



# **Module** **English for Logistics**

Information Technology College

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# Module Contents

- Week 1: Introduction to this module
- Week 1 – 2: Introduction to Logistics
- Week 3 – 4: Logistics Services
- Week 5 – 6: Inventory management and procurement
- **Week 7: Consolidation 1 & Mid-term test**
- Week 8 - 9 : Modes of transport
- Week 10: Planning and Arranging Transport
- Week 11: Shipping goods
- **Week 12: Consolidation 2**

# Module Assessment

- **Attendance : no absence more than 3 lesson days.**
- **Assignment, teamwork : 15%**
- **Homework: 10%**
- **Mid-term test: 15% (Writing **using** learning materials)**
- **Final Test: 60% (Writing **using** learning materials)**

# Learning Methods



**Time-bound**



**Teamwork**



**Self - study**

*Thank you  
for Listening!*



# Unit 1

## INTRODUCTION TO LOGISTICS

# WARM-UP ACTIVITY



# TOPIC



**SETTING THE SCENE**

**JOB IN LOGISTICS**

**REGULAR ACTIVITIES**

# List all the different areas of Logistics



# Complete the sentences

- Logistics means that you manage the procurement of goods and the (1)... of inventory.
- It means the (2).... of the goods the customer needs at the right time, in the right place, of the right quality.
- My definition of logistics is this: it's to plan, organize and manage operations that (3)... services and goods.
- Logistics – that's purchasing, maintenance, (4).... and replacement of materials and staff.
- Logistics is the planning and (5)... of operations such as warehousing, inventory, transport, procurement, supply and (6)....

# ANSWER

- ▶ Logistics means that you manage the procurement of good and the (1) **STORAGE...** of inventory.
- ▶ It means the (2) **DELIVERY....** of the goods the customer needs at the right time, in the right place, of the right quality.
- ▶ My definition of logistics is this: it's to plan, organize and manage operations that (3) **PROVIDE...** services and goods.
- ▶ Logistics – that's purchasing, maintenance, (4) **DISTRIBUTION....** and replacement of materials and staff.
- ▶ Logistics is the planning and (5) **SUPPORT...** of operations such as warehousing, inventory, transport, procurement, supply and (6) **MAINTENANCE....**

## 2. Complete the table

	Verb	Noun
1	To provide	
2		Storage
3	To support	
4		Delivery
5		Distribution
6	To maintain	
7		Transportation
8		Purchasing

# ANSWER

	Verb	Noun
1	To provide	PROVISION
2	TO STORE	Storage
3	To support	SUPPORT
4	TO DELIVER	Delivery
5	TO DISTRIBUTE	Distribution
6	To maintain	MAINTENANCE
7	TO TRANSPORT	Transportation
8	TO PURCHASE	Purchasing

### 3. Complete the sentences

- In my job, I oversee the (1).....of vehicles and machinery.
- Do they also (2).....parcels and packages on Sunday?
- Goods are normally bought in the (3).....department.
- We (4).....a 24-hour delivery service.
- This company only (5).....goods by road.
- We (6).....all of our goods in the warehouse.

# ANSWER

- In my job, I oversee the (1) **MAINTENANCE**.....the vehicles and machinery.
- Do they also (2) **DELIVER**.....parcels and packages on Sunday?
- Goods are normally bought in the (3) **PURCHASING** department.
- We (4) **PROVIDE**.....a 24-hour delivery service.
- This company only (5) **TRANSPORTS**.....goods by road.
- We (6) **STORE**.....all of our goods in the warehouse.

## 4. Match the words with the definition

1 carrier

2 freight forwarder

3 supplier

4 haulage contractor/haulier

5 courier

6 consignee

# ANSWER

- 1. **Carrier**: Company that transports or conveys goods
- 2. **Freight forwarder**: Person or business that arranges documentation and travel facilities for companies dispatching goods to customers.
- 3. **Supplier**: Company which supplies parts or services to another company, also called vendor.

# ANSWER

- 4. **Haulage contractor/ Haulier**: Company that carries goods by road.
- 5. **Courier**: Company that specializes in speedy and secured delivery of small goods and packages.
- 6. **Consignee**: Person or firm named in a freight contract to whom goods have been shipped or turned over for care.

# 5. Describing jobs in logistics



1 \_\_\_\_\_



2 \_\_\_\_\_



3 \_\_\_\_\_

# 6. LISTEN AGAIN AND COMPLETE

## PERSON 1

- My job is to (1).....the transport of goods either by air, sea, road or rail.
- An important part of the job is (2) .....with customer requests about the most suitable mode of transport.
- My responsibilities also include (3).....good shipping rates with shipping lines and transport companies.
- I (4).....custom clearance on behalf of my clients.

# ANSWER

## PERSON 1

- My job is to (1) **ORGANIZE.....**the transport of goods either by air, sea, road or rail.
- An important part of the job is (2) **DEALING.....**with customer requests about the most suitable mode of transport.
- My responsibilities also include (3) **NEGOTIATING.....**good shipping rates with shipping lines and transport companies.
- I (4) **ARRANGE....**custom clearance on behalf of my clients.

# LISTEN AGAIN AND COMPLETE

## PERSON 2

- ➔ In my job, I have to (3) .....that the cargo is not damaged onboard the ship or while loading or unloading.
- ➔ I (4).....customers on shipping rates and repair quotations for our sale office.

# ANSWER

## PERSON 2

- ➔ In my job, I have to **(5) MAKE SURE.....**that the cargo is not damaged onboard the ship or while loading or unloading.
- ➔ I **(6) ADVISE.....**customers on shipping rates and repair quotations for our sale office.

# LISTEN AGAIN AND COMPLETE

## PERSON 3

- Another part of my job is to (5).....with departments such as transport and production.
- Apart from that, I (6).....that vehicles, machines, any other kind of equipment are maintained to a high level.

# ANSWER

## PERSON 3

- ➔ Another part of my job is to (5) **LIAISE.....**with departments such as transport and production.
- ➔ Apart from that, I (6) **ENSURE.....**that vehicles, machines, any other kind of equipment are maintained to a high level.

# 7. Match the verbs with the activities to make phrases

- 1 book
- 2 consolidate
- 3 deal
- 4 keep
- 5 make
- 6 use
- 7 check
- 8 take care

- a a number of shipments under one bill of lading
- b booking reservations
- c that health and safety standards are maintained
- d modern computer systems
- e space on a ship, train, lorry, or plane
- f where to put them in the warehouse
- g an eye on the budget
- h with all the necessary documentation

# ANSWER

- **BOOK** space on train, ship, lorry or plane
- **CONSOLIDATE** a number of shipments under one bill of lading
- **DEAL** with all necessary document
- **KEEP** an eye on the budget
- **MAKE** booking reservations
- **USE** modern computer systems
- **CHECK** where to put them in the warehouse
- **TAKE CARE** that health and safety standard are maintained

# Talking about job responsibilities

## ➤ Questions:

- What do you do?
- What does your job involve?

## ➤ **Describing jobs:** I work for..../ I work in....

## ➤ **Describing activities:**

- I'm responsible for...
- In my job, I have to....
- My job involves....

# Useful verbs for describing key job responsibilities



- To advise

- To carry out

- To monitor

- To review

- To estimate

- To oversee

- To liaise with

- To ensure

- To provide/ supply

## 9. Replace the underlined verbs with words

provide • train • organize • ensure • inform about • check

- 1 We supply software for the car industry. \_\_\_\_\_
- 2 I often advise clients on the most suitable transport method. \_\_\_\_\_
- 3 In my job I have to make sure that passengers arrive on schedule. \_\_\_\_\_
- 4 My job is to supervise incoming goods. \_\_\_\_\_
- 5 I also plan the transport of goods. \_\_\_\_\_
- 6 I instruct staff. \_\_\_\_\_

# ANSWER

- Supply: **PROVIDE**
- Advise: **INFORM ABOUT**
- Make sure: **ENSURE**
- Supervise: **CHECK**
- Plan: **ORGANIZE**
- Instruct: **TRAIN**

# Complete the form with your own job details

- 
- Job profile:
  - Company:
  - Job title:
  - Main responsibilities:
  - 3 – 5 key activities:
- 

# 11. Put the words in right order

- 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.

# ANSWER

1. My company provides an excellent delivery service.
2. How much cargo do you handle per year?
3. We don't ship medical products to other countries.
4. The warehouse manager is also responsible for vehicles and machinery.
5. Do this vendor supply car parts to foreign companies?
6. A freight forwarder usually arranges documentation for companies.

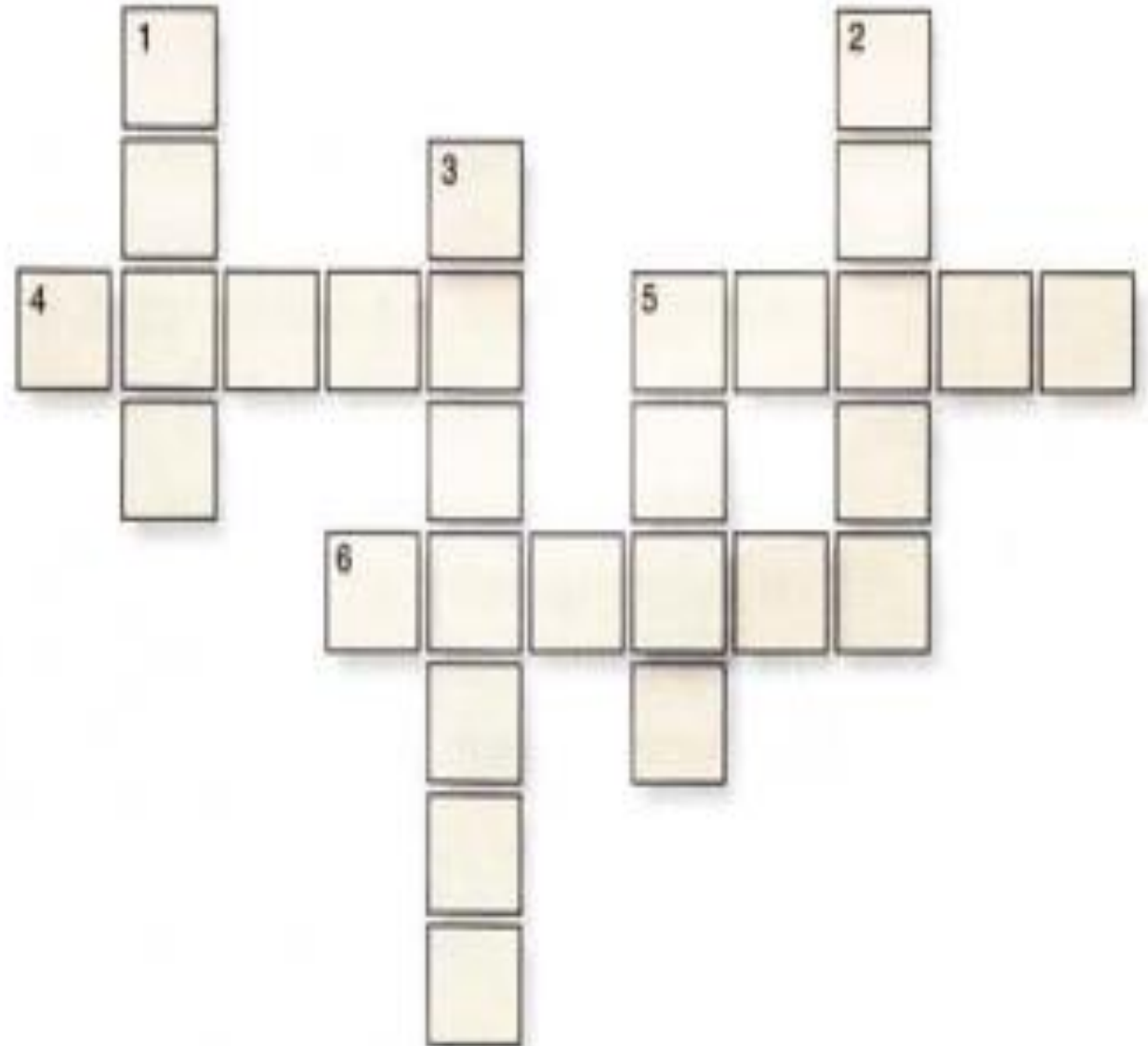
# 13. Complete the crossword puzzle

## Across

- 4 Another word for *freight*.
- 5 What you store in the warehouse.
- 6 Work closely together with somebody.

## Down

- 1 Another word for *organize*.
- 2 To give information about the price.
- 3 Another word for *supervise*.
- 5 Send goods.



# ANSWER

## ❖ Across:

- Another word for *freight*: **CARGO**
- What you store in the warehouse: **STOCK**
- Work closely together with somebody: **LIAISE**

## ❖ Down

- Another word for organize: **PLAN**
- To give information about price: **QUOTE**
- Another word for supervise: **MONITOR**
- Send goods: **SHIP**



The End



# **Unit 2**

## **LOGISTICS SERVICES**

# WARM-UP ACTIVITY



# TOPIC



Logistics acronyms

Product range

3PL providers

Value-added services

# ACRONYMS IN LOGISTICS

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



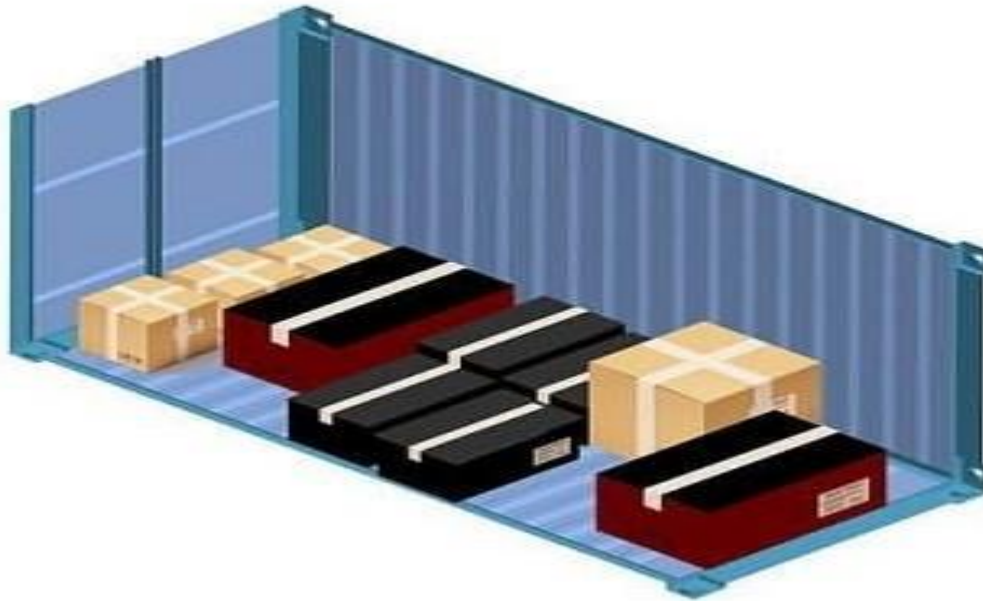
# ACRONYMS IN LOGISTICS



**FCL: FULL CONTAINER LOAD**

# ACRONYMS IN LOGISTICS

LCL



**LCL: LESS THAN CONTAINER LOAD**

# ACRONYMS IN LOGISTICS



**3PL: THIRD PARTY LOGISTICS**

# ACRONYMS IN LOGISTICS



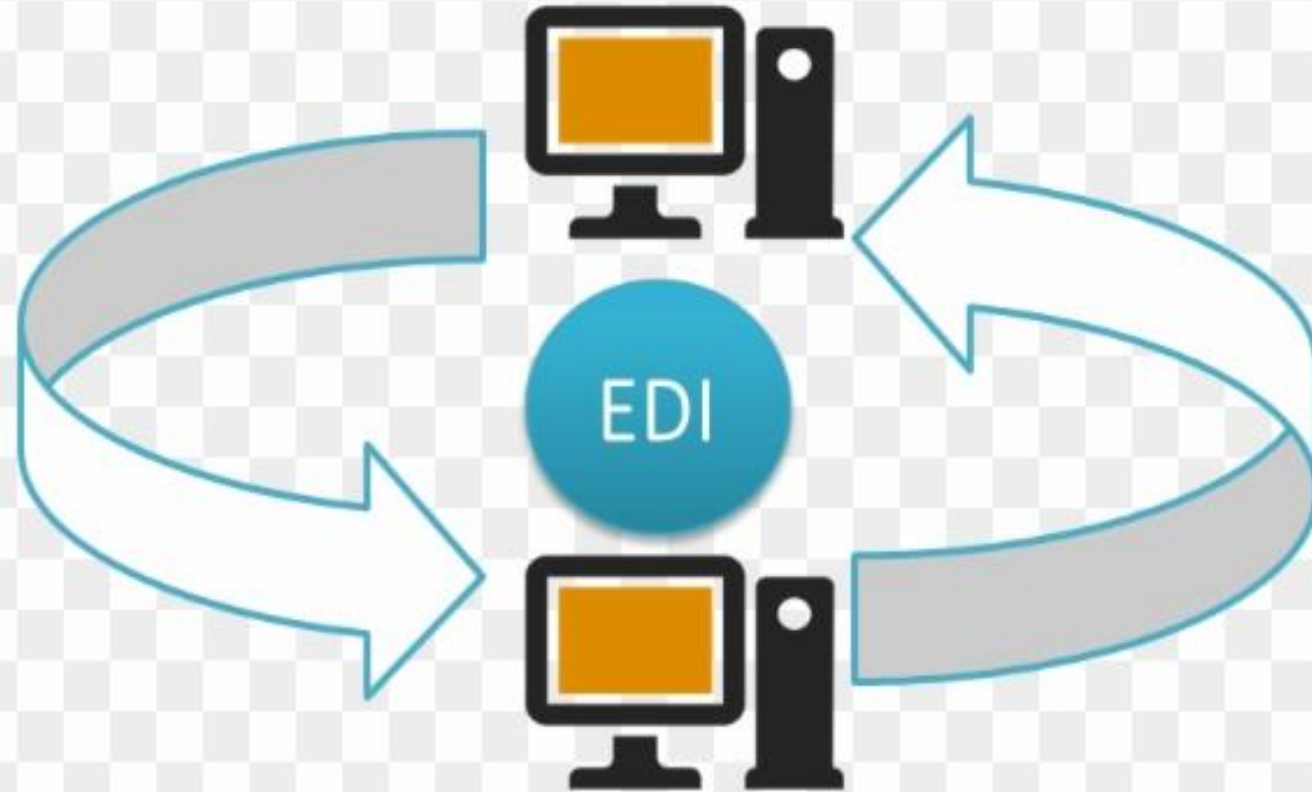
**HGV: HEAVY GOODS VEHICLE**

# ACRONYMS IN LOGISTICS



**DC: DISTRIBUTION CENTER**

# ACRONYMS IN LOGISTICS



**EDI: ELECTRONIC DATA INTERCHANGE**

# ACRONYMS IN LOGISTICS



**VAS: VALUE - ADDED SERVICES**

# ACRONYMS IN LOGISTICS



**RFID: RADIO FREQUENCY IDENTIFICATION**

# ACRONYMS IN LOGISTICS



**ISO: INTERNATIONAL STANDARDS ORGANIZATION**

# ACRONYMS IN LOGISTICS



**GPS: GLOBAL POSITIONING SYSTEM**

# 1. Match the words with their definition below

- 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

# 1. Match the words with their definition below



1. C

2. E

3. A

4. D

5. B

6. H

7. G

8. F

## 2. Complete the table

	Verb	Noun
1	receive	
2		equipment
3	carry	
4		assembly
5		location

## 2. Complete the table

	Verb	Noun
1.	receive	<b>RECEIPT</b>
2.	<b>EQUIP</b>	equipment
3.	carry	<b>CARRIAGE</b>
4.	<b>ASSEMBLE</b>	Assembly
5.	<b>LOCATE</b>	Location

### 3. Complete the table



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

### 3. Complete the table

	Specializes in	Transport mode used
GFT Global Carrier	solutions for full container loads and less than container consolidated freight	<b>Sea</b>
Home Tex International	Home textiles	<b>Road</b>
Cargo Express	Consolidated air freight forwarding	<b>Air</b>

## 4. Listen 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 a 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 air freight services.
- 6 We work closely with \_\_\_\_\_ around the world for the fastest delivery available.

## 4. Listen and complete the sentences


- 
- 
1. transport companies
  2. shipping lines
  3. fleet of vehicles
  4. documentation
  5. provider
  6. air carriers

## 5. Complete the sentences with 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.

## 5. Complete the sentences

- 
- 
1. major
  2. specialize
  3. customized
  4. happy
  5. provide
  6. range

## 8. Label the paragraph with the correct heading

### 1 3PL in the past

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).

## 8. Label the paragraph with the correct heading

### 2 Change in Logistics Concepts

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.

## 8. Label the paragraph with the correct heading

### **Changing Logistics Requirements for Manufacturers**

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.

## 8. Label the paragraph with the correct heading

### 4 New challenges for 3PL

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 international players will be able to work profitably in the future.

## 8. Label the paragraph with the correct heading

### 5 Today's role of major providers

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.

## 9. True or False

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

## 9. True of False

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



# 10. Match the words with the text

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

## 10. Match the words with the text

1 outsourcing

c

2 comprehensive

a

3 consolidation

f

4 requirements

b

5 demand

d

6 competition

e

# 11. Complete the table

	payment	documentation	product assembly	packing / packaging	other services
Maxwell Express Logistics					
Sichuan International Logistics					
GLX Worldwide Logistics					

# 11. Complete the table

	payment	documentation	product assembly	packing/ packaging	other services
<b>Maxwell</b>	credit processing	literature fulfillment	–	pick and pack	returns processing
<b>Sichuan</b>	–	import/export cargo customs clearance	kitting	packaging services, export packing & crating	–
<b>GLX</b>	–	–	bundling/ unbundling	polybagging & shrink wrapping	labelling, recycling

# 12. True or False

## Express Logistics Online Shipping

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

## Intercargo E-Shipping

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

# 12. True or False

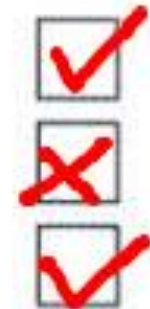
## Express Logistics Online Shipping

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## Intercargo E-Shipping

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



# 13. Match the beginnings with the endings

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.


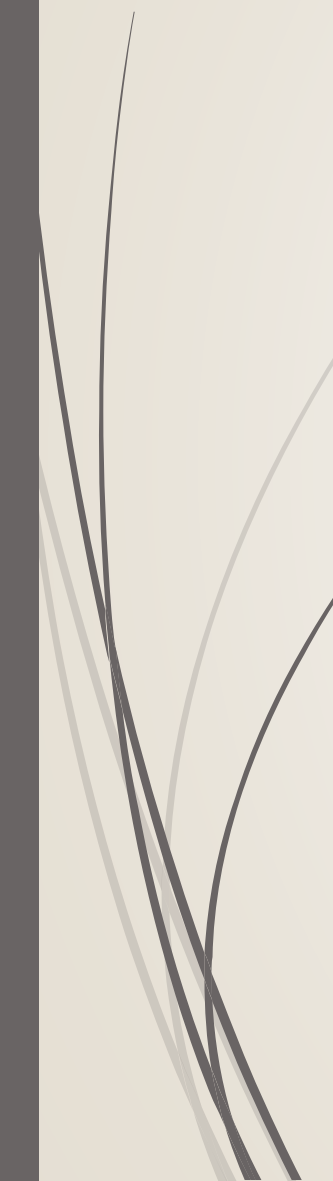
c track pick-ups and deliveries.

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.

# 13. Match the beginnings with the endings

- 
- 
- 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.

# 14. Complete these statements

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 \_\_\_\_\_<sup>1</sup> to find out where my shipment is. I just have to \_\_\_\_\_<sup>2</sup> my air waybill number on my mobile and wait a few seconds. Then I get a reply with the details of my consignment's current status. It's such a great idea!

# 14. Complete these statements

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 mobile phone to find out where my shipment is. I just have to enter my air waybill number on my mobile and wait a few seconds. Then I get a reply with the details of my consignment's current status. It's such a great idea!

# 14. Complete these statements

## 2 Truck driver

All our trucks are equipped with a \_\_\_\_\_<sup>3</sup> 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 \_\_\_\_\_<sup>4</sup> 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 \_\_\_\_\_<sup>5</sup> camera so I can take photos if there's a problem while I'm on the road.

# 14. Complete these statements

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## 2 Truck driver

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# 14. Complete these statements

## 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 \_\_\_\_\_<sup>6</sup> 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 \_\_\_\_\_<sup>7</sup> on a trailer and use a mobile \_\_\_\_\_<sup>8</sup> to identify it. It really saves us a lot of time.

# 14. Complete these statements

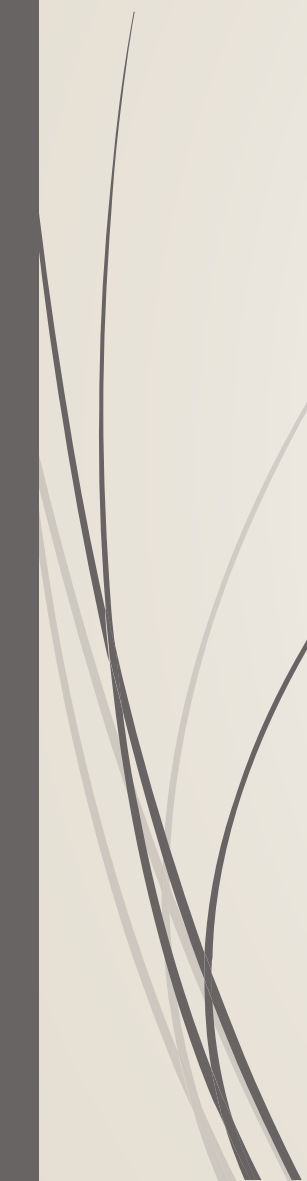
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The End





# Unit 3

## **INVENTORY MANAGEMENT AND PROCUREMENT**

# WARM-UP ACTIVITY



# TOPIC



**INVENTORY MANAGEMENT**

**CONTINUOUS REPLENISHMENT**

**JOB ADVERTISEMENT**

# Check your knowledge

- 1 Economies of scale:
  - a Reducing costs per unit by increasing production
  - b Cutting costs by reducing output
- 2 Buffer stock:
  - a Goods kept in store to cover seasonal demand e.g. Christmas sale
  - b Goods kept in store to cover unforeseen shortages or fluctuations in demand
- 3 Factory gate pricing:
  - a Transport costs are not included in the purchase price of a product
  - b The price is lower because you buy directly from the manufacturer
- 4 Supply chain:
  - a The close co-operation of all parties involved in the making, selling, and delivering of a product
  - b Network of stores that supply customers with a wide variety of products
- 5 Tender:
  - a An assessment or calculation of the approximate cost or value of a product or service
  - b An offer for goods or services that follows a request for a quotation made by an official body, e.g. local government



# Check your knowledge

1 Economies of scale:

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# 1. Match the beginnings with the endings

- 1 **Lead time** is the time
- 2 **Procurement** is
- 3 A **retailer** is a business
- 4 **Customer order cycle time** is the time
- 5 A **wholesaler** is
- 6 **JIT – just in time** is a concept

- a customers are prepared to wait for the delivery of their order.
- b of reducing inventories by co-ordinating the delivery of materials just before they are needed.
- c it takes to produce and supply a product.
- d an intermediary between manufacturers and retailers which buys in large quantities and resells in smaller quantities.
- e that buys products from wholesalers or manufacturers and resells them to the ultimate consumer.
- f the purchasing of goods (materials, parts, supplies, equipment) required to run an enterprise.

# 1. Match the beginnings with the endings

- |   |                                       |   |
|---|---------------------------------------|---|
| 1 | Lead time is the time                 | c |
| 2 | Procurement is                        | f |
| 3 | A retailer is a business              | e |
| 4 | Customer order cycle time is the time | a |
| 5 | A wholesaler is                       | d |
| 6 | JIT – just in time is a concept       | b |

- a customers are prepared to wait for the delivery of their order.
- b of reducing inventories by co-ordinating the delivery of materials just before they are needed.
- c it takes to produce and supply a product.
- d an intermediary between manufacturers and retailers which buys in large quantities and resells in smaller quantities.
- e that buys products from wholesalers or manufacturers and resells them to the ultimate consumer.
- f the purchasing of goods (materials, parts, supplies, equipment) required to run an enterprise.



# DISCUSSION

WHAT ARE DIFFERENCES BETWEEN  
**PURCHASING** AND **PROCUREMENT**



# DISCUSSION

Purchasing	Procurement
Hàng hóa dịch vụ được đặt ra sao	Lý do hàng hóa hoặc dịch vụ được đặt và đến từ đâu
Mang tính giao dịch	Mang tính chiến thuật
Thường lựa chọn những nhà cung ứng sẵn có	Tìm kiếm nhà cung ứng mới, duy trì, phát triển mối quan hệ hiện tại có chiến lược
Ít liên kết chặt chẽ với các bên hữu quan trong công ty	Xây mối quan hệ với các bên hữu quan
Mức độ hoàn thành: đúng hàng hóa, đúng thời điểm, giá cả phải chăng	Mức độ hoàn thành: mức tiết kiệm chi phí, giảm rủi ro, các yếu tố khác
Kỹ năng: tổ chức, chú trọng tiêu tiết	Kỹ năng: xây dựng mối quan hệ, đàm phán, nghiên cứu thị trường
Tập trung vào giá cả, chi phí thấp nhất trên một đơn vị	Tập trung vào giá trị và tổng chi phí sở hữu

## 2. True or False

- 1 The inventory system is called CPR.
- 2 It's a sales-based system.
- 3 The system co-ordinates the flow of information and goods in the logistic chain.
- 4 Young Fashion has used the system for six years now.
- 5 Orders are electronically transferred to the warehouse.
- 6 The store has reduced transport and inventory costs by about 25 per cent.

## 2. True or False

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# 3. Complete the sentences

stock • lead times • replenishment • processing • generated • data interchange •  
point • schedule • inventory • retailer

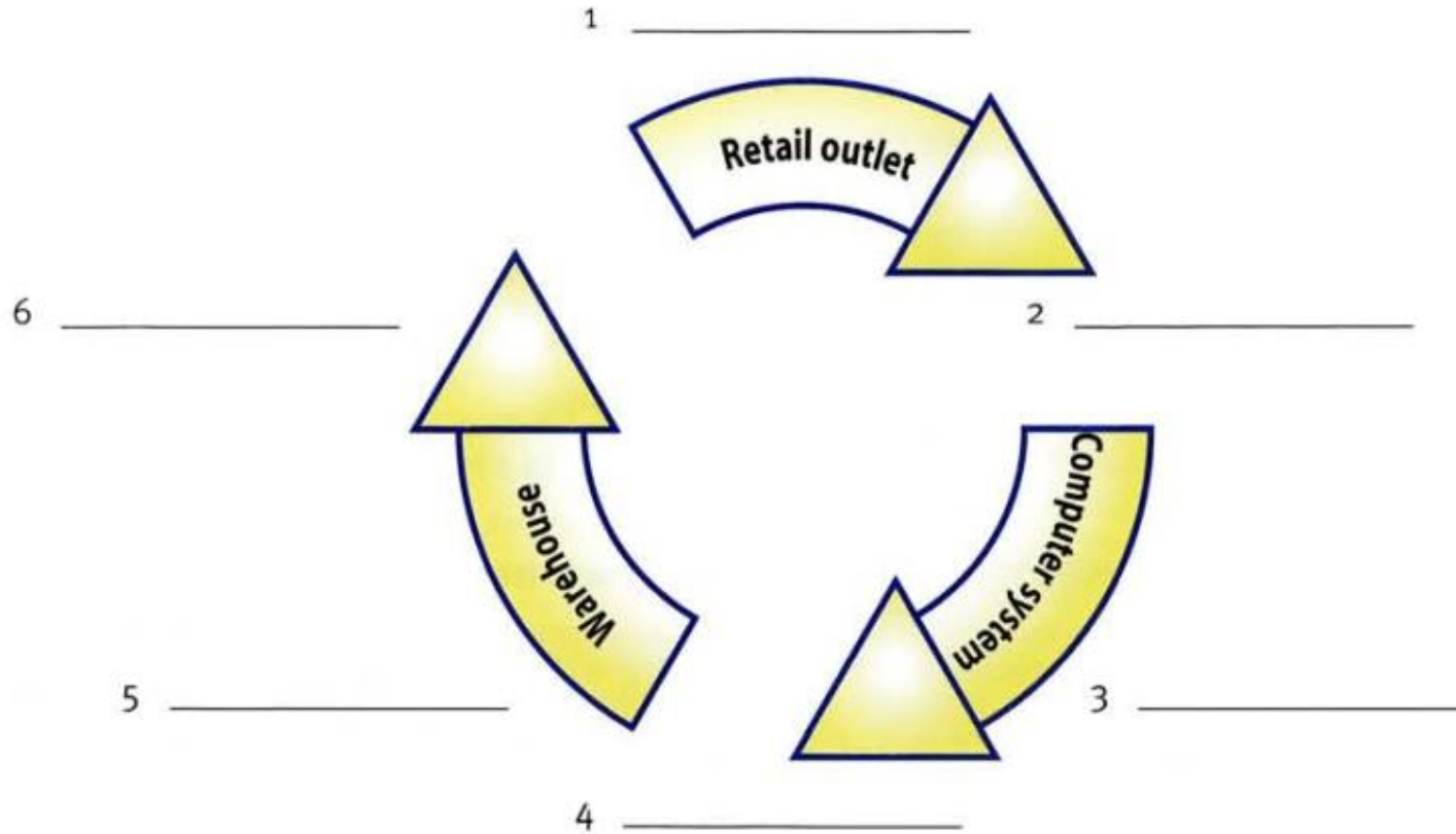
- 1 Today I'm going to tell you something about CRP, that means continuous \_\_\_\_\_.
- 2 I'll also explain how it can be used to lower inventory and operational costs and to shorten product \_\_\_\_\_.
- 3 First of all, you decide what products you want to order at what \_\_\_\_\_ level.
- 4 The system will use this information at the \_\_\_\_\_ of sale in the retail store.
- 5 The leading Russian clothes \_\_\_\_\_ Young Fashion introduced continuous replenishment three years ago.
- 6 With the new system all orders are \_\_\_\_\_ by computers, which process data received from cash registers.
- 7 The orders are sent to the warehouse by electronic \_\_\_\_\_, where they are processed.
- 8 And finally the goods are delivered to the different outlets according to a \_\_\_\_\_.
- 9 Since the introduction of the CRP system, Young Fashion have managed to cut \_\_\_\_\_ and transport costs by about 15%.
- 10 Moreover, errors in order \_\_\_\_\_ have been reduced considerably by using scanning technology and EDI.

# 3. Complete the sentences

stock • lead times • replenishment • processing • generated • data interchange •  
point • schedule • inventory • retailer

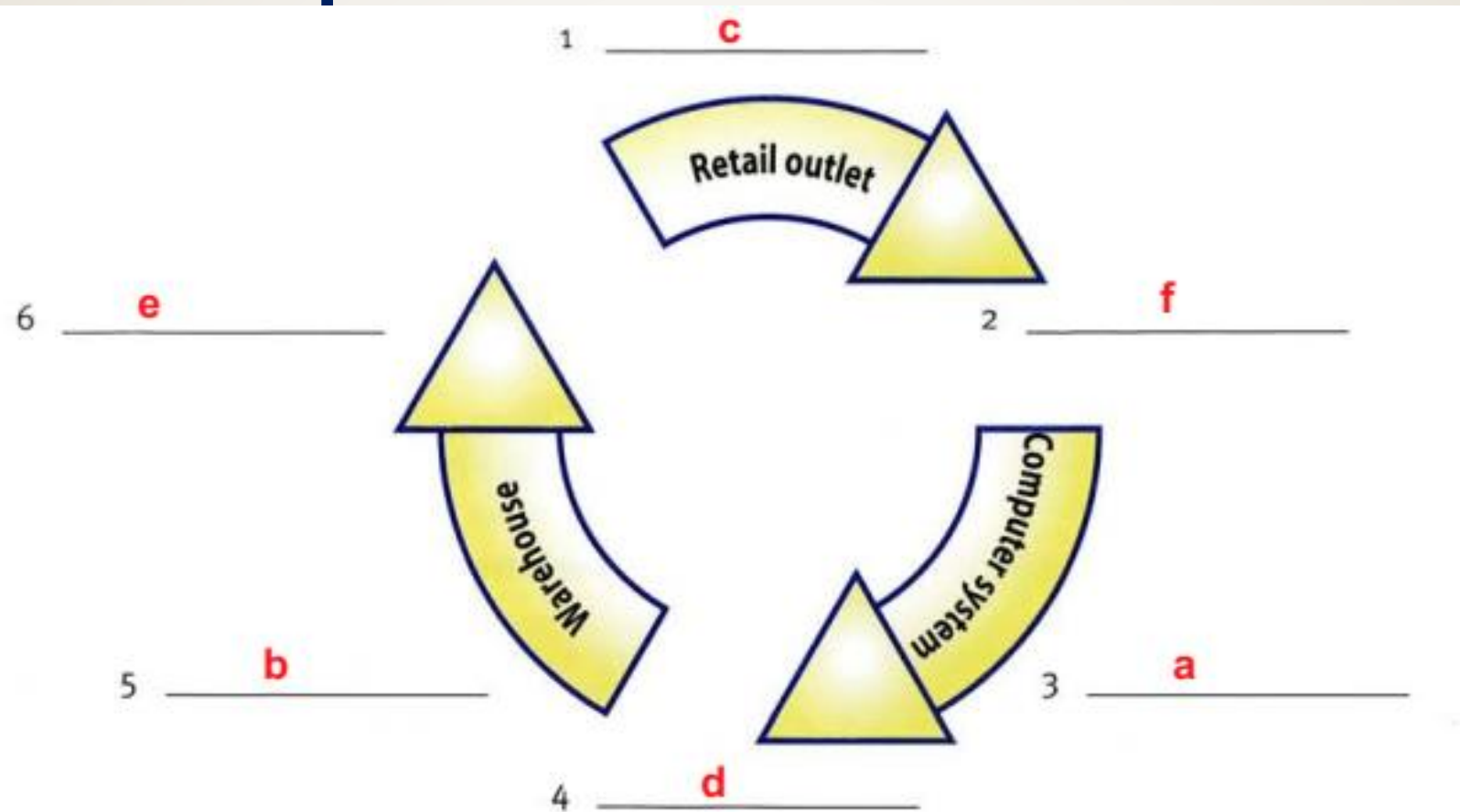
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- 9 Since the introduction of the CRP system, Young Fashion have managed to cut inventory and transport costs by about 15%.
- 10 Moreover, errors in order processing have been reduced considerably by using scanning technology and EDI.

## 4. Put the processes in the correct order



- a Orders are generated based on data received from cash register.
- b Goods are delivered to the retail outlet.
- c System is activated at the point of sale.
- d Orders are sent to the warehouse.
- e Orders are processed.
- f Sales information is transferred to the CRP computer system.

## 4. Put the processes in the correct order



- a Orders are generated based on data received from cash register.
- b Goods are delivered to the retail outlet.
- c System is activated at the point of sale.
- d Orders are sent to the warehouse.
- e Orders are processed.
- f Sales information is transferred to the CRP computer system.

## 5. Complete the sentences with the passive form of verbs

- 1 A system in which the inventory \_\_\_\_\_ (monitor), planned and managed by the manufacturer on behalf of the customer (often a retailer).
- 2 A system which is similar to CRP. It \_\_\_\_\_ (use, often) for products that need to be supplied frequently and in small batch sizes.
- 3 It means that orders \_\_\_\_\_ (transfer) electronically to the manufacturer. Then they \_\_\_\_\_ (deliver) to the retail store.
- 4 Real-time demand \_\_\_\_\_ (identify) by electronic cash register and the product movement \_\_\_\_\_ (co-ordinate) from supplier to the retail store.
- 5 Products that have similar characteristics regarding their selling profile \_\_\_\_\_ (categorize) into 'families'.

## 5. Complete the sentences with the passive form of verbs

Here are some more inventory management techniques. Complete the sentences with the passive form of the verbs in brackets.

- 1 A system in which the inventory is monitored (monitor), planned and managed by the manufacturer on behalf of the customer (often a retailer).
- 2 A system which is similar to CRP. It is often used (use, often) for products that need to be supplied frequently and in small batch sizes.
- 3 It means that orders are transferred (transfer) electronically to the manufacturer. Then they are delivered (deliver) to the retail store.
- 4 Real-time demand is identified (identify) by electronic cash register and the product movement is co-ordinated (co-ordinate) from supplier to the retail store.
- 5 Products that have similar characteristics regarding their selling profile are categorized (categorize) into 'families'.

## 6. Match the planning techniques with the definitions in exercise 5

- a DSD = Direct store delivery
- b CM = Category management
- c VMI = Vendor-managed inventory
- d CRP = Continuous replenishment
- e QR = Quick response

## 6. Match the planning techniques with the definitions in exercise 5

Now match the planning techniques below with the definitions in exercise 5.

- a DSD = Direct store delivery **3**
- b CM = Category management **5**
- c VMI = Vendor-managed inventory **1**
- d CRP = Continuous replenishment **4**
- e QR = Quick response **2**

# 7. Complete the job advertisement

fulfilment • negotiation • 3PL providers • procurement • command • vendors  
• supply chain • relationship

We are looking for a proactive and dynamic professional to take care of our strategic procurement and supplier \_\_\_\_\_<sup>1</sup> management.

Reporting to the Director of Corporate Procurement, the successful applicant will be responsible for managing both internal and external customers and for working with the appointed \_\_\_\_\_<sup>2</sup>. While liaising with the \_\_\_\_\_<sup>3</sup> team, \_\_\_\_\_<sup>4</sup>, and related stakeholders, you will also be involved in providing business support to optimize finance-logistics processes, order \_\_\_\_\_<sup>5</sup>, and logistics costs.

Other responsibilities include providing initiatives to help maximize company business profitability and efficiency.

The ideal candidate should have a degree in \_\_\_\_\_<sup>6</sup> management or logistics management with a deep understanding and knowledge of the China logistics market. You should have at least 5 years' experience in a multinational company and you should possess outstanding \_\_\_\_\_<sup>7</sup> skills. Based in Macau, excellent \_\_\_\_\_<sup>8</sup> of English and Cantonese is a must with Mandarin an advantage.

If you are interested in this role, please send your CV in Word format to ...

# 7. Complete the job advertisement

fulfilment • negotiation • 3PL providers • procurement • command • vendors  
• supply chain • relationship

We are looking for a proactive and dynamic professional to take care of our strategic procurement and supplier relationship<sup>1</sup> management.

Reporting to the Director of Corporate Procurement, the successful applicant will be responsible for managing both internal and external customers and for working with the appointed 3PL providers<sup>2</sup>. While liaising with the procurement<sup>3</sup> team, vendors<sup>4</sup>, and related stakeholders, you will also be involved in providing business support to optimize finance-logistics processes, order fulfilment<sup>5</sup>, and logistics costs.

Other responsibilities include providing initiatives to help maximize company business profitability and efficiency.

The ideal candidate should have a degree in supply chain<sup>6</sup> management or logistics management with a deep understanding and knowledge of the China logistics market. You should have at least 5 years' experience in a multinational company and you should possess outstanding negotiation<sup>7</sup> skills. Based in Macau, excellent command<sup>8</sup> of English and Cantonese is a must with Mandarin an advantage.

If you are interested in this role, please send your CV in Word format to ...

## 8. Answer the questions

- 1 What area will the new corporate procurement manager head?
- 2 What are the procurement manager's main responsibilities? List two or three.
- 3 Who will he/she collaborate with closely in his/her job?
- 4 What qualifications are expected?
- 5 What kind of experience is required?

## 8. Answer the questions

- 1 strategic procurement and supplier relationship management
- 2 manage internal and external customers, optimize processes, order fulfilment and logistics costs
- 3 with the procurement team
- 4 degree in supply chain management or logistics management
- 5 minimum of five years in a multinational company, languages

## 9. Answer the questions

- 1 What kind of relationship do they want with the supplier?
- 2 What would be the benefits of such a relationship?
- 3 What market position does the company have?
- 4 What kind of products do they make?
- 5 What kind of agreement are they interested in?

## 9. Answer the questions

- 1 more co-operative relationship, strategic partnership
- 2 lower costs considerably and work more efficiently
- 3 market leader
- 4 pharmaceutical products
- 5 long-term agreement

# 10. Match the beginnings with the endings

1 How do you

2 I think we could

3 What are your

4 Yes, and I also suggest telling them

5 In my opinion it would also be important

6 Good idea. And why don't we

a to point out that we're interested in establishing a long-term agreement.

b that this a good opportunity to associate with a brand like ours.

c feel about that?

d lower costs considerably.

e say that it's their chance to enter the pharmaceutical market?

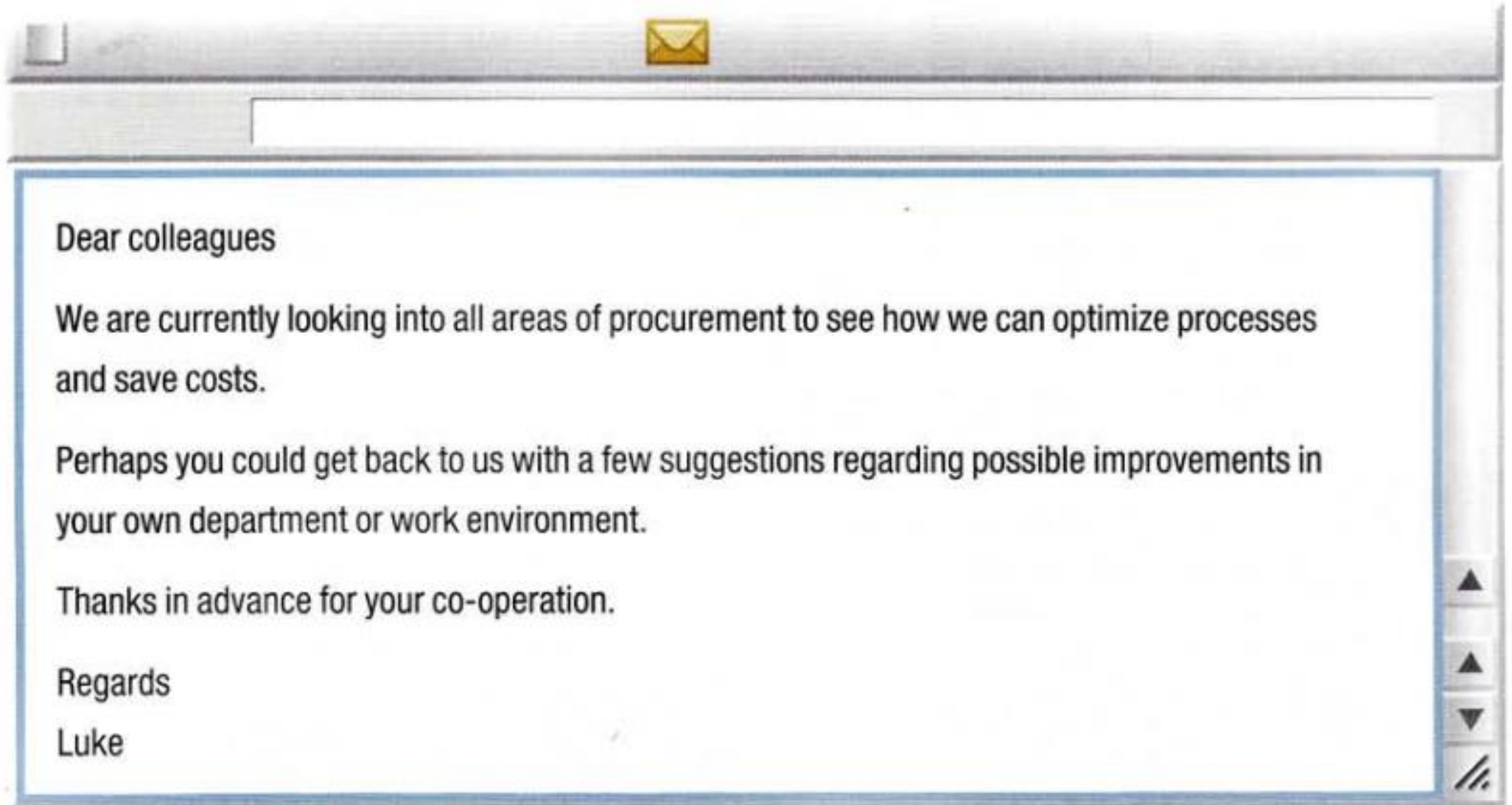
f thoughts on that, Gisele?

# 10. Match the beginnings with the endings

- |   |  |                          |   |
|---|--|--------------------------|---|
| 1 | How do you                               | <input type="checkbox"/> | c |
| 2 | I think we could                         | <input type="checkbox"/> | d |
| 3 | What are your                            | <input type="checkbox"/> | f |
| 4 | Yes, and I also suggest telling them     | <input type="checkbox"/> | b |
| 5 | In my opinion it would also be important | <input type="checkbox"/> | a |
| 6 | Good idea. And why don't we              | <input type="checkbox"/> | e |
- 
- |   |   |
|---|---|
| a | to point out that we're interested in establishing a long-term agreement. |
| b | that this a good opportunity to associate with a brand like ours.         |
| c | feel about that?  |
| d | lower costs considerably.   |
| e | say that it's their chance to enter the pharmaceutical market?            |
| f | thoughts on that, Gisele?   |

# 11. Reply to the email

You have received the following email from the purchasing department in your company. Work out a few suggestions and reply to this email.



# 11. Reply to the email

## Suggested answer

Dear Luke

We have talked about possible cost savings in purchasing in our team. We also think it would be a good idea to discuss this in more detail.

We feel there would be a lot of saving potential in some areas, especially in supplier management.

In our opinion we should:

- 1 choose our suppliers more carefully
- 2 establish stricter standards for our suppliers
- 3 co-operate more closely with some of our important suppliers (to achieve better results).

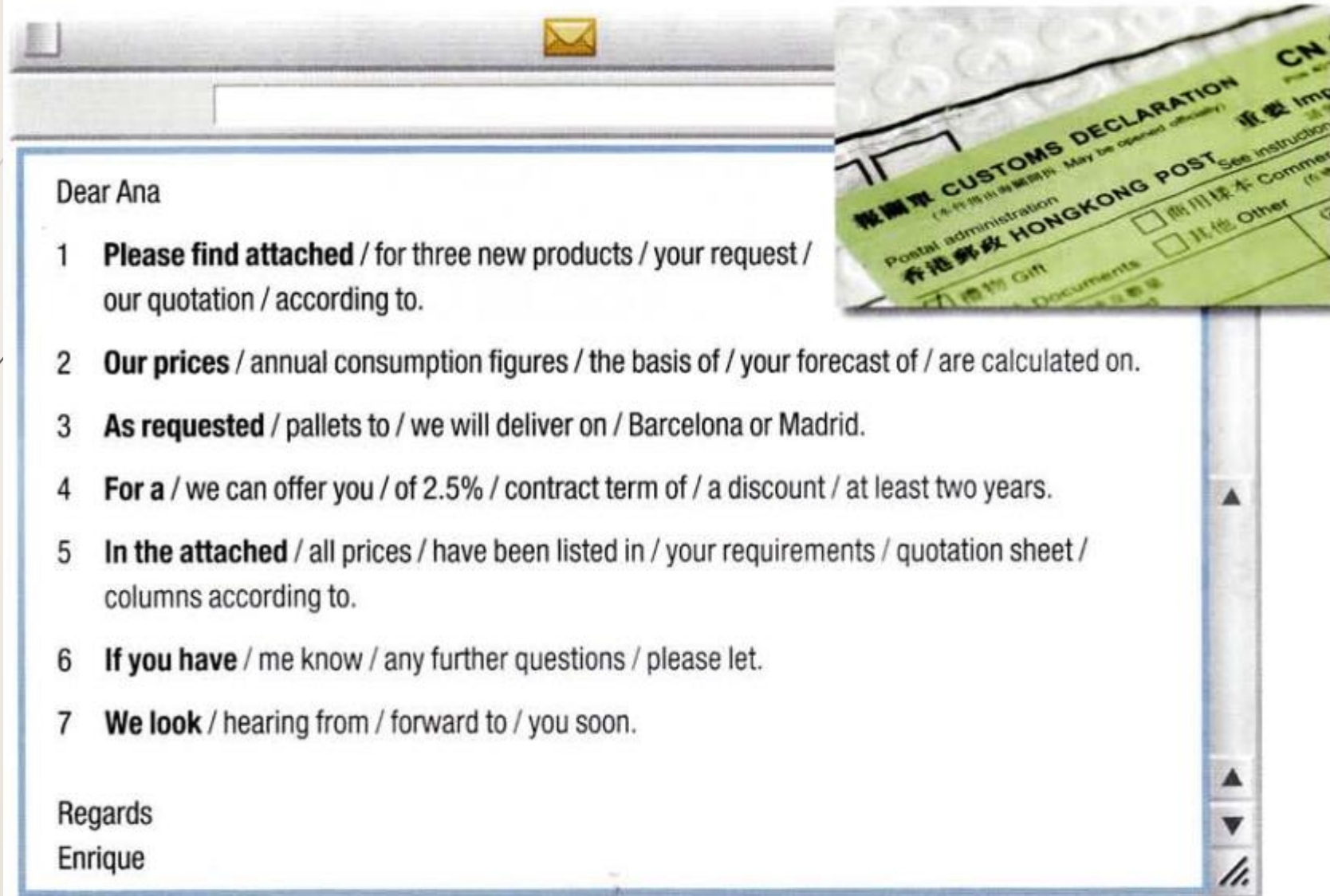
I'll call you next week to give you some more details on that.

Regards

Mike

# 13. Put the words into the correct order


A Spanish courier company receives a quotation for packing labels and consignment notes.  
Put the words or phrases into the correct order to make sentences. The first parts have been done for you.



Dear Ana

- 1 **Please find attached** / for three new products / your request / our quotation / according to.
- 2 **Our prices** / annual consumption figures / the basis of / your forecast of / are calculated on.
- 3 **As requested** / pallets to / we will deliver on / Barcelona or Madrid.
- 4 **For a** / we can offer you / of 2.5% / contract term of / a discount / at least two years.
- 5 **In the attached** / all prices / have been listed in / your requirements / quotation sheet / columns according to.
- 6 **If you have** / me know / any further questions / please let.
- 7 **We look** / hearing from / forward to / you soon.

Regards  
Enrique



# 13. Put the words into the correct order

- 1 Please find attached our quotation for three new products according to your request.
- 2 Our prices are calculated on the basis of your forecast of annual consumption figures.
- 3 As requested we will deliver on pallets to Barcelona or Madrid.
- 4 For a contract term of at least two years we can offer you a discount of 2.5%.
- 5 In the attached quotation sheet all prices have been listed in columns according to your requirements.
- 6 If you have any further questions please let me know.
- 7 We look forward to hearing from you soon.

# 14. Match the beginnings with the endings

Match the beginnings (1–6) with the endings (a–f) of the sentences.

- |   |                                  |                          |
|---|----------------------------------|--------------------------|
| 1 | For orders exceeding 500 pieces, | <input type="checkbox"/> |
| 2 | We grant a cash discount         | <input type="checkbox"/> |
| 3 | The prices quoted                | <input type="checkbox"/> |
| 4 | As requested, we                 | <input type="checkbox"/> |
| 5 | Our prices are subject           | <input type="checkbox"/> |
| 6 | The net price                    | <input type="checkbox"/> |

- a will deliver on pallets to Rotterdam.
- b to a 25% trade discount off net price.
- c we grant a discount of 5%.
- d of this article is £25.00.
- e above include transport charges.
- f of 3% on our list prices.

# 14. Match the beginnings with the endings

- 
- 1 For orders exceeding 500 pieces,
- 2 We grant a cash discount
- 3 The prices quoted
- 4 As requested, we
- 5 Our prices are subject
- 6 The net price
- a will deliver on pallets to Rotterdam.
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- d of this article is £25.00.
- e above include transport charges.
- f of 3% on our list prices.

c

f

e

a

b

d

## 15. Give a customer a quotation by email

**Give a customer a quotation by email based on the following details.**

GPS system 'Road Navigator TX-2300'

Price: \$975.00

more than 10 items: additional 8% discount

price includes 15% VAT

delivery within 6 days of purchase order

# 15. Give a customer a quotation by email

## Suggested answer

Dear ...

Please find attached our quotation for our GPS system 'Road Navigator TX-2300'.

We can offer you a price of \$975.00 per item including VAT at 15%.

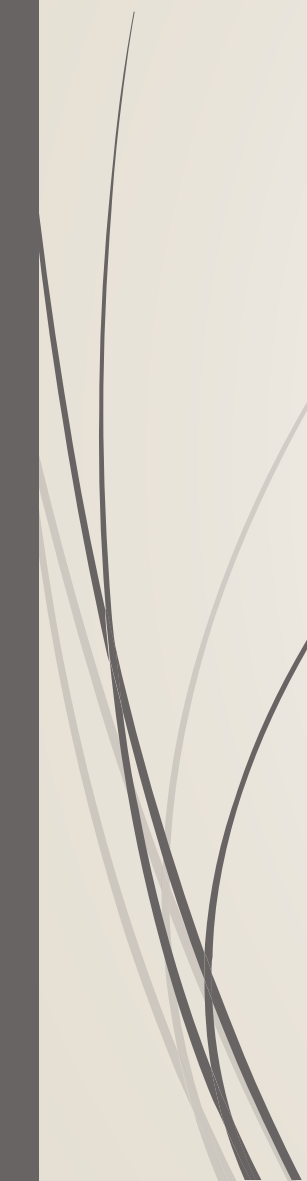
If your order exceeds 10 items, we can offer an additional discount of 8%. Delivery will be made within 6 days of receipt of purchase order.

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

Best regards



**The End**





# Unit 4

## MODES OF TRANSPORT

# WARM-UP ACTIVITY



# CONTENT



Transport and handling equipment

Container Types

Types of goods



# Match the pictures with the words



a \_\_\_\_\_



b \_\_\_\_\_



c \_\_\_\_\_



d \_\_\_\_\_



e \_\_\_\_\_



f \_\_\_\_\_

# Match the pictures with the words



a grappler lift



b container ship



c road-railer trailer



d river barge



e large goods vehicle



f swap-body

**Match the different types of freight traffic (1–6) with the definitions (a–f).**

1 multimodal

2 piggyback

3 intermodal

4 unaccompanied

5 block train

6 single-wagon

# Answer

## ➤ Multimodal:

d Carriage of goods by at least two different modes of transport, e.g. shipping by motor lorry and aircraft.

## ➤ Piggyback:

f Combines road and rail transport: whole motor lorries, trailers or swap-bodies are carried by rail.

## ➤ Intermodal:

b Goods are transported in the same loading unit or vehicle using different modes of transport. The handling of the freight itself is not necessary when changing modes.

# Answer

Unaccompanied:

a The driver does not stay with his road vehicle during transport by rail or ferry.

Block train:

c A single shipper uses a whole train which is run directly from the loading point to the destination. No assembling and disassembling is required.

Single - wagon:

e Train is formed out of individual wagons or sets of wagons which have different origins and different destinations.

## 2. 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

## 2. Listen and correct the information

	inland waterways	road	rail (express service)
speed in days	7 <b>6</b>	4	2 <b>3</b>
cost	low	compared with barge: 60% higher <b>50%</b>	compared with road: 40% higher
flexibility	high <b>low</b>	very high	low

### 3. Complete the sentences

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

## 4. Work in pair. Compare different transport modes

*Example: I think shipping goods by rail is faster than sea transport.*

<b>adjectives</b>	<b>transport modes</b>
slow / fast	rail
expensive / cheap	air
safe	road
suitable	sea
reliable	river
environmentally friendly	pipeline

# 5. Match the pictures with the names



a \_\_\_\_\_



b \_\_\_\_\_



c \_\_\_\_\_



d \_\_\_\_\_

## 5. Match the pictures with the names



a ISO container



b transtainer



c reach stacker



d gantry crane

## 6. Complete the descriptions

fitted • straddle • mounted • loading • attached • reach • handle • piling • made • move

**1**

A piece of machinery used for \_\_\_\_\_<sup>1</sup> and unloading containers from ships onto trucks or rail wagons and vice versa. It is rail-mounted and can \_\_\_\_\_<sup>2</sup> at least four railway tracks. It is motorized and can \_\_\_\_\_<sup>3</sup> parallel to the ship's side.

**2**

A special type of device which is able to \_\_\_\_\_<sup>4</sup> very heavy loads. It is used for transferring swap-bodies and containers from rail wagons to trucks and vice versa. It has four legs \_\_\_\_\_<sup>5</sup> with wheels and a spreader beam which can span a wide area. It can be \_\_\_\_\_<sup>6</sup> on rails or rubber tyres and is able to straddle several rows of containers.

## 6. Complete the descriptions

fitted • straddle • mounted • loading • attached • reach • handle • piling • made • move

**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 \_\_\_\_\_<sup>7</sup> them on top of each other. It is very flexible and has a high stacking and storage capacity as it is able to \_\_\_\_\_<sup>8</sup> beyond the first row of containers to lift a container.

**4**

A rigid box \_\_\_\_\_<sup>9</sup> 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 \_\_\_\_\_<sup>10</sup> to them. The most common lengths are 20, 40, and 45 feet. It is made to the specifications of the International Standards Organization.

## 6. Complete the descriptions

1

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

2

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

## 6. Complete the descriptions

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 piling<sup>7</sup> them on top of each other. It is very flexible and has a high stacking and storage capacity as it is able to reach<sup>8</sup> beyond the first row of containers to lift a container.

4

A rigid box made<sup>9</sup> 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 attached<sup>10</sup> to them. The most common lengths are 20, 40, and 45 feet. It is made to the specifications of the International Standards Organization.

# 7. Replace the underlined words

1 This type of crane is used for raising containers.

---

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

---

3 It's a 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.

---

# 7. Replace the underlined words

stack • come • run • fix • attach • lift • fit

1 This type of crane is used for raising containers.

**lifting**

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

**come**

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

**fitted**

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

**stack**

5 Some containers have a bogie fixed to them.

**attached**

6 This device is mounted on rails.

**fixed**

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

**run**

# 8. Complete the table with the missing information

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

## 8. Complete the table with the missing information

Type of container	suitable for transport of
1 <b>general purpose</b>	<b>dry cargo</b>
2 <b>reefer/ refrigerated</b>	<b>delicate cargoes and perishables</b>
3 tanktainer	<b>liquids</b>
4 <b>open - top</b>	<b>bulky cargo</b>
5 flat-rack	<b>heavy machinery and pipes</b>

## 9. Listen 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.

## 9. Listen and complete the sentences

level • tarpaulin • frame • machinery • lashing • removed • controlled • plugs

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

# Label the different types of containers



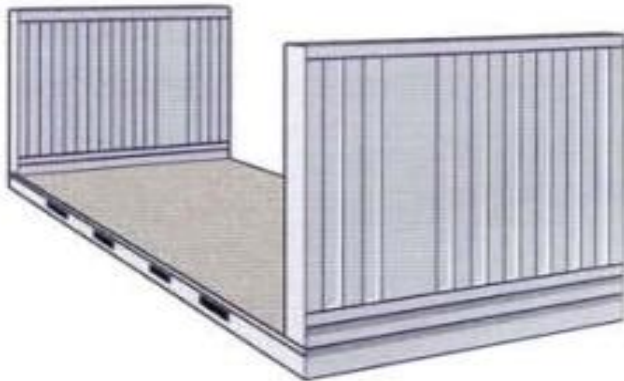
1 \_\_\_\_\_



2 \_\_\_\_\_



3 \_\_\_\_\_



4 \_\_\_\_\_



5 \_\_\_\_\_

# Label the different types of containers



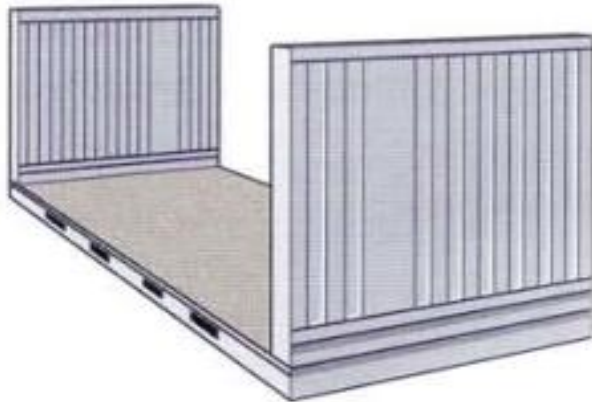
1 reefer container



2 tinktainer



3 general purpose container



4 flat-rack container



5 open - top container

# 11. Sort the goods under the correct heading

perishable cargo	non-perishable cargo	heavyweight and overwidth cargo

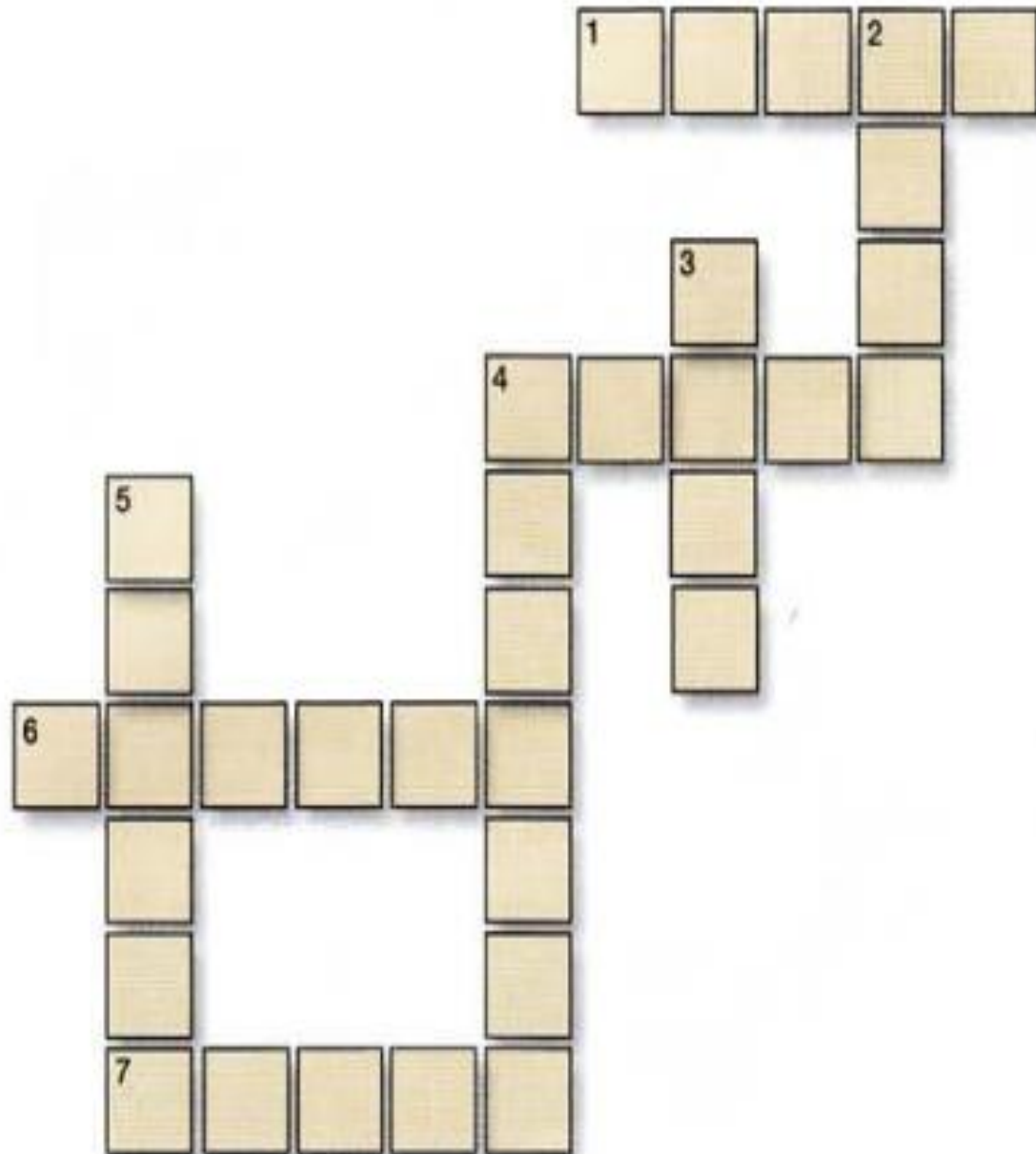
meat • steel pipes • crude oil • fresh produce • industrial boilers • seafood • alcohol  
• dairy products • tractors • chilled or frozen foodstuffs • harmful chemicals

# 11. Sort the goods under the correct heading

perishable cargo	non-perishable cargo	heavyweight and overwidth cargo
meat	crude oil	steel pipes
fresh produce	alcohol	industrial boilers
seafood	harmful chemicals	tractors
dairy products		
chilled or frozen		
food stuffs		

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

# 13. Complete the crossword puzzle



## Across

- 1 Another word for *rubbish*.
- 4 A device for lifting heavy loads.
- 6 Another word for *ship*.
- 7 The opposite of *soft* or *flexible*.

## Down

- 2 Another word for *pipe*.
- 3 A container for liquids is a ... *container*.
- 4 Kept cool, but not frozen.
- 5 A container fitted with a cooling system.

# 13. Complete the crossword puzzle



## Across

- 1 Another word for *rubbish*.
- 4 A device for lifting heavy loads.
- 6 Another word for *ship*.
- 7 The opposite of *soft* or *flexible*.

## Down

- 2 Another word for *pipe*.
- 3 A container for liquids is a ... *container*.
- 4 Kept cool, but not frozen.
- 5 A container fitted with a cooling system.



**The End**



# Unit 5

## PLANNING AND ARRANGING TRANSPORT

# WARM-UP ACTIVITY



# TOPIC

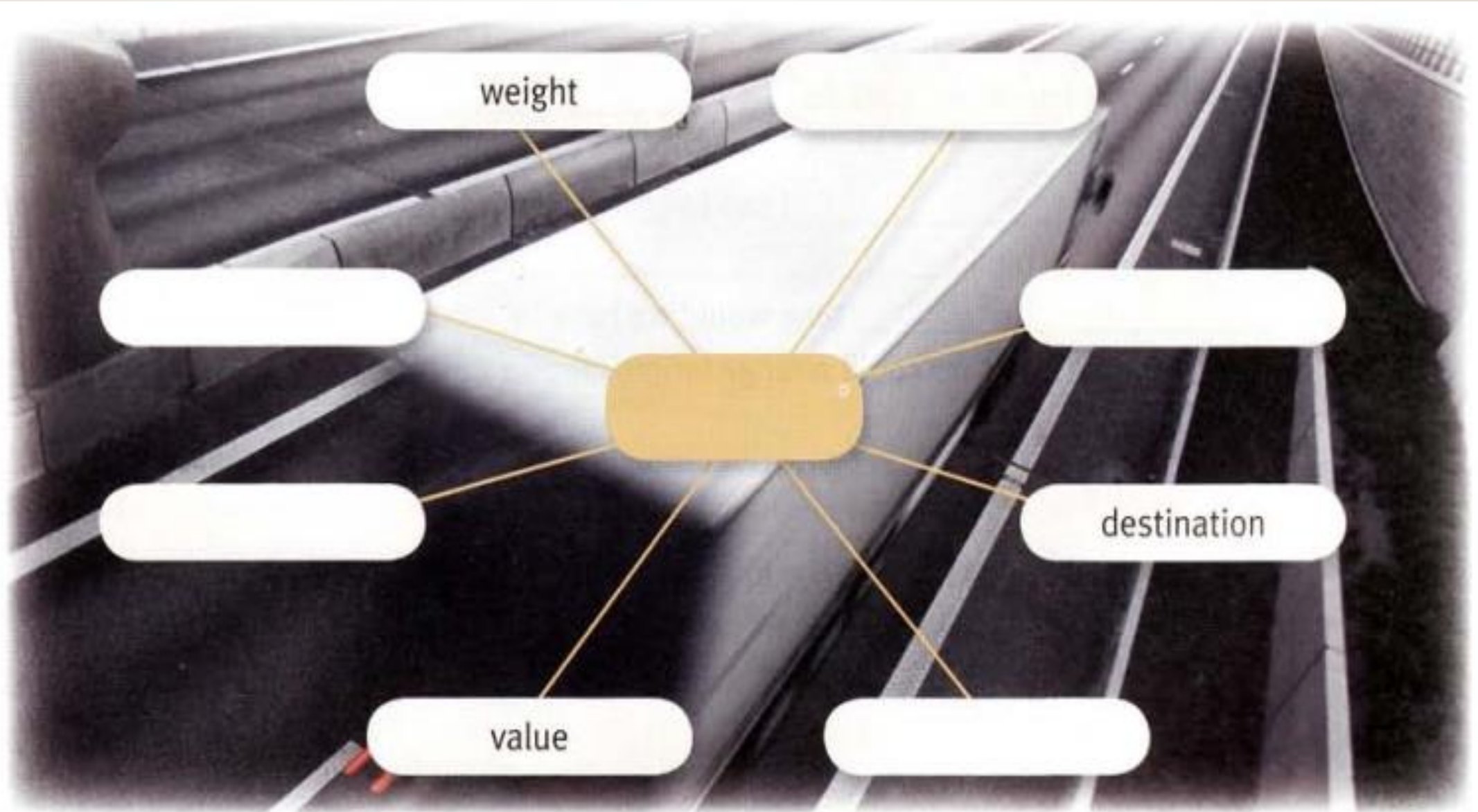


**SETTING THE SCENE**

**JOB IN LOGISTICS**

**REGULAR ACTIVITIES**

# Starter: Make a list of different factors that would influence of your choice



# 1. Listen to the dialogue and answer the questions:



- 1 What are the two different rail transport options?
- 2 When do they want to ship?
- 3 Where will the shipment go?
- 4 Which train option is recommended for large volume shipments?
- 5 What would make transport cheaper?
- 6 How much time will they have for loading the rail wagons?

# 1. Listen to the dialogue and answer the questions:


- 1 block train, single-wagon
- 2 next month
- 3 London, UK
- 4 block train
- 5 if they could plan well ahead
- 6 at least 7 hours

## 2. Complete the sentences:


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 option 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 \_\_\_\_\_.

## 2. Complete the sentences:

- 
- 1 calling about
  - 2 Could you
  - 3 would be
  - 4 recommend
  - 5 more suitable
  - 6 suggest that
  - 7 an alternative
  - 8 also consider
  - 9 How much
  - 10 if you like

### 3. Sort them under the correct heading



A Customer enquiries	B Advice and recommendations	C Offering alternatives

I (would) need some information regarding...

In that case I recommend/suggest that you use/ship...

I think the best option would be to ...

If you prefer ... , we could also arrange ...

Could you let me have some information about ...?

We can provide/arrange/ship ... if you like.

As an alternative, we can offer you ...

What would be the cheapest/fastest/safest/most convenient way/option?

### 3. Sort them under the correct heading

A I (would) need some information regarding ...  
Could you let me have some information about ...?  
What would be the cheapest / fastest / safest / most convenient way / option?


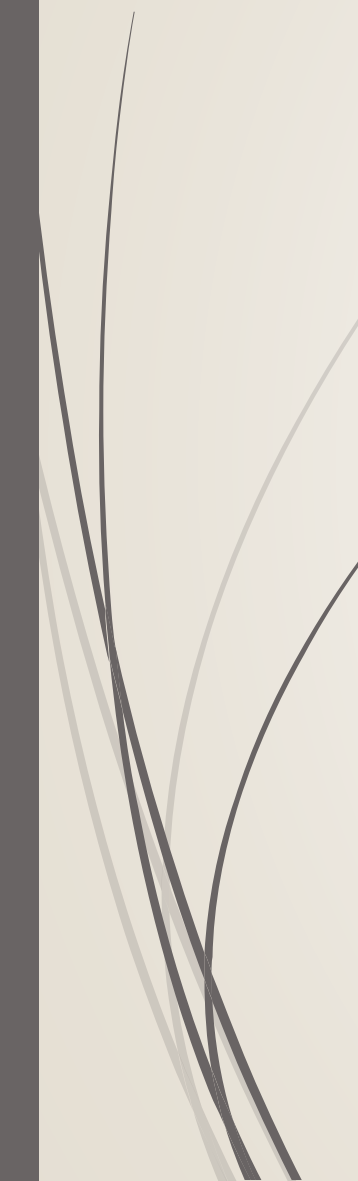
B In that case I recommend / suggest that you use / ship...

I think the best option would be to ...

We can provide / arrange / ship ... if you like.

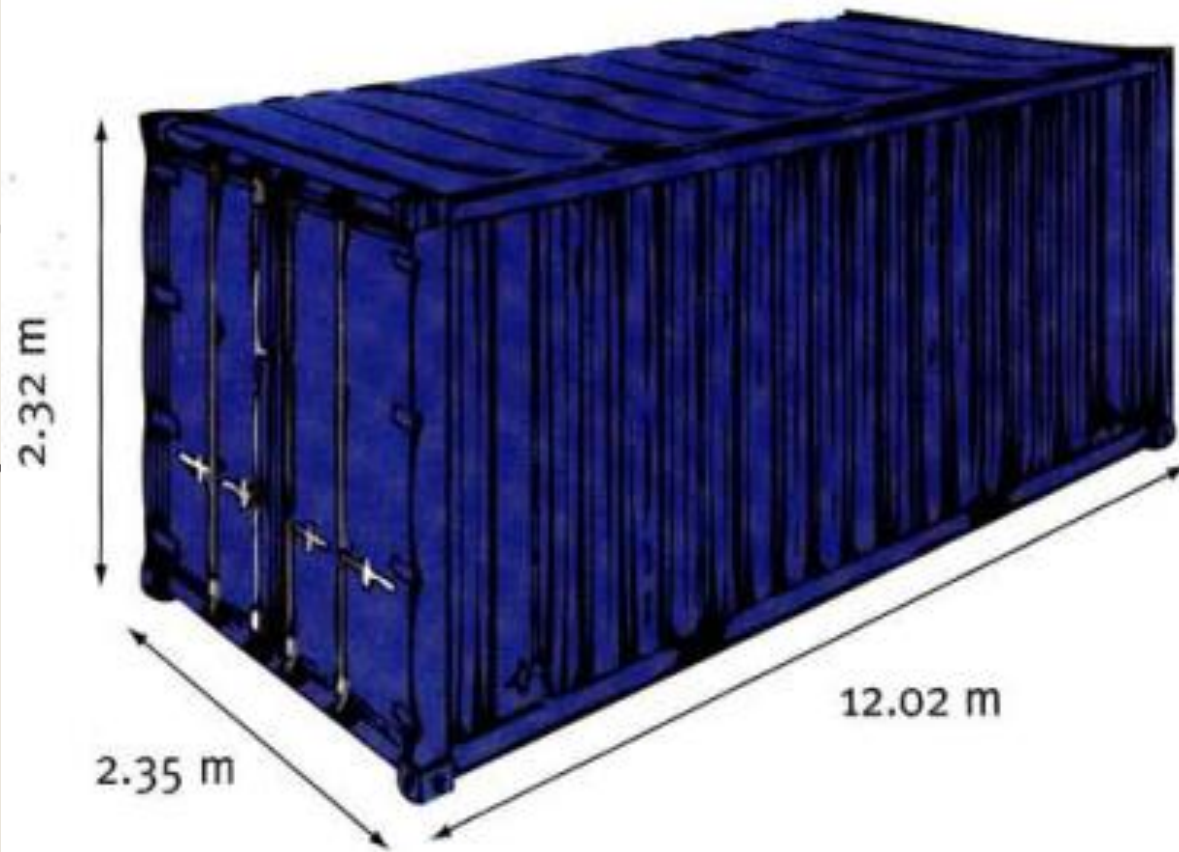
C If you prefer ... , we could also arrange ...  
As an alternative, we can offer you ...

## 4. Match the beginnings with the endings

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

## 6. Complete the missing details

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

## 6. Complete the missing details

- 
- 
- 1 tare weight
  - 2 gross weight
  - 3 payload
  - 4 length
  - 5 width
  - 6 height

## 8. Note the non-metric measurements

1 tare weight:

---

2 internal length:

---

3 internal height:

---

## 8. Note the non-metric measurements

- 1 tare weight: 8,880 pounds
- 2 internal length: 39 foot 5 inches
- 3 internal height: 7 foot 7 inches

## 8. Rewrite the sentences

- 1 The weight of the package is 45 kg.
- 2 The width of this seagoing vessel is about 30 metres.
- 3 The measurements of the case we need to ship are 1 m (long) by 50 cm (wide) by 35 cm (high).
- 4 It is nearly 3 centimetres deep.
- 5 The ship is more than 65 metres long.
- 6 The open container's door is 7 foot 10 inches high.

## 8. Rewrite the sentences

### Rewrite the sentences.

Example: The container is 6 metres long.

*The length of the container is six metres. (Or: The container's length is 6 metres.)*

- 1 The package weighs 45 kg.
- 2 This seagoing vessel is about 30 m wide.
- 3 The case we need to ship is 1 m long, 50 cm wide and 35 cm high.
- 4 Its depth is nearly 3 cm.
- 5 The ship's length is more than 65 m.
- 6 The open container's door height is 7 ft 10 in.

## 9. What do these abbreviations stand for?

### What do these abbreviations stand for?

1 ft \_\_\_\_\_

2 kg \_\_\_\_\_

3 oz \_\_\_\_\_

4 cm \_\_\_\_\_

5 lb \_\_\_\_\_

6 cu yd \_\_\_\_\_

7 m<sup>2</sup> \_\_\_\_\_

8 1" \_\_\_\_\_

9 pt \_\_\_\_\_

10 gal \_\_\_\_\_

## 9. What do these abbreviations stand for?

- 1 foot
- 2 kilogram
- 3 ounce
- 4 centimetre
- 5 pound
- 6 cubic yard
- 7 square metre
- 8 inch
- 9 pint
- 10 gallon

# 10. Put the words from above into the correct column of the table

	metric	non-metric
length		yard (yd)
weight	gram (g)	
surface	square millimetre (mm <sup>2</sup> )	
volume		
capacity		fluid ounce (fl oz)

# 10. Put the words from above into the correct column of the table

	metric	non-metric
length	millimetre (mm) centimetre (cm) metre (m) kilometre (km)	inch (1 in) foot (ft) yard (yd) mile (m)
weight	gram (g) kilogram (kg) tonne (t)	ounce (oz) pound (lb) short ton (t) US long ton UK
surface	square millimetre (mm <sup>2</sup> ) centimetre (cm <sup>2</sup> ) metre (m <sup>2</sup> ) kilometre (km <sup>2</sup> )	square inch (sq in) foot (sq ft) yard (sq yd) mile (sq m)
volume	cubic millimetre (mm <sup>3</sup> ) centimetre (cm <sup>3</sup> ) metre (m <sup>3</sup> )	cubic inch (cu in) foot (cu ft) yard (cu yd)
capacity	litre (l)	fluid ounce (fl oz) pint (pt) quart (qt) gallon (gal)

## 12. Say whether the statements are true or false?

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

## 12. Say whether the statements are true or false?

**12**

- 1 True
- 2 False: they are going to Dubai.
- 3 False: there are 15 boxes.
- 4 True
- 5 False: August 3<sup>rd</sup>.
- 6 True

# 13. Complete the missing details

## 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:

# 13. Complete the missing details

## 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:

## 13. Complete the missing details

- 1 Cool Air
- 2 Stockholm, Sweden
- 3 Dubai, United Arab Emirates
- 4 15
- 5 August 3<sup>rd</sup>
- 6 August 6<sup>th</sup>
- 7  $150 \text{ kg} \times 15 = 2,250 \text{ kg}$
- 8 Cooling units
- 9 no
- 10 August 6<sup>th</sup>

## 14. Write an email asking for a quotation

### REQUESTING A QUOTATION

We/I need a quotation for a shipment to ...

Please quote for (the supply/transport of) ...

Please send us a quotation for ...

Please quote your lowest prices for ...

Your quotation should include detailed information on freight and insurance rates, delivery terms, delivery date, and terms of payment.

## 15. Put the words in the right order

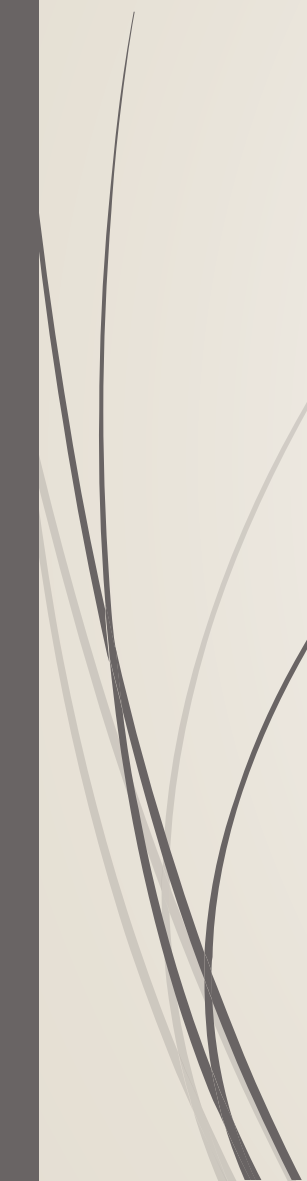
- 1 a shipment / send / us / a quotation / please / for / to Madras
- 2 state / delivery date / please / in your quotation / your earliest
- 3 let us / could / the following / please / have a quotation / including / details / you ?
- 4 a part truck load / shipping rates / what / your / for / to Birmingham / are ?
- 5 on sailing times / your quotation / detailed information / should / and insurance rates / also include
- 6 the following consignment / please / for / of / quote / the transport

## 15. Put the words in the right order

- 1 Please send us a quotation for a shipment to Madras.
- 2 Please state your earliest delivery date in your quotation.
- 3 Could you please let us have a quotation including the following details?
- 4 What are your shipping rates for a part truck load to Birmingham?
- 5 Your quotation should also include detailed information on sailing times and insurance rates.
- 6 Please quote for the transport of the following consignment.



The End





# Unit 6

## SHIPPING GOODS

# WARM-UP ACTIVITY



# TOPIC



Logistics acronyms

Product range

3PL providers

Value-added services

Do you know what these markings represent? Discuss with a partner. Try to label the shipping markings with the correct words.



1

\_\_\_\_\_



2

\_\_\_\_\_



3

\_\_\_\_\_



4

\_\_\_\_\_



5

\_\_\_\_\_



6

\_\_\_\_\_



7

\_\_\_\_\_



8

\_\_\_\_\_



1

**Fragile**

---



2

**This side up**

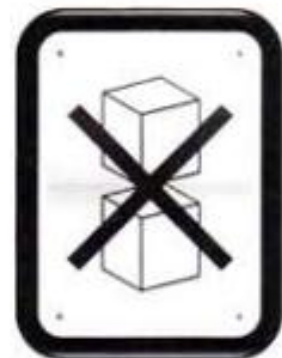
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3

**Use no hooks**

---



4

**Don't stack**

---



5

**Explosive**

---



6

**Flammable**

---



7

**Keep dry**

---



8

**Toxic**

---

# 1. Complete the sentences with the words from the box

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 \_\_\_\_\_.

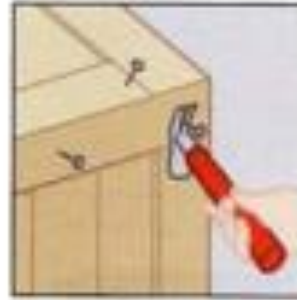
# 1. Complete the sentences with the words from the box

- 1 **Examine** \_\_\_\_\_ vehicle carefully.
- 2 Do not place items **diagonally** \_\_\_\_\_ across the wagon.
- 3 When loading is complete, ensure that it fully complies with the **instructions** \_\_\_\_\_ given in our Rail Instructions Manual.
- 4 Examine load carefully and make **sure** \_\_\_\_\_ it is undamaged and suitable for loading.
- 5 **Place** \_\_\_\_\_ longer, heavier pieces on the bottom of the load.
- 6 Make sure that load is **secure** \_\_\_\_\_.

- 7 Ensure vehicle is **fit** \_\_\_\_\_ to be loaded.
- 8 Strap **overhanging** \_\_\_\_\_ loads.
- 9 When checking the vehicle, give special **attention** \_\_\_\_\_ to door securing mechanisms.
- 10 Examine vehicle and load **carefully** \_\_\_\_\_ after loading.
- 11 **Distribute** \_\_\_\_\_ load as evenly as possible and make sure wheels are evenly loaded.
- 12 Check whether vehicle capacity has not been **exceeded** \_\_\_\_\_.

### 3 Match the beginnings of the sentences (1-8) with the endings (a-h).

- 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.

### 3 Match the beginnings of the sentences (1-8) with the endings (a-h).

- 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

d

g

a

e

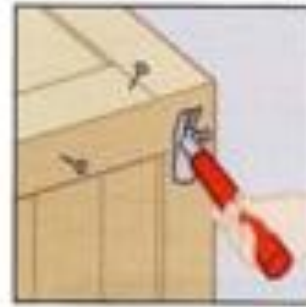
h

c

b

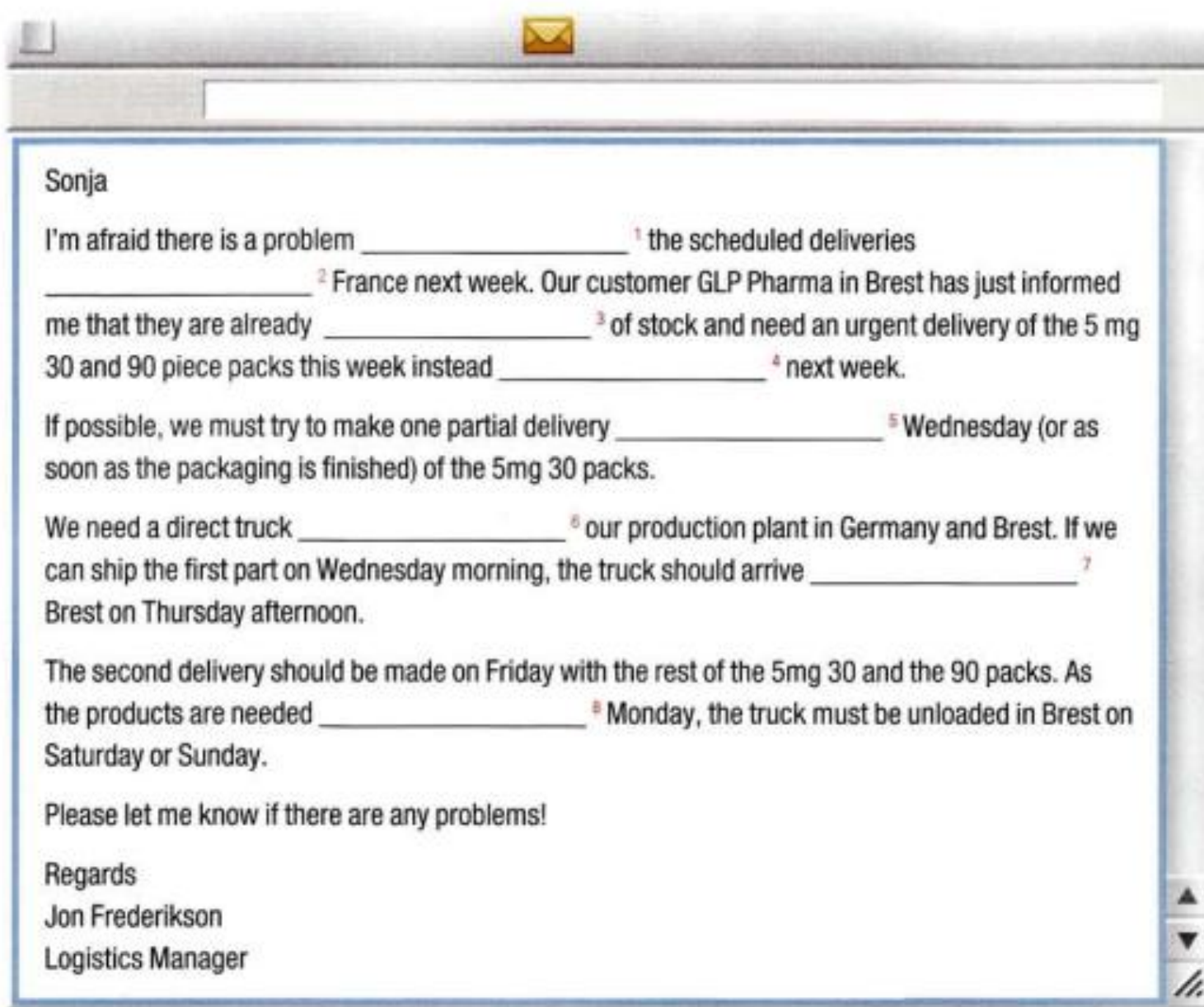
f

- 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.



4 Complete this email about an urgent shipment with prepositions from the box.

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



Sonja

I'm afraid there is a problem \_\_\_\_\_<sup>1</sup> the scheduled deliveries \_\_\_\_\_<sup>2</sup> France next week. Our customer GLP Pharma in Brest has just informed me that they are already \_\_\_\_\_<sup>3</sup> of stock and need an urgent delivery of the 5 mg 30 and 90 piece packs this week instead \_\_\_\_\_<sup>4</sup> next week.

If possible, we must try to make one partial delivery \_\_\_\_\_<sup>5</sup> Wednesday (or as soon as the packaging is finished) of the 5mg 30 packs.

We need a direct truck \_\_\_\_\_<sup>6</sup> our production plant in Germany and Brest. If we can ship the first part on Wednesday morning, the truck should arrive \_\_\_\_\_<sup>7</sup> Brest on Thursday afternoon.

The second delivery should be made on Friday with the rest of the 5mg 30 and the 90 packs. As the products are needed \_\_\_\_\_<sup>8</sup> 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

Sonja

I'm afraid there is a problem **with** <sup>1</sup> the scheduled deliveries **to** <sup>2</sup> France next week. Our customer GLP Pharma in Brest has just informed me that they are already **out** <sup>3</sup> of stock and need an urgent delivery of the 5 mg 30 and 90 piece packs this week instead **of** <sup>4</sup> next week.

If possible, we must try to make one partial delivery **on** <sup>5</sup> Wednesday (or as soon as the packaging is finished) of the 5mg 30 packs.

We need a direct truck **between** <sup>6</sup> our production plant in Germany and Brest. If we can ship the first part on Wednesday morning, the truck should arrive **in** <sup>7</sup> Brest on Thursday afternoon.

The second delivery should be made on Friday with the rest of the 5mg 30 and the 90 packs. As the products are needed **by** <sup>8</sup> 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



## 5. Listen and answer the questions

1. No, they can't
2. The fastest option takes 48 hours
3. No, because they have very limited loading capacity.
4. Because of the HGV driving ban on Saturdays and Sundays.
5. He wants to call GLP and then get back to Sonja.

**6 Put the words in the order they are mentioned in the dialogue. Then listen again to check.**

- 1 really / here / I think / a problem / we've / got
- 2 use / this shipment / our / for / one / unfortunately / we can't / of / regular forwarders
- 3 we / smaller / this / deliveries / means / partial / that / would / have several
- 4 have to / a lot more / and / as / we'd / pay / a result
- 5 Saturdays and Sundays / because of / deliver / we / can't / at the weekend / driving ban / on / the HGV
- 6 problems / this delivery / no idea / I / would / cause / so many / had

## 6. Put the words in the right order


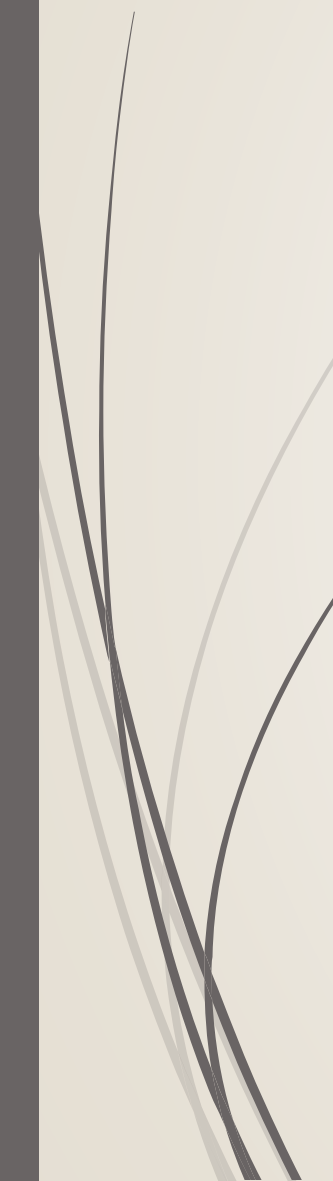
1. I think we've really got a problem here.
2. Unfortunately, we can't use one of our regular forwarders for this shipment.
3. This means that we would have several smaller partial deliveries.
4. We'd also have to pay a lot more as a result.
5. We can't deliver at the weekend because of the HGV driving ban on Saturdays and Sundays.
6. I had no idea this delivery would cause so many problems.

# 7. 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.

## 7. Complete the sentences

- 
1. So
  2. Because
  3. Although
  4. Due
  5. As a result
  6. Despite
  7. Because
  8. In spite of
- 

## 8. Choose the correct words

- 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?

## 8. Choose the correct words



1. Result

2. Caused

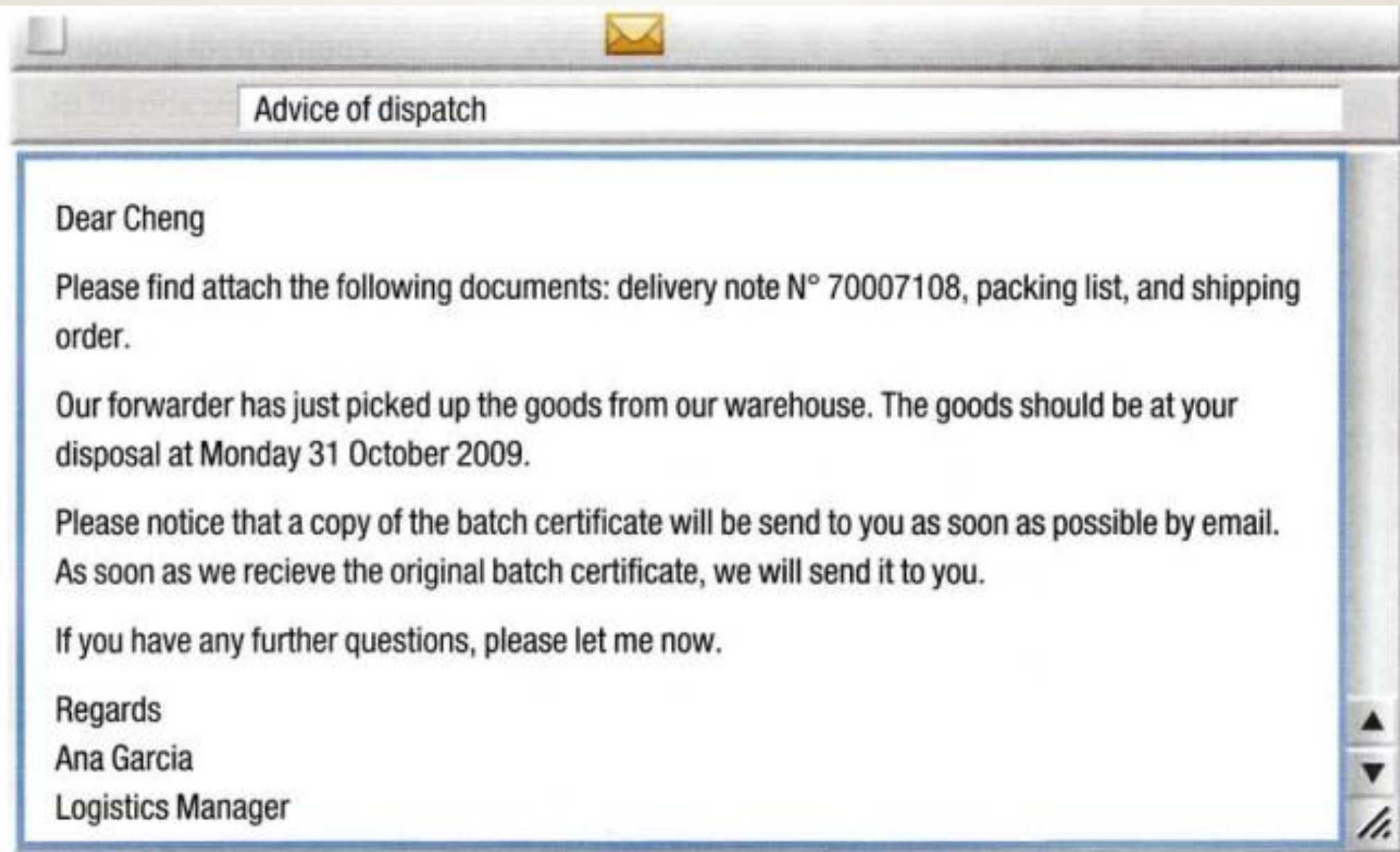
3. Turned

4. Due to

5. In spite of

6. Reason

## 9. Correct mistakes



## 9. Correct mistakes

1. Please find **attach** the following... => **attached**
2. The goods should be at your disposal **at** Monday...  
=> **on**
3. Please **notice** that a copy... => **note**
4. The batch certificate will be **send** to... => **sent**
5. As soon as we **recieve** the original... => **receive**
6. ... please let me **now** => **know**

## ADVICE OF SHIPMENT

When dealing with shipments to customers, it is common practice to advise them that a shipment has been sent. Often details on departure and arrival times, order numbers, and documents are given.

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

*Order N° 3012 has been dispatched by flight BA2379 today.*

*We are pleased to advise that your order N° 23/1346 was shipped on board the vessel 'Ocean Line'.*

*The consignment is due to arrive in Sydney on August 25<sup>th</sup>.*

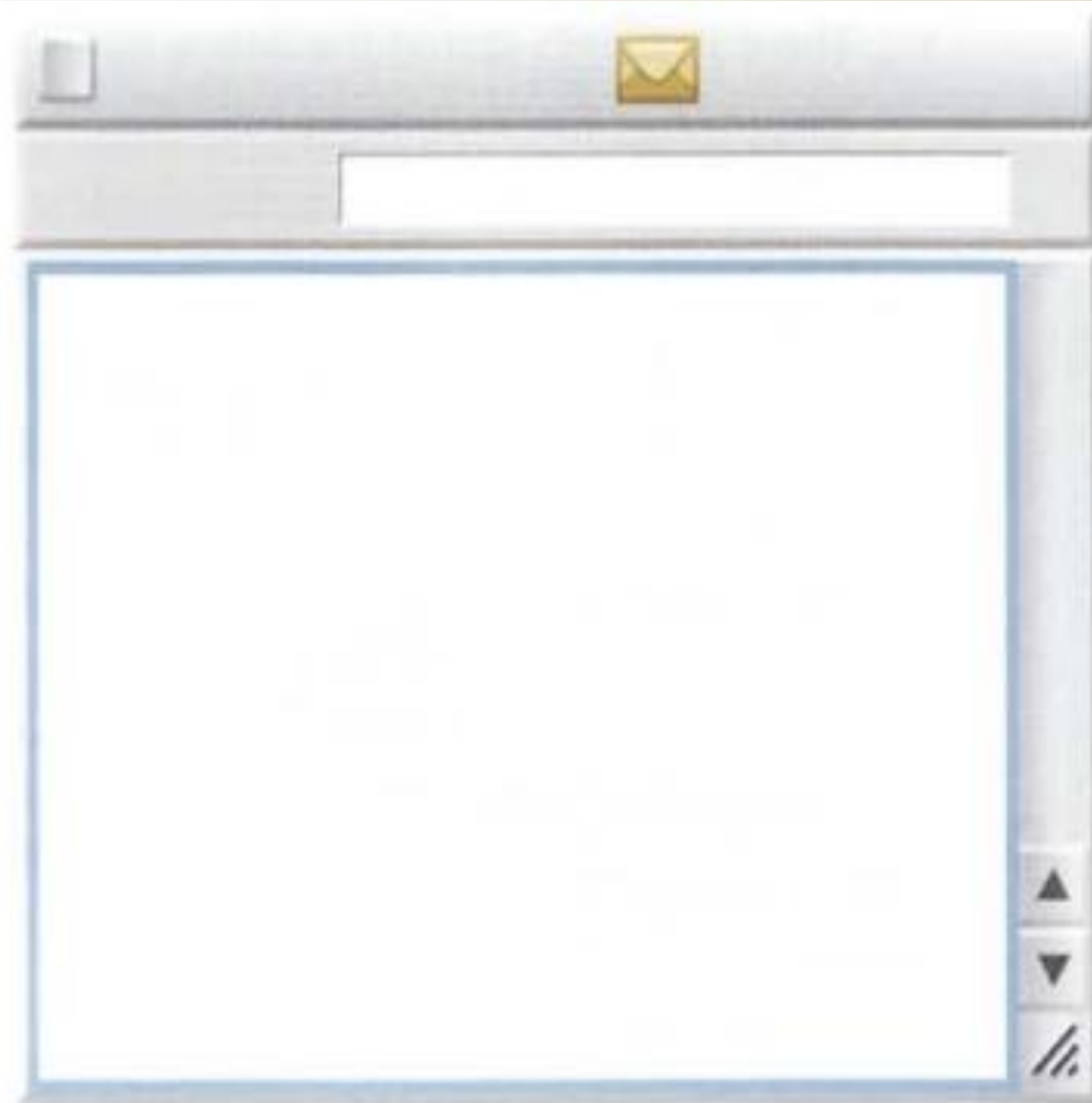
*The above order has been handed over to our forwarding agents today.*

*The consignment will be delivered to your warehouse in Brussels.*

# 11. Write an email

Include the following information:

- 1 The order number.
- 2 When the consignment was sent.
- 3 How the consignment was shipped (road, air, rail, sea).
- 4 Where it will be delivered.
- 5 When it will arrive at the customer's site.



# 12. Match the words with the pictures

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



a



b



c



d



e

# 13. Match the items with the correct definitions

- |   |             |                          |
|---|-------------|--------------------------|
| 1 | bale        | <input type="checkbox"/> |
| 2 | chest       | <input type="checkbox"/> |
| 3 | barrel/cask | <input type="checkbox"/> |
| 4 | drum        | <input type="checkbox"/> |
| 5 | crate       | <input type="checkbox"/> |

- 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.

# 14. Choose the correct words

mark • clearance • withstand • weight • appointed • exhibitor • importing • individually

**Shipping Instructions**

As the official international freight forwarder \_\_\_\_\_<sup>1</sup> by EXPO CHICAGO, we will co-ordinate all international shipments and arrange customs \_\_\_\_\_<sup>2</sup> for this event. Please carefully read the following information regarding shipping requirements for \_\_\_\_\_<sup>3</sup> goods into the US.

**Packing and Marking**

- 1 Ensure that all boxes are securely packed in order to \_\_\_\_\_<sup>4</sup> handling by carriers and onsite contractors.
- 2 Clearly \_\_\_\_\_<sup>5</sup> all cartons, cases, or crates on two sides.
- 3 If you ship your goods in a container, make sure that all cartons are \_\_\_\_\_<sup>6</sup> marked and labelled in the following manner:

Address:  
Name of \_\_\_\_\_<sup>7</sup>:  
Number of stand:  
Case number (...) of (...)  
Total \_\_\_\_\_<sup>8</sup> in kg:

Done



**The End**

