are available in a variety of versions and sizes. _____

3 It's heavy-duty fork lift truck equipped with a spreader beam. _____

4 With this device you can pile containers on top of each other. _____

5 Some containers have a bogie fixed to them. _____

6 This device is mounted on rails. _____

7 The crane is motorized and able to move alongside the quay. _____

6.5 Listening 2

Task 1 An employee of a transport company presents some container options to a potential customer. Listen and complete the table with the missing information.

Type of container	Suitable for transport of
1	
2	
3 tanktainer	
4	
5 flat-rack	

Task 2 Listen again and complete the sentences.

level	tarpaulin	frame	machinery	lashing	removed
controlled	plugs				

- 1 It comes with a timber floor and has various _____ devices to secure the load.
- 2 These lashing points are located horizontally at floor _____.
- 3 It is temperature-_____ and is particularly suitable for cargo that needs regulated or cool temperatures.
- 4 This is a standard container _____ with a tank fitted inside.
- 5 As an extra, we also offer tank containers with electric _____ in case the cargo needs cooling or heating during transport.
- 6 It comes with a PVC _____ cover instead of a roof panel to allow loading from the top.
- 7 The doors can be _____ to make loading easier.
- 8 We recommend this special type of container for the transportation of heavy _____ and pipes.

6.6 Vocabulary 3

Task 1 Translate the names of containers.

- 1 reefer container
- 2 tanktainer
- 3 open-top container
- 4 flat-rack container
- 5 general purpose container

Task 2 Translate the phrases for describing containers.

We recommend this type of container for

It is particularly suitable for

It comes with

As an extra, we also offer

It has for loading

Task 3 Put the goods under the correct heading.

perishable cargo	non-perishable cargo	heavy/overwidth cargo

- meat
- steel pipes
- crude oil
- fresh produce
- industrial boilers
- seafood
- alcohol
- dairy products
- tractors
- chilled/frozen foodstuffs
- harmful chemicals

Task 4 Now match the containers with one type of the cargo from Task 5.

- A reefer _____
- B flat-rack container _____
- C tank container _____

6.7 Vocabulary Revision

Task 1 Try this wordsearch.

W P T L D E E H T D R L E B D
 I E A A E N N L F F E Q O R E
 I R R D T I A A I F N G L L S
 R I P O N L R B L F I T E S T
 E S A M U E C T R E A E R T I
 E H U R O P A R E D T D W R N
 F A L E M I U B L S K U A A A
 E B I T J P N B P M N L F D T
 R L N N R A I L P K A D K D I
 R E N I A T S N A R T U P L O
 D V G E G R A B R E V I R E N
 Y R R E F P I G G Y B A C K A
 O R E A C H S T A C K E R Q X
 N I M U L T I M O D A L E D F
 E T F A R C R I A F I T T E D

AIRCRAFT	PERISHABLE
BOGIE	PIGGYBACK
CRANE	PIPELINE
DESTINATION	RAIL
FERRY	REACH STACKER
FITTED	REEFER
GRAPPLER	RIVER BARGE
LIFT	STEEL
INTERMODAL	STRADDLE
MOUNTED	TANKTAINER
MULTIMODAL	TARPAULIN
	TRANSTAINER

Task 2 Translate the words from Chapter 6.

aircraft		
beyond		
block train		
bogie		
container ship		
cooling/heating		
destination		
to disassemble		
ferry		
fitted		
flat-rack container		
fork lift truck		
frame		
gantry crane		
grappler lift		
heavy duty		
heavyweight cargo		
in case		
intermodal		
ISO container		
lashing points		
LGV		
lifting arm		
mounted		



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multimodal		
non-perishable		
overwidth		
perishable		
particularly		
piggyback		
piling		
pipeline		
plugs		
quay		
rail		
railway track		
reach stacker		
rigid		
river barge		
road-railer trailer		
row		
rubber tyre		
roof panel		
reefer		
single-wagon		
to span		
spreader beam		
steel		
straddle		
swap-body		
suitable for		
tank container		
tanktainer		
tarpaulin		
timber floor		
transtainer		
vice versa		
unaccompanied		

6.8 Resources

1. Grussendorf, M. *English for Logistics*. Oxford: OUP, 2009. ISBN 978-0-19-457946-9.
2. www.discoveryeducation.com. *Discovery Education*. [online]. [cit. 14.11.2011]. Dostupné z: <<http://puzzlemaker.discoveryeducation.com/code/BuildWordSearch.asp>>

7 ROUTE PLANNING

7.1 Dispatcher's/Logistics Clerk's Job

- Dispatcher
- Dispatching department/centre
- Logistics clerk
- To control vehicles
- To monitor vehicles
- To track vehicles
- To utilize vehicles/drivers
- To optimize travel distances/routes
- To cut down fuel expenses
- To handle non-standard situations
- To find out about vehicle position
- To plan the best order of pick-ups and deliveries
- To plan a route
- To provide traffic information
- To work with fleet controlling software
- To plan reasonable vehicle/driver utilization
- In compliance with HoS (Hours of Service, =AETR)
- To minimize idle times
- To minimize empty drives

7.2 Driver's Job

- To follow/take a route
- To avoid
- To park
- To rest
- To pay road tolls
- To be delayed
- To wait on a loading/unloading site
- To be stuck in a traffic jam
- To postpone a journey
- To have/cause an accident
- To make an emergency call
- To go via to get to
- To keep travel/report book
- To fix/to repair
- Flat tyre
- Spare tyre
- To get a puncture
- To change a tyre

7.3 On the Road

Motorway (BrE), Highway (AmE)
A-road
B-road
Toll road
Main road
Side road
Fast lane
Slow lane
Turning lane
Roundabout (BrE), Traffic circle (AmE)
By-pass=ring road (BrE), Beltway (AmE)
Crossroads=Intersection
Flyover (BrE), Overpass (AmE)
Level crossing (BrE), Railroad crossing (AmE)
Viaduct
Car park (BrE), Parking lot (AmE)
Parking fee
Hard shoulder=lay-by
Services (BrE), Rest area (AmE)
Petrol station (BrE), Gas station (AmE)
Diesel oil
Garage
Road sign
Road surface state
Road accident
Multiple crash

7.4 Revision: Giving Directions

Jed'te rovně, až se dostanete k

Jed'te po...

Jed'te kolem...

Odbočte doprava/doleva.

Odbočte 1./2./3. ulicí doprava/doleva.

Jed'te pod mostem/přes most.

U semaforu ...

Naproti/Vedle/Za/Před/Uprostřed/Na rohu/Přes náměstí/Přes park
Nemůžete to minout.

Sledujete mě?

Dovolte, abych to zopakoval.

Správně./Špatně.

7.5 Reading

Task Look at the following website and find out what yTrack is.

<http://www.ymsgroup.com/en/solutions/fleet-navigation/ytrack/>

7.6 Resources

1. www.ymsgroup.com/en/home/. *YMS*. [online]. [cit. 6.2.2012]. Dostupné z: <http://www.ymsgroup.com/en/solutions/fleet-navigation/ytrack/>

8 DOCUMENTATION AND FINANCE

8.1 Frequent Abbreviations

Task Try to guess what these abbreviations mean.

- 1 B/L
- 2 D/P
- 3 EXW
- 4 CIF
- 5 AWB
- 6 IMO
- 7 B/E
- 8 L/C

8.2 Useful Vocabulary

Task 1 Complete the list of documents used in foreign trade with words from the box.

approved	authority	required	commercial	indicating	draft
receipt	conditions	carriage	hazardous		

1 Commercial invoice

A document that contains specific information regarding the goods shipped and the _____ agreed between buyer and seller.

2 Certificate of origin

A document used in foreign trade which states where the goods were produced. It is often _____ by customs authorities.

3 Packing list

A document which specifies the contents of any form of packaging (boxes, containers, cartons) without _____ the value of the goods shipped.

4 Air waybill

A contract between airline and shipper. It is a shipping document which states the terms and conditions of _____ and is also a receipt for the consignment.

5 Consular invoice

A special kind of invoice sometimes required by the importing country. It needs to be _____ by an embassy.

6 Pro forma invoice

A _____ invoice which the seller prepares before the actual shipment takes place.

7 Export licence

A document which is granted by a government _____ and states that specified goods can be exported.

8 Customs invoice

A specific document required by customs in some countries, e.g. USA when importing goods. It includes more details than a _____ invoice.

9 Dangerous goods declaration

Certificate prepared by the shipper/consignor which states that _____ goods are handled according to international shipping regulations.

10 Bill of lading

A contract between carrier and shipper which specifies the goods to be shipped and the delivery terms. It is also a _____ of shipment and accompanies the goods until they reach their destination.

Task 2 There is a set of instructions. Put the words in each sentence in the correct order (the first word is always correct).

To ensure customs entry and avoid delays, please read the following instructions carefully:

1 Provide / you/ the goods / to ship /descriptions / clear and detailed / of / wish

2 Identify / to be / HTS or BTN numbers / by using / the goods / shipped

3 Clearly / the items / the value / indicate / of

4 State / were / where / manufactured / the goods

5 Send / and packing list / six copies / the commercial invoice / of / prior to arrival / four days

6 The documents / details / include / the following / must

7 List / of / each / the quantity / item

8 Include / the documents / and signature / the person / the name / preparing / of

9 Do not use / and lump sum / on / general descriptions / values / your invoices

10 Specify / each / weight / and dimensions / the contents / of / box

8.3 Listening

Task 1 There is a problem with an urgent delivery. Listen to the three phone conversations and answer the questions.

Conversation 1

- 1 Why is the customer in Iceland upset?
- 2 Why do they need the consignment so urgently?

Conversation 2

- 3 What went wrong with the shipment?
- 4 When does Ms Egbert say she needs the consignment?

Conversation 3

- 5 When and how will the containers be shipped to Iceland?
- 6 When should the containers arrive in Iceland?
- 7 Why could the consignment be rejected at the gate?

Task 2 Complete the sentences.

get back	the least	very sorry	be OK	just talked	find out
should have	see to	seems that	sorted out	get on	

1 Sorry, I have no idea at the moment, but I'll _____.

2 OK, I'll _____ to this straight away.

3 I've just checked all the documents and it _____ we used the wrong address.

4 I'm _____ about this, Ms Egbert, but I'll do everything I can to get this problem _____.

5 I'll _____ to you as soon as I've spoken to the forwarder.

6 I've _____ to our freight forwarders here in the UK.

7 That way you _____ them by Friday afternoon.

8 Would that _____ for you?

9 Yes, I'll _____ that.

10 It's _____ I can do for you.

Task 3 Use the phrases from this unit to role-play the situation.

A: Tell B that you have just found out you have shipped the wrong products to them.

B: Ask A what he/she wants to do about it.

A: Apologize for the mistake. Tell B what you have done so far.

B: Tell B that you need the items urgently. You expect to have them within two days.

A: Tell B what exactly you want to do next. Ask B if he/she is happy with that.

B: Thank A for help.

A: End with a friendly sentence.

A:

B:

A:

B:

A:

B:

A:

8.4 Grammar: Prepositions

Task 1 Read the email and choose the correct preposition.

Dear Ms Charlesworth

As discussed **at/on/to** the phone this morning, we enclose shipping order No 09/13087-02. Please arrange express transport of the consignment to Iceland through Cargo Worldwide Express, as agreed.

Please note that the goods must arrive **on/in/at** the customer's premises **at/on/in** Selfoss, Iceland, on Friday, August 22 **until/to/by** 4 p.m. at the latest.

As agreed, the shipping costs **from/for/to** this consignment are 1,570 pounds, payable **at/within/during** 30days of receipt **of/from/by** invoice. Please send the freight invoice **at/on/to** the following address:

VITA COSMETICS Ltd

18 South Road

Bournemouth

BH8 5SX

Best regards

Peter Bott

Logistics Manager

Task 2 Focus on Grammar: *by* or *until*? Complete the rule.

I have to send the information *by* 3 p.m.

We use BY when....

I will wait for his reply *until* 3 p.m.

We use UNTIL when....

Task 3 Complete the gaps with *by* or *until*.

- 1 I'll make sure that the documents arrive _____ the end of the week.
- 2 We have to arrange shipment _____ August 4th.
- 3 I'm afraid there will be delays _____ the beginning of July.
- 4 They said we would receive the consignment _____ Monday.
- 5 Call me if there are any problems. I'll be in my office _____ 6:30 today.
- 6 We require the goods _____ March 15th.

8.5 Listening 2**Task 1 Match the payment method with the definitions.**

- 1 advance payment _____
- 2 cash on delivery _____
- 3 open account _____
- 4 documents against payment _____
- 5 documentary credit _____
- 6 bank guarantee _____

- A Customer pays immediately on receiving the goods. This service is usually provided by the post office.
- B Used to cover financial risk in international transactions e.g. if a buyer does not pay.
- C The exporter supplies the goods and the importer/customer pays for them at an agreed date in the future.
- D Involves the buyer's and the seller's bank. It is a promise made by the opening bank that payment will be made on receiving documents that comply with the terms agreed.
- E Also called cash against documents (CAD). It means that the exporter has full control over the documents until payment has been made by the importer.
- F Customer/importer has to pay for the goods before they are shipped.



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Task 2 Three people are talking about payment methods in their companies.
Listen and complete the table.

	Method of payment used	How secure is it for the seller?
Company A		
Company B		
Company C		

8.6 Vocabulary

air waybill		
authority		
to approve		
advance payment		
to acknowledge		
amended invoice		
bill of lading		
bill of exchange		
bank guarantee		
cost, insurance, freight		
conditions		
commercial invoice		
certificate of origin		
consular invoice		
customs invoice		
consignor		
cash on delivery		
cash against documents		
to confirm		
to credit		
documents against payment		
draft		
declaration		
documentary credit		

discrepancy		
to debit		
to deduct		
ex works		
to get in touch		
to grant		
hazardous		
international money order		
to indicate		
letter of credit		
open account		
packing list		
pro forma invoice		
receipt		
regulations		
to remit		
by return		
to transfer		
prior to		
lump sum		

8.7 Resources

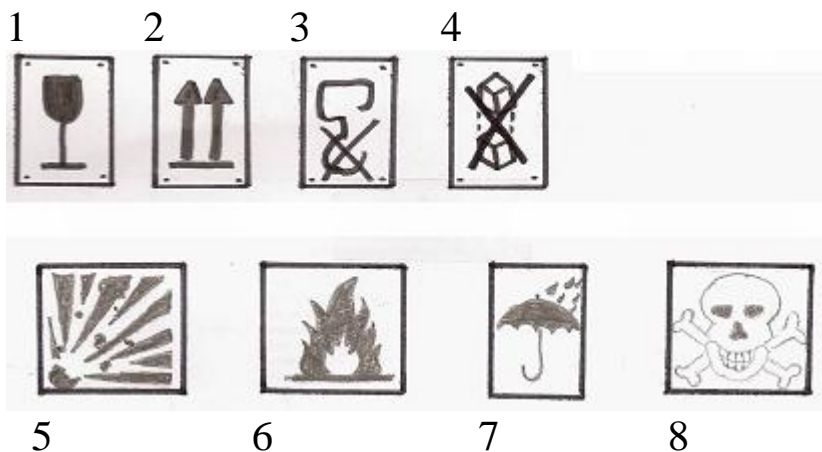
1. Grussendorf, M. *English for Logistics*. Oxford: OUP, 2009. ISBN 978-0-19-457946-9.

9 SHIPPING BULKY CARGO

9.1 Vocabulary

Task 1 Look at these markings and label them. Choose from the following expressions.

- A Keep dry
- B Use no hooks
- C Toxic
- D Store away from heat
- E Fragile
- F This side up
- G Do not stack
- H Explosive



Task 2 This is a part of a manual with rail loading instructions. Complete the sentences.

carefully	attention	overhanging	sure	place	examine	secure
instructions	fit	distribute	exceeded	diagonally		

- 1 _____ vehicle carefully.
- 2 Do not place items _____ across the wagon.
- 3 When loading is complete, ensure that it fully complies with the _____ given in our Rail Instructions Manual.
- 4 Examine load carefully and make _____ it is undamaged and suitable for loading.
- 5 _____ longer, heavier pieces on the bottom of the load.
- 6 Make sure that load is _____.
- 7 Ensure vehicle is _____ to be loaded.
- 8 Strap _____ loads.
- 9 When checking the vehicle, give special _____ to door securing mechanisms.
- 10 Examine vehicle and load _____ after loading.
- 11 _____ load as evenly as possible and make sure wheels are evenly loaded.
- 12 Check whether vehicle capacity has not been _____.

Task 3 Match the halves of the sentences.

- 1 Remove protruding _____
- 2 Cover the damaged wall _____
- 3 Secure the load to _____
- 4 Fill empty _____
- 5 Replace damaged pallets _____
- 6 Align the load _____
- 7 Stack the boxes _____
- 8 Seal the container after _____

- A prevent movement.
- B on pallets.
- C vertically.
- D staples or nails.
- E spaces between products.
- F loading is complete.
- G of the container.
- H with new ones.

9.2 Listening

Task 1 Here is an email about an urgent shipment. Put the following prepositions in the gaps.

by	on	with	in	out	to	between	of
----	----	------	----	-----	----	---------	----

Sonja

I'm afraid there is a problem _____ the scheduled deliveries _____
France next week. Our customer GLP Pharma in Brest has just informed me that they are
already _____ of stock and need an urgent delivery of the 5 mg 30 and 90
piece packs this week instead _____ next week.

If possible, we must try to make one partial delivery _____ Wednesday (or as
soon as the packaging is finished) of the 5 mg 30 packs.

We need a direct truck _____ our production plant in Germany and Brest. If
we can ship the first part on Wednesday morning, the truck should arrive _____
Brest on Thursday afternoon.

The second delivery should be made on Friday with the rest of the 5 mg 30 and 90 packs.
As the products are needed _____ Monday, the truck must be unloaded in Brest
on Saturday or Sunday.

Please let me know if there are any problems!

Regards

Jon Frederikson

Logistics Manager

Task 2 Sonja and Jon are talking on the phone. Answer the questions.

- 1 Can they use one of their usual forwarding agents?
- 2 How long would the fastest delivery service take?
- 3 Would express delivery be a good option?
- 4 Why is it not possible to deliver at the weekend?
- 5 What does Jon want to do next?

Task 3 Study the phrases.

INFORMING SB ABOUT PROBLEMS

I'm afraid there is a problem with customs clearance.

I'm sorry, but there will be a delivery delay.

The delay was caused by a rail strike in Italy.

The consignment has to be repacked because the carton is damaged.

There was a delay because of bad weather.

Although the load wasn't secured properly, it arrived intact.

In spite of the strike, the consignment arrived on time.

As a result, the shipment arrived two hours late.

Task 4 Complete the sentences.

so because although due as a result despite because
in spite of

- 1 Our customer wants to ship valuable freight, _____ we need to think about insurance.
- 2 A part of the shipment seems to be damaged _____ of rough handling.
- 3 _____ the customer needed them urgently, the goods couldn't be delivered at the weekend.
- 4 The flight was cancelled _____ to bad weather.
- 5 The driver had the wrong address. _____, it took him three hours to deliver the pallets.
- 6 The consignment arrived on time _____ all the customs formalities at the border.
- 7 We are unable to ship today _____ we've had problems with our dispatch.
- 8 _____ being well secured, the load was damaged on arrival.

Task 5 Choose the correct option.

- 1 The documents stated the wrong quantities. As a reason/result/cause, the shipment was not accepted at the warehouse.
- 2 The delay was found/noticed/caused by an accident on the motorway.
- 3 When I spoke to the logistics manager, it noticed/saw/turned out that they had used different packing material.
- 4 Unfortunately, we are unable to deliver the consignment due to/because/so technical problems in our warehouse.
- 5 Although/In spite of /But the delay, the delivery will still arrive on time.
- 6 What is the cause/reason/result for this delay?

9.3 Writing

Task 1 Look at this email. Can you find 6 mistakes?

Dear Cheng

Please find attach the following documets: delivery note No 70007108, packing list, and shipping order.

Our forwarder has just picked up the goods from our warehouse. The goods should be at your disposal at Monday 31 October 2009.

Please notice that a copy of the batch certificate will be send to you as soon as possible by email. As soon as we recieve the original batch certificate, we will send it to you.

If you have any further questions, please let me now.

Regards

Ana Garcia

Logistics Manager

Task 2 Study the phrases.

ADVICE OF SHIPMENT

We are pleased to inform you that your order has been dispatched by truck today.

Order No 3012 has been dispatched by flight BA 2379 today.

We are pleased to advice that your order No 23/1346 was shipped on board the vessel 'Ocean Line'.

The consignment is due to arrive in Sydney on August 25th.

The above order has been handed over to our forwarding agents today.

The consignment will be delivered to your warehouse in Brussels.

Task 3 Write a similar email about dispatch.

Include:

- The order number.
- When the consignment was sent.
- How the consignment was shipped.
- Where it will be delivered.
- When it will arrive at the customer's site.

9.4 Vocabulary 2**Task 1 Translate the words.**

- 2 bale
- 3 chest
- 4 barrel/cask
- 5 drum
- 6 crate

Task 2 Match the words from Task 1 with the definitions.

- A Large cylindrical container with a flat bottom and top. It is made of wood and is used for liquids.
- B Wooden box made of wooden slats. It can be open or closed and is used for packing goods.
- C Large package of presspacked goods (often raw material), which is tightly bound, wrapped, and banded.
- D Sturdy box with a lid which is made of metal and often used for storage.
- E Cylindrical metal container for liquids.

9.5 Vocabulary Summary

to be accepted		
to align		
as a result		
bale		
banded		
barrel=cask		
(at the) border		
bound		
to be caused by		
carton		
chest		
to comply with		
crate		
cylindrical		
delay		
despite		
diagonally		
(at your) disposal		
driving ban		
delivery note		
drum		
evenly		
to examine		
explosive		
fragile		
heat		
hook		
intact		
in spite of		
nail		
overhanging		
to place		
protruding		

to prevent		
properly		
packing list		
presspacked		
raw		
rough handling		
shipping marking		
to strap		
to seal		
staple		
strike		
shipping order		
slat		
sturdy		
toxic		
tightly		
valuable		
wheel		
wrapped		

9.6 Resources

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CONCLUSION

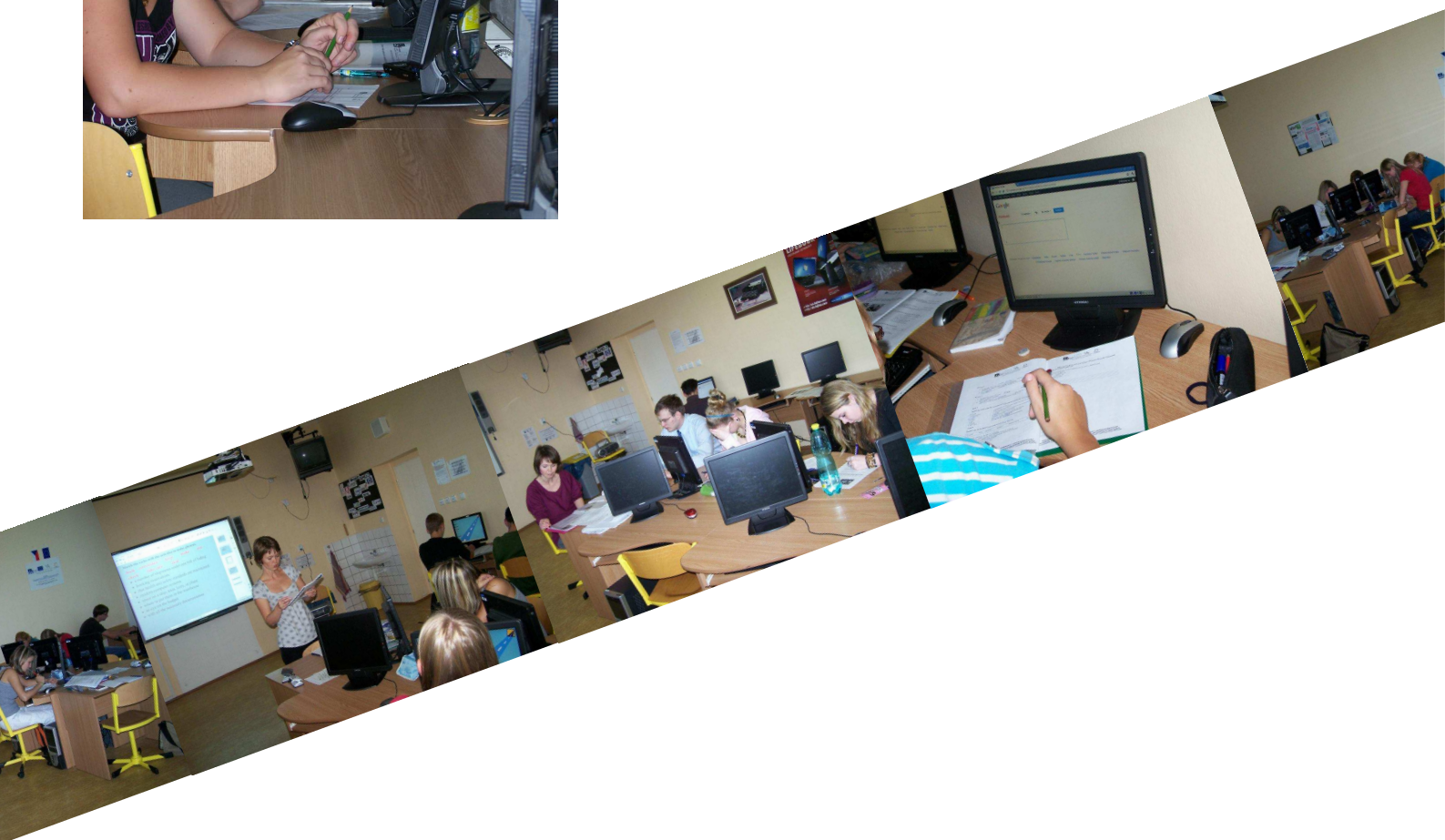
Hopefully, you have found this textbook useful and you have managed to increase your Logistics vocabulary and develop your Business skills. It is believed the knowledge and skills you have practised during the language course will make your future job much easier.

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Texty vznikly v rámci projektu Postilión – projekt zvyšování kvality vzdělávání v oblasti poštovníctví a logistiky s důrazem na konkurenceschopnost absolventů na trhu práce, který byl spolufinancován Evropským sociálním fondem a státním rozpočtem České republiky.
Registrační číslo projektu CZ.1.07/1.1.07/03.0018