



МИНИСТЕРСТВО ОБРАЗОВАНИЯ
РЕСПУБЛИКИ БЕЛАРУСЬ

Белорусский национальный
технический университет

Кафедра английского языка № 1

А. О. Боярская
Н. Ф. Ладутько
Т. Е. Митьковец

SPOKEN ENGLISH
FOR TRANSPORTATION

Пособие

Минск
БНТУ
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Б86

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Пособие предназначено для студентов старших курсов автотракторного факультета специальности «Организация перевозок и управления на автомобильном и городском транспорте». Целью пособия является обучение студентов навыкам разговорной речи в условиях профессиональной деятельности. Тематика уроков отражает профессиональные ситуации общения будущих транспортных менеджеров. Основная часть пособия посвящена разговорным упражнениям на закрепление лексики, грамматических структур, развитие диалогической/монологической речи по специальности. Материал пособия построен на аутентичных диалогах и текстах и представляет собой практический интерес для будущих специалистов автотракторного факультета в области логистики.

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UNIT 1. TELEPHONING. ANSWERING A CALL.

1. Discuss the questions below with a partner.

1. Could you live without your mobile phone?
2. How many phone calls do you usually receive and make a day?
3. Who do you call most often?
4. Have you ever let the telephone ring without answering it?
5. Have you ever dialed the wrong number?
6. Do you think telephone etiquette differs in different countries and cultures (speaking clearly and slowly, smiling, no interrupting, no eating or chewing gum, letting the caller hang up first, no calling before 8:00 am or after 9:00 pm)?
7. Have you ever made phone calls in English?
8. What do you find most difficult about telephoning in English?

2. What is required in preparing to make a call? Study the following notes and discuss them with your partner.

- If you have to make a difficult phone call, spend a few minutes preparing first. Think about what you want from the phone call – any questions you need to ask or things you need to say. What might the other person say? Make notes of English phrases you can use during the call.
- Sometimes receiving an unexpected call can be very stressful. To give yourself some time to prepare for the call, you might want to tell a 'white lie' (*I'm sorry, I'm actually in a meeting right now. Can I call you back in ten minutes?*) and call back when you feel more confident.

➤ Prepare the desk – paper, pen, any relevant documentation, computer files, etc. Have your diary on hand, so you can fix appointments.

➤ **Check recent correspondence, know exactly what’s going on.**

➤ Read out phone numbers as individual digits:

051778 = *oh (zero/nought), five, one, seven, seven (double seven), eight.*

3. Read the conversation between Mark, an employee from Trivesco, and Amy, a receptionist from an American shipping company. Using the phrases below, make improvements to it.

✓ Be ready to answer the questions after this conversation.

- | | |
|--------------------------|--------------------------------------|
| a) <i>Is that right?</i> | f) <i>Can I do anything else for</i> |
| b) Sorry but... | <i>you,...</i> |
| c) Could you ... | g) <i>Yes, please.</i> |
| d) <i>Just a moment,</i> | h) <i>Of course,</i> |
| <i>please.</i> | i) <i>Certainly.</i> |
| e) <i>Thank you.</i> | j) <i>How may I help you?</i> |

Amy: Hello, Daneline Ltd. This is Amy. ¹ _____

Mark: Hi, Amy. My name is Mark **Wrent**. I'm calling for Sylvie Petersen.

Amy: ² _____

Mark: All right.
Holding.

Amy: Thanks for holding. ³ _____ Sylvie is not in at the moment. Would you like to leave a message?

Mark: ⁴ _____. ⁵ _____ tell her that Mark Wrent from Trivesco called? Our shipment will be postponed and the 100 furniture items ordered should arrive next Monday.

Amy: **Shipment delayed ... arriving next Monday.**

Mark: Yes, and could you ask her to call me back on my cell phone when the shipment arrives?

Amy: ⁶ _____ Mr Wrent. Could you give me your number please?

Mark: ⁷ _____ **It's 390-929-191.**

Amy: **That's 390-929-191.** ⁸ _____

<p><i>"How may I help you?"</i> is more formal than <i>"How can I help you?"</i></p>

<p><i>British English</i></p>

<p><i>American English</i></p>

Mark: **Yes, that's right.**

Amy: ⁹ ___ Mr Wrent?

Mark: No. ¹⁰ ___

Amy: You are welcome.

Mark: Bye now.

Amy: Bye.

*The line is engaged.
mobile (phone)*

She's on holiday.
*to ring/to phone
someone*

*The line is busy.
cell (phone)*

She's on vacation.
*to call/to give
someone a call*

- ✓ What information does Amy include in her first sentences?
- ✓ How does Mark introduce himself?
- ✓ What information does Mark include in his message?
- ✓ What phrases does Amy use to confirm the information she gets from Mark?

4. Read these useful telephoning phrases and make sure you understand them. Which ones can you use:

- a) *to say what you want*
- b) *to say that someone is not at the number you called*
- c) ***to say that somebody can't talk now***
- d) *to leave or to take a message*
- e) *to confirm the information*
- f) *to end the conversation*

- 1) It was nice talking to you, Mr Smith.
- 2) **I'm sorry but he doesn't work here anymore.**
- 3) All right. So **that's** 3-4-5. Is that right?
- 4) **I'm afraid she is on maternity leave.**
- 5) Thank you for calling, Mr Smith.
- 6) **Sorry, she is in a meeting. I'll ask her to ring you back.**
- 7) I look forward to hearing from you soon.
- 8) Could I have the Customs Clearance Department, please?
- 9) Could you tell him that Susan rang?

- 10) Could I leave a message, please?
- 11) **I'd like to speak to someone about the loading, please.**
- 12) **I'm afraid he is out of town. You can reach him on his mobile.**
- 13) **I'm sorry we don't have anybody here by that name.**
- 14) **I'm afraid his/her line is engaged. Can you hold on or would you like to ring back later?**
- 15) I see. So you mean you will arrive at 7.30. Right?
- 16) **He's not at this number any longer. His new number is 122 078.**

5. What would you say in these situations? Use the phrases from ex.4. More than one answer is possible.

1. Your female colleague is off work as she has just had a baby. What do you say to the caller who wants to speak **to her?**
2. You call a transport company to find out the loading date **of your goods. You don't know the name of the person responsible for this. What do you say?**
3. You pick up the phone. The caller is calling for Mr Wilson. **Mr Wilson doesn't work at your company. What do you say?**
4. You are taking a message. What do you say to confirm the information you have received from the caller?
.....
5. You pick up the phone. The caller is calling for Miss Smith. **Miss Smith doesn't want to be disturbed. What do you say?**
6. You pick up the phone. The caller is calling for Mr Black. Mr Black is on a business trip. What do you say?
.....

6. Make the phrases below less direct, as in the example.

When asking questions on the phone in a business context it's important to be polite and not too direct. Could and would are more polite than can. e.g. Could you place that order today, please? Would you mind sending me the details? or Can you tell me where you're calling from, please?

Person making the call

1. Jason Wright. – *This is Jason Wright (speaking).*
2. I want to speak to Carol Nelson.
3. Take the message.
4. Speak loudly.
5. Tell her to call me back.

Person answering

6. Who are you?
7. What do you want?
8. Spell your name.
9. Repeat the name of your company.
10. Give the number of your mobile phone.

11. Stay on the line.

7. Study the phrasal verbs and make sure you understand them.

to hold on = to hang on = to wait - to keep a telephone line open

to hang up = to ring off (BrE) - to end a telephone call by replacing the receiver **≠ to ring somebody up**

to put somebody through - to connect your call to another telephone

to get through to - to try to get somebody on the phone

to pick up *the phone* or to pick *the phone* up- to answer a telephone call

to ring back (BrE) = to call back (AmE) - to return a telephone call - *if you use an object (you, me, him, her etc.), it goes in the middle of the verb: I'll ring you back.*

8. Complete the sentences using the appropriate phrasal verb from ex.7. Pay attention to the place of the object.

1. I'll ___ you to the International Shipping department.
2. I'm trying to connect you. Could you ___?
3. I'm calling him, but he just isn't ___!
4. If we're not around she'll take a message and we'll ___ you.
5. I called her on the phone time after time, but I couldn't ___ her.
6. I said good-bye and ___ .
7. Can you ___ for a minute?
8. Tell her I'll ___ in a few minutes.
9. I couldn't ___ the office because the telephone line was down.
9. Complete the sentences with a preposition (*about, at, by, in, on, through*).
 1. Sorry, we have nobody here ... **that name**.
 2. You can reach him ... **his mobile**.
 3. I'll call you ... **ten minutes**.
 4. Could you hold ... **a little longer**?
 5. When are you going ... **holiday**?
 6. I'm calling ... **the order I placed last week**.
 7. Please call me ... **my mobile phone**.
 8. Sorry, he's ... **a meeting**.
 9. Could you stay ... **the line, please**?
 10. I'm afraid she is ... **sick-leave**.
 11. Could you call him ... **this number**?
12. I'll see if I can put you
10. Study the following notes and discuss them with your partner.

It is very common to use *I'm afraid* or *I'm sorry* when giving 'bad' news, for example when saying someone is not available.

I'm afraid Mr Clark is in a meeting.

I'm sorry, but Mr Clark is out for lunch.

The word *actually* is also often used to make a statement more polite. For example, it can be used:

✓ instead of saying the word *no*.

A: *Does he have your phone number?*

B: *Actually, I don't think he does.*

✓ when we change the subject (e.g. when we change from small talk to talking business). *Your holiday sounds fantastic. Listen, Sandra, I actually wanted to speak to Maria.*

✓ to say something which is inconvenient or annoying for the other person, in a polite way. *Can I call you back? I'm actually talking to someone else on the other line.*

11. Make the underlined sentences more polite using the notes from ex. 10.

1. I'm trying to get through to Jake Woodward. He asked me to call him this morning.

2. **OK. That's 3-0-3.** Have I got that right? – No, it's 3-0-4.

3. Could I speak to Kevin Wilson? – He's away on holiday.

4. Would you like to leave a message? – No, I'll call back later.

5. Sandra's line is engaged. Shall I tell her to call you back?

6. Is Anna there at the moment? – No, she is having lunch now.

12. Match up the halves to make questions.

- 1) Could I speak
- 2) Can I leave
- 3) Could you ask
- 4) Could you tell me

- a) my mobile number?
- b) through to her?
- c) have your number?
- d) back in ten minutes?

- 5) Does Mr Newton
 6) Is she there
 7) Shall I put you
 8) Can I just
 9) Can I call you
 10) Have you got
 11) your name again?
 12) a message?
 13) ask what it's about?
 14) at the moment?
 15) to Pall Miller, please?
 16) him to call me back?
13. Now match these responses to phrases 1-10 in ex.12. More than one answer is possible.

- A) Certainly.
 B) Yes, he does.
 C) Sure, no problem.
 D) My name is John Ellis.
 E) Yes, I have.
 F) That would be great.
 G) Yes, she is.
 H) I'm afraid he's in a meeting.
 I) I need to ask her about the shipping rates.
 J) Yes, please.

✓ Make up short dialogues using the phrases from ex. 8-13.

14. Complete the dialogue and role-play it with your partner.

- Snapple Ltd., good morning, Monica ¹ _____. Can I ² _____ you?
- ³ _____ to Carlos Santana please?
- **Can I ask who's** ⁴ _____ please?
- Brad Caroli.
- One ⁵ _____ please.
- (pause)
- Sorry, his line is ⁶ _____. Would you like to ⁷ _____?
- Yes, could ⁸ _____ **that Brad Caroli called. That's b-r-a-d** new word c-a-r-o-l-i.
- ⁹ _____.
- **Yes, and the meeting's been rescheduled for next Tuesday, that's** Tuesday, the thirteenth.
- ¹⁰ _____.
- **Yes, that's right. If there are any problems** he can ¹¹ _____ me on my mobile phone. ¹² _____ 0338-301-4467.

- All right. That's 0338-301-44...?
- 4467.
- 4467, OK. I'll make sure he ¹³ ____.
- Can ¹⁴ ____ for you, Mr Caroli?
- No, ¹⁵ ____.
- You are welcome.
- ¹⁶ ____.

15. Use the following flow chart to make a telephone conversation.

<i>Caller</i>	<i>Receptionist</i>
	"Good morning, Lewis and Zimmerman. Sam/Samanta is speaking. How can I help you?"
Introduce yourself. Ask to speak to Mr Conrad Bird.	
	Mr Bird is not in. Give the reason. Offer to take a message.
You want Mr Bird to call you. Repeat your name, the company you work for and the reason you are calling. Give your number.	
	Confirm the information.
Correct the wrong information.	
	Offer your help.
End call.	

UNIT 2. TELEPHONING. COMMUNICATION PROBLEMS.

1. When speaking on the phone sometimes we have to mention symbols. Check if you know them. Match the symbols below with their meanings (1-14).

#	@	*	-	'	_	/	(\)	,	&	.	:
---	---	---	---	---	---	---	---	---	---	---	---	---	---

- | | | |
|------------------|--------------------|---------------------|
| 1) forward slash | 5) dash (hyphen) | 9) at |
| 2) dot | 6) underscore | 10) backslash |
| 3) colon | 7) closing bracket | 11) comma |
| 4) hash | et | 12) and |
| | 8) star | 13) opening bracket |
| | | 14) apostrophe |

2. Practice saying these email addresses with a partner.

gail@greenfoods.com
 roberto_garral-91@greenworld.org
yoshi'mura@green-university.edu
 p_simpson@sc.com
 James-1@web-fix.net
 sam/foreman@new-you.com
 j.fields@office_pro.com
your email address

3. Study the following notes.

✓ Years

We normally say a year in two parts. In the case of years ending in "00", we say the second part in "hundred": 1900 *nineteen hundred*

1058 *ten fifty-eight* 1865 *eighteen sixty-five*

1706 *seventeen hundred and six* (or *seventeen oh six*)

There are two ways of saying years ending in "01" to "09" before 2000. "1901" can be said as "*nineteen oh one*" or "*nineteen hundred and one*".

The year 2000 is read "*two thousand*", 2006 "*two thousand and six*" (AmE: "*two thousand six*"). Post-2010 dates are often said as normal (2010 would be "*twenty ten*").

✓ Dates

British English: Write 3 June/3rd June/June 3/June 3rd. Say "*the third of June*" or "*June the third*".

American English: Write June 3/June 3rd. Say " *June third*" .

✓ Writing dates as numbers

3/6 (or 03/06) means 3 June in *British English*, and March 6 in *American English*. British and American speakers put the month and day in different orders.

✓ Numbers

We write a comma (,) to show thousands (**but we don't say it**):

235,000 *two hundred and thirty-five thousand*

We use a point (.) to show decimals: 1.5 *one point five*

We use the word and after hundreds: *one hundred and eighty-five*

4. Practice saying the numbers and symbols in bold.

1. 2009 was the company's most profitable year since 1998.
 2. If your order exceeds 2,000 items, we can offer you a 10% discount.
 3. The consignment is due to arrive in Sydney on 10/12/2012.
 4. We have received your draft for your invoice **№ 11/367-78**.
 5. For more information, call 8 1031 365 233 155.
 6. To access the information you require, press the # key, followed by the 0 key, and finally the * key.
 7. It weighs 23.5 tonnes.
 8. My email address is e_heijman@ysu-terra.com.
 9. I want to talk to him about my order number EM/1423 dated 12 June.
5. Study the following *active listening strategies* to communicate more effectively on the phone and discuss them with your partner.

- ✓ When listening, say words like *right, uh huh, got you, yeah* every few seconds to show that you are paying attention.
- ✓ Check each piece of information that the other person gives you to make sure you understood correctly. You can do this by:

• Echoing, i.e. by repeating what the other person said:

A. *We can deliver on Tuesday.*

B. *Tuesday. Right. / OK, so that's Tuesday. / So you mean you can deliver on Tuesday.*

• Asking for clarification:

A. *Our address is 50 Bloom Street.*

B. *Sorry, did you say 50 or 15?/ Sorry, was that 50 or 15?/ So that's 50. 5-0. Have I got that correct?*

• Reading numbers and other important pieces of information back to the other person:

A. *My number is 6674 9092.*

B. *Let me just read that back to you. So that's 6674 9092.*

➤ If you are still not 100% sure of what has been said/decided, you can always ask them to send a fax/e-mail to confirm.

6. Read the dialogue. Which active listening strategies from ex.5 do Mr Avdeev and Mr Maier use in their conversation?

- Road Engineering. Alexander Avdeev speaking.
- Hi, Alexander. It's Arno Maier from HCE here.
- Hello, Arno. How are you?
- Not bad, thanks. Listen Alexander, I'm calling about the order you faxed us yesterday.
- Uh huh.
- The delivery address written on the fax isn't very clear, and I just wanted to check it.
- OK. Let me find my copy of the order. One second. OK. Do you have a pen?
- Yes, I do.
- Right. The address is Platonova Ulitsa 1, 220034 Minsk. Would you like me to spell that for you?
- Yes, please.
- OK. It's P-L-A-T-O-N-O-V-A, new word, U-L-I-T-S-A, number 1.

Remember that to clarify spelling, we can use common words (names, cities, countries) to illustrate a letter.
That's P for Peter, A for Australia.

- Let me just read that back to you.
- It's P-L-A-T-O-N-O-V-A, new word, U-L-I-T-S-A, number 1. Is that right?
- Yes, that's right.
 - Sorry, what was the post code again?
 - 220034.
 - 220034. OK. And Minsk is spelt M-I-N-S-K, is that right?
 - Exactly.
 - OK. And one last thing. We don't have your fax number and the number on your fax was hard to read. What were the last four digits?
 - Mmm. That's 42 14.
 - Sorry, did you say 42 14 or 42 40?
 - 42 14. 1-4.
 - Great. OK, Alexander, I think that was everything. I'll make sure the order gets sent off today. Thanks very much for your help.
 - No problem. Speak to you later.

For easily confused numbers (18 and 80), say each individual digit after the number.
The number is eighteen – one, eight.

7. Check that you have understood correctly using the listening strategies from ex.5. Ask about the underlined information. More than one answer is possible.

1. I would like to order 50 units.
2. Our email address is bulatti-sat@gmail.ru.
3. The dialling code for Dublin is 0001.
4. It would take between a week and ten days to ship a consignment there by sea.
5. My phone number is 0912103885.
6. The consignment must be delivered by Thursday.
7. My name is Mikko Tervajoki.
8. The shipping costs for this consignment are £1,570.
9. So the volume would be 30.31 m³ for the whole consignment.

dialling code (BrE)
 area code (AmE)

10. **The goods must arrive at the customer's premises in Selfoss, Iceland, on Friday, August 22.**

8. There are some more useful phrases which will help you to solve some communication problems. Which ones can you use:

- a) *to ask for clarification*
- b) *to explain a communication problem*
- c) *if you dial a wrong number*

- 1) I must have got the area code wrong.
- 2) **I'm sorry, I can't hear you very well.**
- 3) Was that M for Maxim or N for Nancy?
- 4) Sorry, could you say that again, please?
- 5) **I'm sorry, this is a bad line.**
- 6) **Sorry, it's too noisy here today.**
- 7) Could you speak a little bit more slowly, please?
- 8) Sorry, I think you have the wrong number.
- 9) Could you spell that, please?
- 10) I'm afraid I don't follow you. Could you repeat it, please?
- 11) **Oh, isn't that Veronica Logistics?**
- 12) **I didn't catch what you said.**
- 13) Could you speak up, please?

9. What would you say in these situations?

Use the phrases from ex. 8. More than one answer is possible.

- 1) You want the person to say his telephone number **again**.
- 2) **Someone else has dialled the wrong number**.
- 3) **You don't know how to write a word**.
- 4) **The phone itself is making a lot of noise**.
- 5) **You want the person to stop speaking so fast**.
- 6) **You want the person to speak louder**.

10. Choose the appropriate reply to the phrases from ex.8.

- a) **Oh. Can I check the number I've got? Is that not 789-654?**
- b) **Of course. It's W·A·B·S·W·O·R·T·H.**
- c) Of course, my number is 798-33-21.
- d) I said we have a meeting arranged for next Monday.
- e) No problem! Bye!
- f) Try calling again later.

11. Match up the sentence halves to make telephoning problems.

- | | |
|-------------------------------------|--------------------------------------------|
| 1) I tried the number 6 or 7 times, | a) tone but no one answered. |
| 2) I couldn't get through | b) line that I couldn't hear him. |
| 3) She got a ringing | c) my battery is low. |
| 4) We were cut off | d) that I couldn't leave a message. |
| 5) There was such a bad | e) to anyone in the office. |
| 6) I need to recharge my mobile, | f) but the line was always busy. |
| 7) Your answer machine was so full | g) before we finished speaking. |

12. How would you respond? Use the phrases from ex.11.

- 1) **Why didn't you call me yesterday?**
- 2) So what did he say?
- 3) **Why haven't you left any messages?**
- 4) So have you come to any conclusion?
- 5) **What's happened to your mobile?**
- 6) Have you spoken to Mr Dribb or Mr Peterson from the Warehousing Department?
- 7) Did Marie get through to Asterics Ltd.?

13. Use the following flow chart to make a complete telephone conversation.

<i>Sandra Davis, NDL Inc.</i>	<i>Jake Parek</i>
	"Good morning, Division B.V."
Introduce yourself. Ask to speak to Jake Parek.	
	Offer your help.
Say the reason you are calling (yesterday Jake Parek requested your delivery address and email address but you had been cut off before you finished speaking).	
	Ask the caller to wait while you find a pen.
Give the delivery address (1209 Huntington Avenue, San Francisco, CA 94090).	
	Ask to speak more slowly. Check all the details.
Correct the wrong information.	
	Ask to spell the email address.
Spell the email address (sandra_davis@zebra.com).	
	Thank the caller.
End call.	

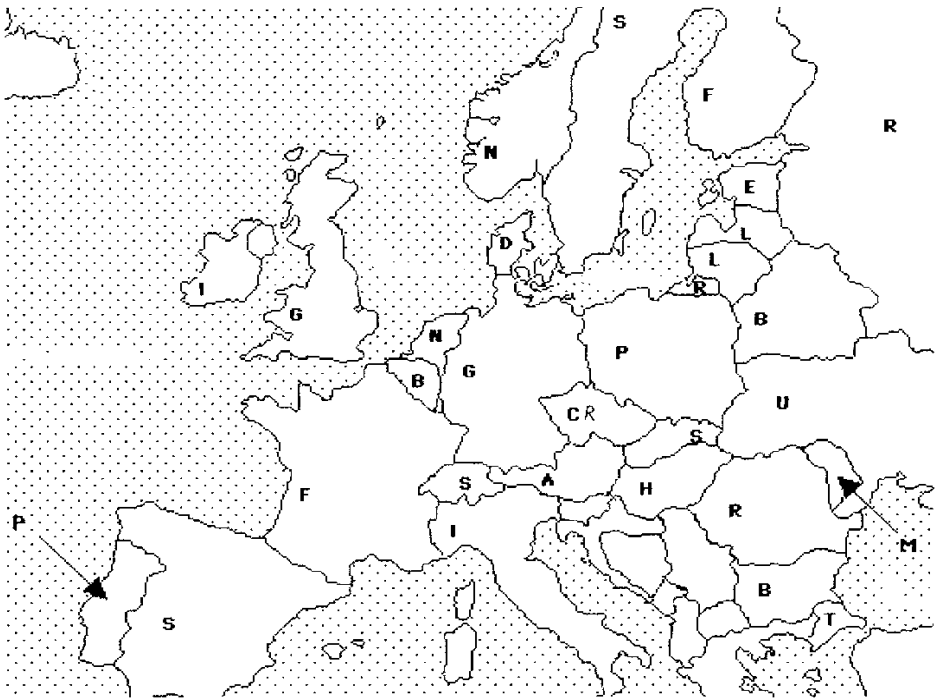
UNIT 3. TRUCKS AND CARGOES

1. Most of the cargoes transported from Belarus have European destinations. Look at the map and name the countries. The list of countries and the first letters of their names are given for you.

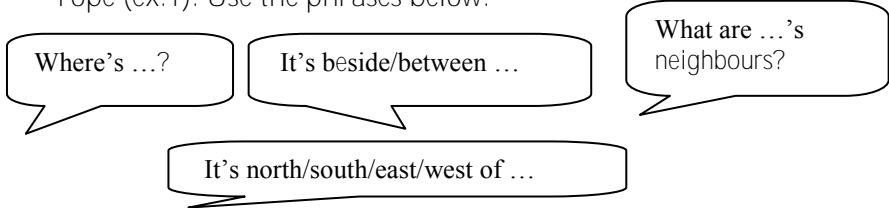
Austria
Belarus
Belgium
Bulgaria
Czech Republic
Denmark
Estonia
Finland
France
Germany

Great Britain
Hungary
Ireland
Italy
Latvia
Lithuania
Moldova
Norway
Poland
Portugal

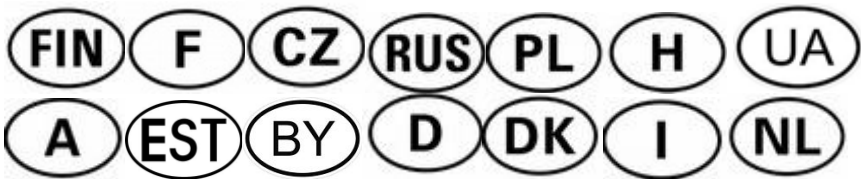
Romania
Russia
Slovakia
Spain
Sweden
Switzerland
The Netherlands
Turkey
Ukraine



2. Work in pairs. Ask and answer questions about the map of Europe (ex.1). Use the phrases below.



3. Identify these European vehicle signs.



4. Match the words (1-9) with their definitions (a-i) below.

- 1) *semitrailers* 2) *garment* 3) *cargo* 4) *perishable* 5) *pallets*
6) *crate*
7) *option* 8) *tarpaulin* 9) *mega/jumbo*

- a) something that you can choose to do in preference to one or more alternatives
- b) goods carried on a ship, aircraft, or motor vehicle
- c) portable platforms on which goods can be stacked, stored, and moved
- d) a fabric made of canvas or similar material coated with some water-proof substance
- e) great in size, very large
- f) a wooden case used for transporting goods
- g) a type of trailers having wheels at the back but supported at the front by a towing vehicle
- h) an item of clothing
- i) (especially of food) likely to decay or go bad quickly

5. Complete the sentences with the words (1-9) from ex.4.
- 1) Operators of large trucks and ___ protect the load in transit with a ___.
 - 2) For larger volumes I would recommend a ___ truck.
 - 3) Because they're not ___ they're transported by land rather than air.
 - 4) What would be the fastest ___ to transport this kind of ___?
 - 5) The warehouse can hold more than 90,000 wooden ___.
 - 6) When getting out of a vehicle on any dual carriage way or non-urban road, a high visibility ___ must be worn.
 - 7) Could you bring me a ___ of apples?
6. Study the following notes and discuss them with your partner.

✓ Making enquiries

When asking for information we always use polite language. We often start with a more general request for information before we ask more specific questions. Indirect questions such as *Could you tell me how long it would take?* are more polite than direct questions e.g. *How long would it take?*

I'd like to ask/enquire about ... / I need some information regarding ...

✓ Advising the customer

Customers may need advice on transport options, freight and insurance rates, shipping and packing details, the route, details regarding weight, dimensions, and measurements.

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

You should also consider air transport for ...

That depends on your specific requirements.

✓ Offering alternatives

Sometimes you need to provide the customer with several alternatives before a decision can be made.

Another option would be to ...

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

Alternatively, you/we could ...

7. Read the telephone conversation between an employee of a transportation company and a customer. Which underlined phrases can you use:

- a) *to make enquiries*
- b) *to advise the customer*
- c) *to offer alternatives*

- Dacoma Car LTD., George Cheluchescu. How can I help you?
- Hello, this is Emilie Smith from VINO Ltd. I'm calling about the truck options described on your website. Could you tell me a bit more about them?
- Yes, of course. What exactly would you like to know?
- We have some new customers in Lithuania and will need to ship **children's goods to Vilnius next month**. What would be the best truck option for us?
- That depends. For small volumes, I would recommend using tarpaulin semitrailer trucks. Due to the tarpaulin, goods can be loaded on side of trucks as well as on top. These trucks can load 20-25 tons of goods and their volume is 60-92m³.

articulated lorry (BrE) trailer truck (AmE)

- I see. And what about larger volumes?
- If you want to ship larger quantities, MEGA or JUMBO semi-trailer trucks would be more suitable. These kinds of semitrailers can load 20 tons with the volume of 95-125 cubic meters due to the bigger height of the semitrailer. As an alternative, I can offer you trailer trucks. They are usually equipped with removable tarpaulin to facilitate loading of goods.

- Sounds good. What would be the best option for transport of textiles and garments?
- I think the best option would be trucks or semitrailers with rigid walls. They are usually used to transport goods sensible to weather condition. Of course, it would also be possible to use them for transport of any kind of general cargo, either palletized or in crates, bags and boxes.
- OK. Just one last question: what would be the safest option for baby food transport?
- **For this consignment I'd suggest** using a refrigerated truck where a specified temperature is maintained. But it would be 9% more expensive.
- I see. How early would we need to place our order?
- You can place your order up to 24 hours before the actual shipping date.
- Good. Thank you very much for **your help. I'll get back to you** as soon as I have our customers' specific transport requirements.
- Fine. I look forward to hearing from you again. Goodbye.
- Goodbye.

8. Complete the table below using the information from ex. 7. You can see some information about other types of trucks.

<i>Vehicle</i>	<i>Description</i>	<i>Cargo</i>
low loader	a lorry with a low floor and no sides	heavy machinery and other outsize goods
tank truck/tanker	heat-insulated tank or tank with refrigerating equipment	liquids

dump-body truck	the front of a cargo bed can be lifted to allow its contents to be dumped	sand and other loose material

9. Put the words into two columns: perishable and non-perishable cargoes.

fruits • books • dairy products • cement • cloth • flowers • juice • steel pipes • medicine • canned food • seafood • dry food • frozen food • alcohol • gravel • timber • vegetables • plastic drainage pipes • oil

✓ Decide which trucks you would recommend for their transport.
e.g. You can use a refrigerated truck to transport ...
A refrigerated truck can be used to transport ... or ...

10. Match up the sentence halves to make phrases for ex.11.

1) Could you tell me how many pallets

7) You can order up to two days

2) In that case I suggest using

a) courier if you like.

3) I need some information

b) we can also arrange transport by road.

4) If you prefer flexibility

c) the semitrailer would hold?

5) Of course it would also be possible

d) before the loading.

6) We can provide transport by

e) the cheaper sea option.

f) regarding truck options.

g) to ship by express service.

11. Complete these extracts from a telephone conversation with phrases from ex.10.

- 1) - Could you let me know how early we need to place our order?
-
- 2) -
- About 32 europallets.
- 3) - It would be too long. I need it urgently.
-
- 4) - What would be the most convenient way?
-
- 5) - Yes, it would be the cheapest of all the transport options. But it **wouldn't be very flexible.**
-
- 6) -
- Could you tell me how much it would cost?
- 7) -
- What exactly would you like to know?

12. Use the following flow chart to make a telephone conversation.

<i>A customer</i>	<i>An employee from a transportation company</i>
	"STA Logistics. ... speaking."
Introduce yourself. Enquire about truck options.	
	Ask to be more specific.
Give some details of your shipment (destination, time, cargo).	
	Recommend one option.
Tell that you are not sure you want this option.	
	Offer another alternative.
Ask about order deadlines.	

	Answer the question.
Thank for help.	
	End call.

UNIT 4. ASKING FOR A SHIPPING QUOTATION

- When talking about cargo details we have to mention some measurement units. Check if you know them. Match the abbreviations below with their meanings (1-13).

in	kg	gal	lb	ft	F	oz	t	l	C	m ³	cm	cu ft
----	----	-----	----	----	---	----	---	---	---	----------------	----	-------

- | | | |
|---------------------|--------------------|----------------------|
| 1) ounce (=28.3g) | 6) Celcius | 10) cubic metre |
| 2) gallon (= 3.78l) | 7) centimetre | 11) pound (= 453.6g) |
| 3) ton/tonne | 8) kilogram | 12) cubic foot |
| 4) Fahrenheit | 9) inch (= 2.54cm) | 13) litre |
| 5) foot (30.48cm) | | |

- Complete the table with measurement units from ex. 1. Remember only three countries in the world (*the United States, Burma and Liberia*) **don't use the metric system for official measurement.**

	<i>metric</i>	<i>non-metric</i>
length		
weight		
liquid volume		
volume		
temperature		

- Study the following notes and discuss them with your partner.

When arranging transport, we need to give details about the size and weight of the consignment to be shipped.

✓ Size

metre (BrE) meter (AmE)

Our consignment is 3 by 2 by 2.5 metres.

This box measures 2 by 1.5 by 2.5 metres.

Its measurements are 20 by 85 by 60 centimetres.

✓ Weight

The empty container weighs 5,000 kg.

The net/tare/gross weight of the container is ... kg/tons.

The container's maximum payload is ...

✓ Dimensions

The box is 40 cm high/long/wide/deep.

Its/The height/length/width/depth is 40 cm.

Remember:

This container is almost six metres/feet long (not six metre/foot).

But: *It's a twenty-foot container (not feet).*

4. Read the following sentences.

- 1) The regulations limit the maximum size of a semi-trailer to 102 in in width, 13.5 ft in height, and a gross weight of 80,000 lb.
- 2) The units should be picked up on August 6th.
- 3) An empty crate weighs 14 lb 14 oz.
- 4) **Temperatures must remain colder than 0°C (+32°F), but not fall below -1.7°C (+28.9°F), or the quality of the fresh meat could degrade during the transportation.**
- 5) They can carry from 1,600 to 4,100 cu ft of dry or wet cargo.

6) The box we need to ship is 1 m long, 50 cm wide and 35 cm high.

5. Match the beginnings (1-7) with the endings (a-g) to make questions for the dialogue from ex. 6.

- | | |
|----------------------------------|---------------------------------------------|
| 1) Could you briefly describe | a) do you want to ship? |
| 2) When would you like the units | b) the goods you want to ship? |
| 3) Could you give me | c) other special requirements? |
| 4) How many tons | d) to be collected at your premises? |
| 5) When should | e) to ship the goods from? |
| 6) Where do you want | f) delivery be made? |
| 7) Do you have any | g) your telephone number, please? |

6. Complete the dialogue with questions from ex. 5. Here is a conversation between a forwarder and a customer asking for a shipping quotation.

- STA Logistics, Helen speaking. How **can** I help you?
- **Hello, this is Mustafa Sandal from Balnak Ltd., Turkey. I've been trying to complete the online quotation form, but it keeps crashing.**
- Sorry about that. We have had some problems with it recently. **You said your name was Sandal, didn't you?**

- Yes, that's right.
- **OK, here it is. Well, it's saved some of your details. We can go through the rest of the consignment details over the phone and I'll fill in the quotation for you.**
- Thanks, go ahead.
- **OK. Um ... Let's start with the cargo details. (.....)**
- **They're toothbrushes and toothpaste and they're going to Minsk, Belarus.**
- **OK, so that's non-hazardous material. (.....)**
- Twenty tons, thirty-three pallets. The volume would be 60 m³ for the whole consignment.
- (.....)
- Gebse, Turkey.
- **And (.....)**
- On the 24th of June.
- **OK, got that. (.....)**
- **It's very important that our customer receives the units on June 30. Would that be a problem?**
- **I don't think so, but I'll check. (.....)**
- No, just that delivery date. And the freight term is DDP Minsk.
- **OK. (.....)**

- Yes, of course. My number is 02 626 482 001 and my name is Mustafa Sandal.
- Thanks very much Mr Sandal. I'll speak to you soon. Goodbye.

7. Find phrases in the dialogue (ex. 5, 6) which mean the same as the phrases below.

- 1) Could you tell me the date you want to load the goods?
- 2) What is the weight of your cargo?
- 3) Speak to you later.
- 4) What sort of goods do you need to transport?
- 5) What is the country and city of loading?

8. Complete the quotation form in your exercise book with information from ex.6.

Contact information

Company name

Contact person

Your contact information
(tel, fax, e-mail)

Cargo details

Type and nature of goods

Shipping details

Point of origin

Pick-up date

Destination

Delivery date

Weight (kg)

Volume (m³)

Hazardous

Others

Special requirements

Freight terms

9. Make the sentences less direct, as in the example.

- ✓ Use the past tense (*was, wanted*) instead of the present tense (*is, want*) to be less direct and more polite.

What was your question?/ I just wanted to check ...

- ✓ Use *could* and *would* to make questions or statements less direct.

Could you tell me what the price would be?

What would be your preferred means of payment?

e.g. What is your question? What was your question?

- 1) How much does it cost? _____
- 2) Do you say 70 or 17? _____
- 3) What is the best option for us? _____
- 4) How long does it take to ship a consignment? _____
- 5) I just want to ask if you can arrange the transport for us. _____
- 6) **You say your name is Davis, don't you?** _____

10. Complete these extracts from a telephone conversation with phrases from ex.9.

- 1) -
- For this consignment I would recommend a refrigerated truck.
- 2) -
- **Yes, that's right.**
- 3) -Your company was recommended to us as having very competitive rates. **So**
- **I'm sure we can help you.**
- 4) -

- There are just a few exact measurements I have to know first before I can quote you a price.

5) -

- It would only take 21 hours.

6) - My phone number is 20 for Amsterdam, then 2405617.

-

11. Study the following notes and discuss them with your partner.

How to structure a message

It's important to structure your message clearly when you speak on an answering machine.

answerphone = answering machine

Here is one way to do it.

- ✓ Say who you are and (if necessary) who you are leaving the message for. *Hello, this is ... calling for ...*
- ✓ Explain the message step by step. *I'm calling about ... / I just wanted to confirm/check ...*
- ✓ Say what action you would like the other person to take (if any). *Maybe you could get back to me ... / Could you call me back ... ?*
- ✓ Make sure the other person knows how to contact you. *Here's my number ... / You can reach me on ...*

Don't forget to keep your message as short as possible and to talk slowly and clearly.

12. Complete the message left on the answering machine with an

___ Sam Taylor here. ___ your order CJ650. **There's a bit of problem, I'm afraid. You ordered 8,450 items, but we can only supply 6,325 from stock. We'll send them today. The other 2,125 will be ready to ship the next day or so, and you should receive them on 10 November. I hope that's okay with you. ___ if there's a problem.**
___ my mobile which is 09976 425749. Bye.

appropriate phrase *in italics* from ex.11.

13. Work with a partner. Take turns to be a human answering machine and read out your message for your partner to listen to and take notes. Then compare your notes with the original message.

Student 1: Hello, Carol. It's George Allen, calling from Donald ASA, Oslo. We have a consignment for you. It's 360 pounds of salmon, vacuum packed, in 12 boxes, to be kept at -6°C. It will be here on April 3 and has to be in Munich by the 6th of April at the latest. The total volume will be 2.5 m³. Let me know today if you are interested.

Student 2: Hi, Joe. This is Jeff Taylor from Prague. Here are the details you asked for concerning the machine that has to be sent to Tallinn. The consignment is in two parts. The first piece weighs 2.5 t and is 8 m long, 1.5 m wide, 0.7 m high. The other one weighs 750 kg and is 2.5 m long, 1.3 m wide, 0.5 m high. Everything will be ready for collection here in Czech Republic on the 25th and should be in Tallinn within two weeks.

14. You are Sam/Sarah Baker, a supplier. Using the information below write a message you are going to leave on an answer-phone.

<i>Name:</i>	<i>Sam/Sarah Baker</i>
<i>Company:</i>	<i>Allen NV, Brussels</i>
<i>Problem:</i>	<i>send goods very urgently tomorrow</i>
<i>Destination:</i>	<i>Helsinki</i>
<i>Cargo details:</i>	<i>spare parts, 28 lb, 160x140x75 cm</i>
<i>Phone number:</i>	<i>call back within 1 hour - 02 205 40 00</i>

15

make a complete telephone conversation.

<i>A customer from Division B.V., Amsterdam</i>	<i>An employee from a trans- portation company</i>
-----------------------------------------------------	--------------------------------------------------------

	“Gloria Ltd. ... speaking.”
Introduce yourself. Say you need to ship fresh cut flowers to Minsk, Belarus. Gloria Ltd. was recommended to you. Ask if the company can arrange the transport.	
	Say you ship flowers regularly. Ask about the weight and the volume of the cargo.
You're not sure (about 1000kg and 30m³). You need advice on the best option.	
	Recommend a refrigerated truck.
Ask about the transportation time.	
	Say it will be about 21 hours.
Ask about the transportation charge.	
	Say you need the exact measurements.
Say you will find out the exact measurements and ring back in a couple of minutes.	
	Clarify the name of the caller.
Confirm. Give your phone number.	
	Ask for clarification.
Clarify. Thank for help.	
	End call.

16. Use the following flow chart to make a telephone conversation.

<i>A customer</i>	<i>An employee from a transportation company</i>
-------------------	--------------------------------------------------

	“Gloria Ltd. ... speaking.”
Introduce yourself. Say you want to get a shipping quote.	
	Ask to describe the goods.
Say what goods you need to ship and if they are hazardous or non-hazardous.	
	Ask about the measurements.
Say your cargo measurements.	
	Ask about the place of loading and unloading.
Say the names of these places.	
	Ask about the delivery date and freight terms.
Say the delivery date and freight terms.	
	Say you will send a quotation by email. Ask the caller to say his/her email address.
Say your email address.	
	Thank the caller.
End call.	

UNIT 5. AT THE CUSTOMS

1. Discuss the questions below with a partner.

- ✓ Have you ever gone through a customs inspection at the border?
- ✓ What questions are supposed to be asked by a customs officer at the airport or at the border (country of destination, purpose of visit, anything to declare, any food, fish or meat, how much alcohol, a green card)?

2. Do you agree with the following statements?

- | | Agree | Disagree |
|------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 1. Every time you enter any country, you will need to pass through the customs inspection. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. You are allowed to carry everything to any country. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Pets (dogs, cats, etc.) may enter a country only upon presentation of a veterinary certificate. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. If you do not have anything to be declared, you can come out through the green channel. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. The red channel is marked with the words “Nothing to declare”. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. If you are carrying items like electronics, jewelry or other expensive items that attract customs duty you should declare them. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Everything that must be declared should be hidden from a customs officer. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. There is no limit on the amount of cash you can bring into a country. | <input type="checkbox"/> | <input type="checkbox"/> |

3. Complete the text using the words from the box.

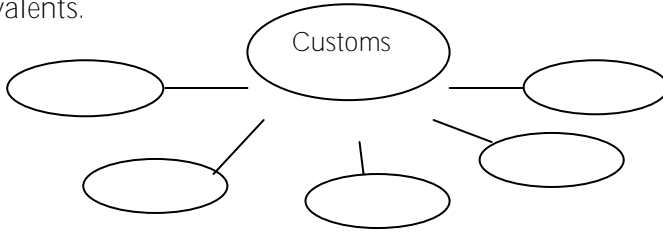
*controlling • tax • forbidden • checking • shipments • warehouse •
collecting • immigration*

Customs is an authority or agency in a country responsible for ¹ ___ customs duties and for ² ___ the flow of goods in and out of a country. Depending on local legislation and regulations, the import or export of some goods may be restricted or ³ ___, and the customs agency enforces these rules. The customs authority may be different from the ⁴ ___ authority, which monitors persons who leave or enter the country, ⁵ ___ for appropriate documentation.

A customs duty is a tariff or ⁶ ___ on the export of goods. Commercial goods not yet cleared through customs are held in a customs area, often called a bonded ⁷ ___, until processed.

In general customs clearance is a complicated procedure. That's why most importers rely on the services of a customs broker to get their ⁸ _____ cleared at the border.

4. Complete the diagram below. Use all the word combinations with **the word "Customs" from the text (ex.3). Give the Russian equivalents.**



5. To get customs clearance for your cargo you are required to submit some documents to the Customs Authorities. Match the names of documents (1-6) with their definitions (a-f).

- 1) *Packing List* 2) *Insurance Policy* 3) *Export License (if required)*
4) *CMR note* 5) *Invoice* 6) *Veterinary Certificate (if required)*

- a) a document that lists goods that have been supplied or services that have been done, and says how much money you owe for them
- b) a document for cross-border transport of cargo by road, based on UN recommendations for uniform international rules and in force in the European Union
- c) a document issued by the official veterinarian in the country of origin which provides evidence of specific veterinary or health checks to ensure your products are allowed to import

- d) a document which specifies the contents of any form of packaging, e.g. boxes, containers, cartons, without indicating the value of the goods shipped
 - e) a document detailing the terms and conditions of a contract of insurance
 - f) a document issued by the appropriate licensing agency after which an exporter is allowed to transport his product in a foreign market
6. Read the conversation between a customs officer and a truck driver at the customs. Using the phrases below (a-h) make improvements to it.

- | | |
|-----------------------------------|---------------------------------|
| a) <i>Certainly.</i> | e) <i>Could you tell me...</i> |
| b) <i>I'm sorry to hear that.</i> | f) <i>Oh, no! I'm afraid...</i> |
| c) <i>Good luck to you!</i> | g) <i>That would be great.</i> |
| d) <i>Well actually, ...</i> | h) <i>... haven't you?</i> |

- Good morning. George Simpson, Customs control. ¹ ___ what cargo you are carrying?
- Feed additives.
- What kind of feed additives?
- Organic acids.
- How are they packed?
- **They're packed in 25 kg multiply bags.**
- Where did you have the cargo loaded?
- ² ___ all details of our route as well as the names of the consignor and the consignee are marked in the shipping documents.
- OK. May I see them?

Customs is (the institution)
Customs are (the body of procedures, staff, and operations)

- ³ ___ Here they are. The CMR note, the Invoice, the Insurance Policy, the Packing List ...
 - **You've said you are carrying some kind of feed additives,** ⁴ ___
 - **That's right.**
 - In this case you need to have the Veterinary Certificate for this product. Could you give it to me?
 - Just a second... ⁵ ___ I have left it at the place of loading.
 - ⁶ ___ Anyway a set of all documents should be provided with each **consignment. It's one of the required formalities within the customs regulations.** Otherwise **the cargo won't be cleared.**
 - I see. Do you need the original?
 - Yes, please. Only original documents are considered to be valid while going through the customs clearance.
 - Let me contact the consignor for this certificate right now, and no doubt they will send it by DHL immediately.
 - ⁷ ___ As soon as you get the certificate you will be able to continue the customs clearance. ⁸ ___
7. Think of a question for the following answers. Refer to the dialogue (ex.6).

- 1) In Hannover.
- 2) **No, I don't. A copy will be fine.**
- 3) Here it is.
- 4) Machinery equipment.
- 5) Cardboard cartons with polythene inner lining.
- 6) **That's right. There're 20 crates of apples and 15 cartons of bananas.**

8. Which useful phrases can you use:

- a) to express request (May I see them?)*
- b) to accept or refuse request (Certainly.)*
- c) to show annoyance (Oh, no!)*
- d) to express regret (I'm sorry to hear that.)*

- 1) **I don't believe it!**
- 2) All right. / Sure.
- 3) **I'm sorry, I can't. / I'm afraid that...**
- 4) Could I ask you to...?
- 5) What a pity!
- 6) **It's unbelievable!**
- 7) **I wonder if you could ...**
- 8) **I'm extremely sorry, but I'm afraid I won't be able to ...**
- 9) Would you mind giving me a couple of minutes?
- 10) Will you (kindly) ... ?
- 11) Why does this always happen!
- 12) Could you give it/them to me, please?
- 13) **I'd like to, but... (give your reason).**
- 14) **Don't worry (about it)!**
- 15) **Please, calm down! We'll think of some way out.**

9. What would you say in these situations? Use the phrases from ex.8. More than one answer is possible.

1) You want the person to show you the Certificate of Origin for the **product**.....

- 2) You are talking with your friend. He hasn't submitted the necessary papers and the Customs haven't admitted him. Express your regret.....
 - 3) You will have to leave some bottles of whisky at the customs.....
 - 4) You want the person to fill in the declaration form.....
 - 5) You're a customs officer. You want the driver to place his truck at the bonded warehouse.....
 - 6) You're a driver. You are asked to submit the Export License to the customs but the person responsible for the loading hasn't given it to you. Refuse the request and give your explanation.....
10. Complete the dialogue and role-play it with your partner.

Customs Officer: Good morning! What goods are you carrying?

Driver: ¹_____.

Customs Officer: ²____?

Driver: Here they are.

Customs Officer: ³_____.

Driver: **It's unbelievable! I'm afraid that** ⁴_____.

Customs Officer: I see. Do you have any restricted goods or animals?

Driver: ⁵_____.

Customs Officer: Do you have a certificate for it?

Driver: ⁶_____.

Customs Officer: Thank you. Now you can drive straight on to have your truck weighed.

11. Complete the following table.

	Verb	Noun
1	to calculate	

2		seizure
3	to release	
4	to submit	
5		validation
6	to inspect	
7	to collect	

12. Below you can see the stages of cargo customs clearance procedure. Now complete the phrases with the appropriate noun from the table (ex.11).

- 1) ___ of a Declaration
- 2) ___ (goods declaration information is checked for conformity)
- 3) ___ of customs duty, VAT, environmental levy, etc.
- 4) ___ of targeted consignments (document inspection, scanner inspection, detector dog, physical/tailgate inspection)
- 5) ___ of the cargo not conforming to requirements
- 6) ___ of duties and taxes (payment at the Customs Department, or payment via e-Payment system)
- 7) ___ of cargo

13. Use the following flow chart to make a complete conversation at the border.

<i>A driver</i>	<i>A customs officer</i>
	<p>“Good afternoon. ..., Customs control.” Ask what kind of cargo a driver is carrying.</p>

Say what goods you are carrying.	Ask about the type of package.
Say how your cargo is packed.	Ask for the shipping documents.
Accept request. Hand the documents to the officer.	Look through the documents. You can't see one of them.
Show annoyance. Give the reason.	Express regret.
Say you will contact the consignor for this document.	Wish luck to the driver.

14. Use the flow chart to make a telephone conversation.

<i>A director of a manufacturing company, Allen Deal Inc.</i>	<i>A customs officer</i>
	"Hello, ... is speaking. How can I help you?"
Say the reason you are calling (your driver has been arrested at the frontier with a consignment of electronic components and printed circuit boards that he was bringing to your factory). Ask about the reason for the delay.	Express regret. Explain that the electronic components involved require an export license and the driver doesn't have one.
Express annoyance. Ask about the customs officer's plans concerning your cargo.	You want to examine the cargo in detail in the next few days.

Express annoyance. Explain that the delivery is vital for a major contract that is already behind schedule.	
	Express regret. Explain you are very busy at the moment.
Explain if the company does not complete the order on time, the contract will be lost and the company will have to dismiss 100 workers.	
	Explain you cannot discuss the possibility of speeding up the release of the vehicle over the phone.
Try to arrange a face-to-face meeting.	
	Agree.
Thank the officer. End call.	

UNIT 6. SHIPPING GOODS

1. Discuss the questions below with a partner.

1. Why do different types of goods come packaged in different ways?
2. What are the different types of export packing?
3. What is done to keep moisture from the product?
4. What kinds of packing are used to protect shipments from damage?
5. When are these types of export packing used?
6. How has warehousing changed over the last few years?
7. What new trends are you seeing in the industry?

2. Read the following text.

One of the main tasks facing any exporter is to make sure that goods reach their buyers and their final consumers in perfect condition. The key is to get your export packaging and labelling right.

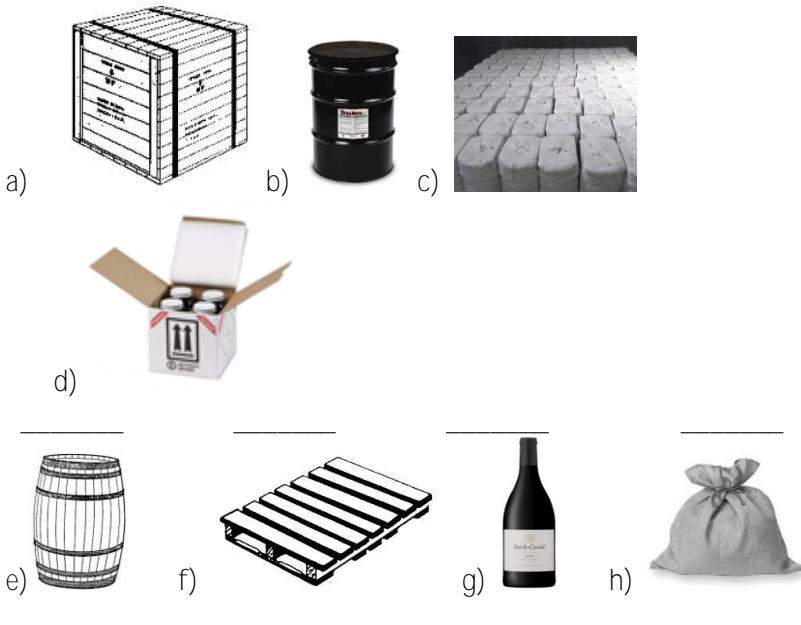
There are three main types of packaging that are likely to be needed for exported goods:

- transport or export packaging;
- outer packaging;
- sales packaging.

These three types of packaging work like Russian dolls - each layer of packaging is complete on its own terms, but contained within a further layer of outer packaging.

There is also a huge range of packaging options you can use - from cartons, barrels and drums to wooden pallets, chests and metal containers.

3. Find the expressions in the text (ex.2) which match these definitions:
 1. the outermost layer of packaging and it is designed to protect your goods during transit. Examples include wooden crates, metal drums, chests, bales.
 2. the immediate layer of packaging around your goods - the packaging that remains when the goods reach their end-user. Examples include the bottles in which beverages are contained, or the boxes many electronics items are sold in.
 3. an intermediate layer of packaging, which often also serves a retail-promotion purpose. An example would be a box containing multiple units that doubles as a retail display fixture and can be placed directly on a shop shelf, as is common with many convenience foods.
4. Find the words in ex. 2, 3 to label the pictures.











Which of these items does transport/export packaging include?

5. Which of the items (a-h) in ex.4 match with the following definitions?

- 1) a large round container, usually made of wood , with a flat bottom and top and, usually, curved sides. It is used for liquids.
- 2) a large metal container for oil or chemicals, shaped like a cylinder
- 3) a large package of presspacked goods, which is tightly bound, wrapped, and banded
- 4) a large bag made of strong material such as hessian, thick paper, or plastic, used for storing and carrying goods
- 5) a large wooden slatted container for transporting goods

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

Toxic • Store away from heat • Fragile • Keep dry •
 Explosive • This side up • Do not stack • Use no hooks

1. 1. 	2. 2. 	3. 3. 	4. 4. 
5. 5. 	6. 6. 	7. 7. 	8. 8. 

1. Do you know any other markings?
2. Why does each piece of cargo have special shipping markings?
3. What is hazardous cargo? Can you give some examples of potentially hazardous substances/goods?
4. Why must all packages containing hazardous materials be properly marked and labeled?

cargo transport unit (CTU) means a freight container, swap-body, vehicle, railway wagon (railroad car) or any other similar unit

7. A CTU should be thoroughly checked before it is packed with **cargo and becomes a “package” for it. The following instructions** may be used to ensure that the CTU is suitable for its job. Choose the correct words to complete these instructions.

1. **Check/ choose/ audit** that the container serial number, size and type code are the same as those provided by the operator.

2. The walls and roof of a CTU should be in good condition, and not significantly **distracted/ distorted/ discharged**.
3. The doors of a CTU should work properly and be capable of being **soundly/ strongly/ securely** locked and **seamed/ sealed/ seated** in the closed position, and properly secured in the open position.
4. Old labels, placards, marks or signs should be **renamed/ removed/ renewed** or **masked/ messaged/ memorized** to prevent delays or mis-direction.
5. A CTU should be clean, dry and free of **residue/ rest/ reminder** and (or) persistent **fragrance/ odour / bad breath** from previous cargo.
6. A CTU should be free from major damage, with no broken **carpeting / tiling/ flooring** or **protruding/ provocative/ protective** nails, bolts, staples etc. which could cause injury to persons or damage to the cargo.
7. Potential points of **carriage/ leakage/ haulage/** may be detected by observing if any light enters a closed unit.

8. Match the beginnings of the sentences (1-10) with the endings (a-j).

1. Remove protruding	a. to the trailer using appropriate straps.
2. Couple the trailer to	b. placards, marks and signs from previous use.
3. Detect holes and leaks by	c. are washed off or blacked out.
4. Park the truck	d. the tow vehicle.
5. Reject leaking and	e. distorted containers.
6. Secure the load	f. on a level surface.
7. Distribute the weight of the cargo evenly	g. throughout the trailer.
8. Make sure all old markings and labels	h. observing if any light enters a closed unit.
9. Remove any old	i. loading is complete.

10. Seal the container after

j. staples or nails.

9. Here is an extract from manual providing dump trailer loading instructions. Complete the sentences with words from the box.

*secure • evenly throughout • place • clear • tow vehicle •
park • overturn • open*

1. Fixed loads that are to be carried should be loaded ___ ___ the trailer.
2. Couple the trailer to the ___ ___.
3. ___ the tow vehicle and trailer on a firm and level surface. Attempting to load on a soft or uneven surface may cause the trailer to ___, which can result in death or serious injury.
4. ___ the area around the trailer.
5. ___ the rear swing gates.
6. ___ ramps of adequate strength at the proper width and load the equipment.
7. ___ the cargo to the trailer using appropriate straps, chains and tensioning devices.

10. International freight forwarders based in New York give some shipping instructions on their website. Complete the sentences with words from the box.

*securely • crates • mark • ship • importing • freight forwarder •
individually • contractors • clearance*

Shipping instructions

As the official international ¹___, we will co-ordinate all international shipments and arrange customs ²___ for this event. Please carefully read the following information regarding shipping requirements for ³___ goods into the USA.

Packing and Marking

1. Ensure that all boxes are ⁴ ___ packed in order to withstand handling by carriers and onsite ⁵ ___.
2. Clearly ⁶ ___ all cartons, cases, or ⁷ ___ on two sides.
3. If you ⁸ ___ your goods in a container, make sure that all cartons are ⁹ ___ marked and labeled.

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

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

Sonja

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

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

We need a direct truck ⁶ ___ our production plant in Germany and Brest. If we can ship the first part ⁷ ___ Wednesday morning, the truck should arrive ⁸ ___ Brest ⁹ ___ Thursday afternoon.

The second delivery should be made ¹⁰ ___ Friday with the rest of the 5mg 30 and 90 packs. As the products are needed ¹¹ ___ Monday, the truck must be unloaded in Brest ¹² ___ Saturday and Sunday.

Please let me know if there are any problems!

Regards

John Frederikson

Logistics Manager

12. Sonja and John are discussing the urgent delivery over the **phone. Put John's lines (1-6)** into the right place to complete the dialogue.

1. *Bye.*

2. *Can't we use someone that specializes in express deliveries?*
- ~~3. *John Frederikson, Export Logistics.*~~
4. *Hmm. What about the weekend delivery? That's possible, isn't it?*
5. *Hi, Sonja. Thanks for getting back to me so quickly. So what can we do about GLP in France?*
6. *Oh dear. I had no idea this delivery would cause so many problems. I'll talk to GLP again and will get back to you later. Thanks for your help.*

3. *John Frederikson, Export Logistics.*

a. **Hi John, this is Sonja. I'm just phoning about your email.**

b. **I think we've really got a problem here. Unfortunately, we can't use one of our regular forwarders for this shipment. I've talked to all of them and the fastest service would take 48 hours.**

c. **Not really. I've checked this option too, but I'm not sure it would work for us because they offer a very limited loading capacity. This means that we would have several smaller partial deliveries. And we'd have to pay a lot more as a result.**

d. **I'm afraid not. We can't deliver at the weekend because of the HGV driving ban on Saturdays and Sundays.**

e. **No problem. Speak to you soon. Bye.**

13. 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 John want to do next?

14. Find the phrases in the email (ex.11) and in the dialogue (ex.12) that have the following meanings.
- rapid transportation of merchandise
 - a shipment of only some of the goods that were ordered
 - not having goods of a specified kind immediately available for sale or use
 - maximum weight of goods declared permissible by the competent authority of the country of registration of the vehicle
 - abbreviation for heavy goods vehicle
 - a person or a company that arranges transportation services for importers and exporters, prepares the appropriate documents, handles insurance matters, etc.
 - the process of bringing goods to a place as agreed before

INFORMING SOMEONE ABOUT PROBLEMS

We often use beginnings such as *I'm afraid...* or *I'm sorry, but...*, even if we are not responsible for the problem:

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

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

4. We may want to give reasons for the problem:

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 the weather was bad/ because of bad weather.

5. We may explain that the problem hasn't affected the outcome:

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

In spite of the strike / Despite being delayed, the consignment arrived on time.

6. Sometimes we need to explain the consequences of certain events:

The result was that the goods didn't leave the warehouse until Friday.

As a result, the shipment arrived two hours later.

15. Complete the sentences with words from the box.

*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 ___ 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.

16. Choose the correct words to complete these sentences.

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 the 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. **Although/In spite of/But** the delay, the delivery will still arrive on time.
5. What is the **cause/reason/result** for this delay?
6. Unfortunately, we are unable to deliver the consignment **due to/because/so** technical problems in our warehouse.

17. You are a freight forwarder. Call your partner to inform him/her about a delivery delay. Use phrases from the unit.

<i>Student 1</i>	<i>Student 2</i>
1. A consignment of 35 laptop computers has been delivered to the company's branch in Beijing instead of Shanghai. The distribution centre gave you the wrong address. You have just arranged transport to Shanghai. The computers should arrive on Friday.	1. You are the manager of an IT store in Shanghai. You were expecting a delivery of 35 laptop computers. You need the computers to arrive by Friday morning.
2. You are a customer in Canada. You are expecting to have something picked up from your premises tomorrow at 9 am.	2. You have just checked the documents for a shipment to a customer in Canada and noticed that there is something wrong. The pallet height is not the same as in the packing list and the shipping labels are not correct either. You need to wait for correct documents . That's why pick-up time must be changed to 12.30 tomorrow.

18. Read the three phone conversations about a problem with an urgent delivery and put them in the correct order.

1. 2. 3.

A.

Brit: Eco-Tech, Brit Egbert speaking.

Peter: Hello Ms Egbert. This is Peter Bott from Eco Instal. I understand there is a problem regarding the shipment of relief valves you should have received this morning.

Brit: **Yes, well... the containers still haven't arrived. What's the problem?**

Peter: **I've just checked all the documents and it seems that we used the wrong address. Your consignment was delivered to another customer by**

mistake. I'm really sorry about this, Ms Egbert, but I'll do everything I can to get this problem sorted out. If I talk to our forwarders here in the UK now, I'm sure we'll find a solution.

Brit: OK. But make sure that we have the consignment by Monday, **otherwise we'll be in serious trouble.**

Peter: **Yes, I understand. I'll get back to you as soon as I've spoken to the forwarder.**

B.

Simon: **Hi, Peter. It's Simon here.**

Peter: Hi, Simon. How are you doing?

Simon: **Fine, thanks. Um, listen, Peter, I've just had a call from our customer in France. They are very upset because that shipment of relief valves, which was supposed to be delivered this morning, hasn't arrived yet. Do you know anything about this?**

Peter: **Sorry? I have no idea at the moment, but I'll find out. Do you want me to get in touch with the customer as soon as I know what the problem is?**

Simon: Yes, that would be great. The customer says they urgently need the consignment because they want to start packaging on Monday.

Peter: **OK, I'll get on to it straight away. Talk to you later then. Bye.**

C.

Peter: Hello, Ms Egbert. This is Peter Bott again. **I've just talked to our freight forwarders here in the UK. They'll pick up the containers at the other customer's premises tomorrow morning and get them shipped to France by express cargo. That way you should have them by Friday afternoon. Would that be OK for you?**

Brit: Yes, that sounds good.

Peter: **Excellent. There's just one other thing. As I said before, the address on the documents travelling with the containers is wrong. Could you make sure that your logistics people know that? Otherwise the consignment might be rejected at the gate.**

Brit: **Yes, I'll see to that. Thanks for your help.**

Peter: **It's the least I can do. Let me know if there are any other problems.**

Brit: I will. Bye.

19. Answer the questions.

Conversation 1:

- 1) Why is the customer in France 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 France?
- 6) When should the containers arrive in France?
- 7) Why could the consignment be rejected at the gate?

20. Find phrases in the dialogues which mean the same as the phrases below.

- 1) **How's it going?**
- 2) **I'll call you as soon as...**
- 3) **I'll get on to that.**
- 4) **I'll do everything** to solve the problem.
- 5) **I'll look into the problem.**
- 6) **Do you want me to contact the customer ...?**

21. Complete the sentences with words from the box. Then read the conversations again and check.

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

- 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.**

TAKING ACTION AND APOLOGIZING

When responding to a customer, it is good idea to acknowledge that you are aware of the problem.

Note that we tend to use a more formal style in written communication.

*We are replying to your email of April 24th **informing us that...** (formal)*

Thank you for informing us about an error in our December statement. (formal)

Thanks very much for pointing out the mistake.

I understand there is a confusion in addresses/delivery dates.

7. We say what we want to do (or have done) to solve the problem. We often use phrasal verbs when talking about taking action:

We are looking into this matter and will contact you again later today. (more formal)

I'll get in touch with the forwarding agent at once.

I'll take care of this straight away.

I'll get on to that now.

I'll see to this immediately.

I'll get back to you on that as soon as possible.

8. We usually also apologize for the problem or mistake:

We very much regret this misunderstanding. (more formal)

I'm very sorry for that.

We would like to apologize for/Let me apologize for this delay/mistake/error/inconvenience.

22. Complete the sentences with verbs from the box.

look • take care • see to • get on • get in touch • get back

1. I'll ___ to this immediately.

2. Can I ___ to you in about half an hour?
3. **OK, I'll ___ of that straight away.**
4. **Fine. I'll ___ with the courier people at once.**
5. **Thanks for letting me know. I'll ___ this right away.**
6. **Yes, we'll ___ into the case and call you back tomorrow.**

23. Make up a dialogue between Peter and Simon. Use the following flow chart and phrases from the unit.

<i>Peter</i>	<i>Simon</i>
Tell Simon what you have done.	
	Thank Peter for help.
Ask Simon to arrange express transport of the consignment to France through Cargo Worldwide Express, as agreed. Remind him that the goods must arrive at the customer's premises in Rennes, France, on Friday, July 22 by 4 pm. at the latest.	
	Tell Peter that you'll take care of all these.
Ask Simon to send the freight invoice to the following address: ECO INSTAL LTD 15 South Road Bournemouth BH8 5SX	
	Ask Peter to email you all the details. Thank Peter for calling.

UNIT 7. WE ALL GET LOST SOMETIMES

1. Discuss the questions below with a partner.

1. Have you ever got lost while driving somewhere? Are you directionally challenged, or do you have a good sense of direction?
2. Do you use a GPS device, or can you do without it?
3. Are you good at reading maps or following directions?
4. **“With all the tools available to a driver today, asking for directions should be a thing of the past.” Do you agree with the statement?**

2. Read the text.

It's a total cliché that men hate to ask for directions when they're lost. Twenty-six percent of lost male drivers will wait more than a half-hour before asking for directions, while 12 percent refuse to ask at all, according to English car insurance company Sheila's Wheels.

Some men are secure enough in their masculinity to stop and ask for a little help. Thirty percent of male drivers will pull over and ask for directions immediately.

This is good news, because the average man racks up an extra 276 miles in his car each year because he cannot find his way, according to Sheila's Wheels. This adds up to a lot of money in wasted gas.

So guys, your reluctance to ask for directions has you wandering around, wasting time and money. True, many of us have GPS devices now that make life a little easier. But wasn't there something kind of fun about figuring it out the old-fashioned way?

3. Match the phrasal verbs (1-5) from the text (ex.2) with their definitions (a-e).

- | | |
|-------------------------|-------------------------------------------------------|
| 1) <i>figure out</i> | a) to move about without a fixed course, aim, or goal |
| 2) <i>wander around</i> | b) to move to the side of or off the road |
| 3) <i>pull over</i> | c) to become a particular amount |
| 4) <i>rack up</i> | d) to gradually gain a large amount of something |
| 5) <i>add up to</i> | e) to understand |

4. Complete the sentences with the phrasal verbs from ex.3.

- 1) **It took them about a month to how to start the equipment.**
- 2) His business expenses around **£4,000** a year.

- 3) Last year, they profits of more than \$3 million.
- 4) We just downtown all morning, looking at the shop windows.
- 5) She saw the ambulance coming up behind her and

5. Read and comment on the explanations below. Share your own ones for this foolish behavior that many of us engage in.

Why do men prefer to be lost than ask for directions?

"Pride, of course! Men never get lost: they just take a different route," says Phil.

"To be honest, asking for directions makes me feel a bit stupid," admits Tom.

"We're not going to ask for help from someone who clearly knows more than we do! It's all about protecting the ego," explains Adam.

"No guy is going to ask for directions. Short of getting us a GPS, which is only a substitute solution, there's no miraculous remedy," says Phil.

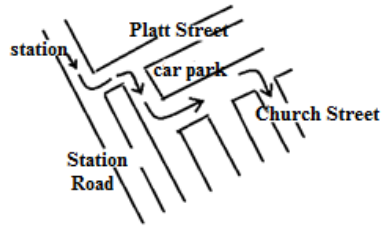
"To ask for directions is to admit I am lost. To admit I am lost is to feel both anxious and incompetent... To avoid dealing with this, perhaps it's better to just get a GPS in my car, but then of course I might have to ask directions on how to use that , " explains Mark.

- 1) Do you think it's embarrassing to ask for directions? If yes, try to explain why.
- 2) If you do get lost, do you quickly ask for directions, or do you *soldier on** until an *APB** is issued by your loved ones?

**soldier on – continue to do something although it is difficult or unpleasant*

*APB (US) abbreviation for *all-points bulletin* – “сигнал всем постам”

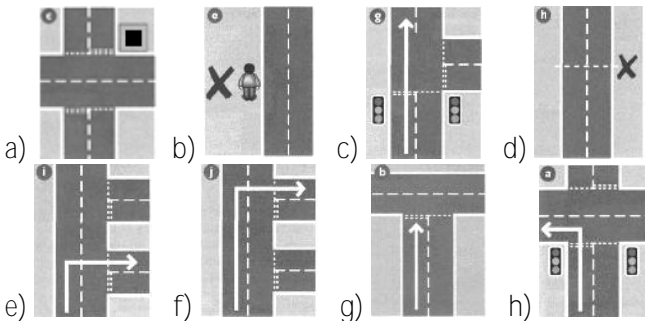
3) “Instead of driving in circles, getting lost, stressed out, and arriving late, it is more reasonable to plan and prepare your route in advance. Moreover, it is the sustainable thing to do! This will cut unnecessary fuel use and air pollution.” What do you think about all these? Express your opinions and ideas.



4) The research by Sheilas' Wheels car insurance also found 34 per cent of all drivers would rather ask a woman than a man for directions. Who do you trust when asking for directions?

6. Match the sentences in the box to the pictures below.

<ol style="list-style-type: none"> 1. It's on the corner. 2. Go straight on at the lights. 3. Take the next right. / Take the next turn on the right. 4. Go down to the end of the road 	<ol style="list-style-type: none"> 5. It's the second right. / Take the second turn on the right. 6. It's on your left. 7. It's on the other side of the road. 8. Turn left at the traffic lights.
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



7. How do you get from the station to Church Street? Complete the directions. Use the words in the list.

go • go • take • turn • turn • turn

Go out of the station, ¹ __ right, and ² __ down Station Road. ³ __ left into Platt Street, then ⁴ __ **the first road on the right**. **After the car park**, ⁵ __ left, and Church Street is the second on the right.

8. Read the dialogue and decide which building (A-X) in our strangely square town is the nearest petrol station to your location.

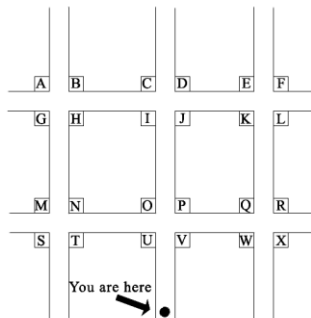
A: Hello, excuse me, can you tell me how to get to the nearest petrol station?

B: Erm, yea, sure – you go straight up this street. Take the second turn **on the right**. **Keep going along there, across one junction, and it's right** there on your left.

A: Thanks.

B: **Oh, no, hang on, wait a minute, there's** a closer one. Walk up this street, take the **first left and there's** a petrol station on your right at the next junction, sorry, I forgot about that one.

A: Thanks again.



9. Read the conversation in a car. Be ready to answer the following questions.

- 1) Where do they want to go?
- 2) Which road number are they looking for?
- 3) How many times have they passed the supermarket?
- 4) How many people have they asked for directions?
- 5) Have they found the road to Andover?

Mark: Rick, do you know where we are?

Rick: Yes, of course. Why?

Mark: Because we've passed the same supermarket twice.

Rick: Oh no.

Mark: You'd better stop and ask somebody.

Rick: OK.... Excuse me, I'm trying to get to Andover. Do you know how we can get onto the A34 from here?

Man I: Yes, first you need to turn round and then take the first turning on the right. Go to the end of the road and you'll come to a roundabout. Take the third exit and you'll come onto the A34.

Rick: Great, thanks Did he say left or right?

Mark: I can't remember. Look, stop and ask that woman.

roundabout (BrE) traffic circle (AmE)

Rick: Excuse me, we're looking for the road to Andover. Could you tell me which way we need to go?

Woman: Andover? Follow the road down and go straight on at the major traffic lights until you come to a petrol station. Then turn left and follow the signs.

Rick: OK, thanks.... I haven't seen the petrol station yet.

Mark: No, neither have I, but here's that supermarket again.

Rick: Oh no.... Excuse me, we're lost. Do you have any idea where the A34 is?

Man II: Er, no, sorry.

✓ Complete the phrases.

a) Do you know how the A34?

b) Could you tell me which?

c) Do you have any idea where?

10. Ask the following questions in less direct language using the phrases above (a-c).

1) Where's the nearest bank? - *Excuse me. Do you know where the nearest bank is?*

2) How can I get to the airport from here?

3) I'm looking for the Star Hotel. Which way do I need to go?

4) How can I get to Pine Street from here?

5) Where can I get a taxi?

6) How can I get to the nearest petrol station from here?

11. Work with a partner. Use the information below to do this role-play.

Student A: Ask for directions to a good restaurant/Porsche Centre Minsk/the Plaza Hotel.

Student B: Give Student A directions to the place he/she asks for.

Then ask for directions to the nearest car park/the airport/the nearest McDonald's.

✓ Street Name and Nearby Landmark

It's on Pine Street.

It's on the corner of Fourth and Pine.

It's next to the bank.

It's across from the school.

✓ Directions by Car Route

Take the Westminster turn-off.

Go over (Take) the Alex Fraser Bridge.

Go through (Take) the Massey Tunnel.

It's signposted 'Manchester'.

Follow the signs to ...

Take the 'A12' to Chelmsford.

Go straight on/left/right at the lights/at the roundabout/at the junction of ... and ...

You'll come to/see ...

It's the first turning on the right after the bank.

On your left you'll see an industrial centre/a hospital/the police station.

Just after the level crossing/shopping centre (or mall).

Go past the petrol station/the garage.

✓ General information in English

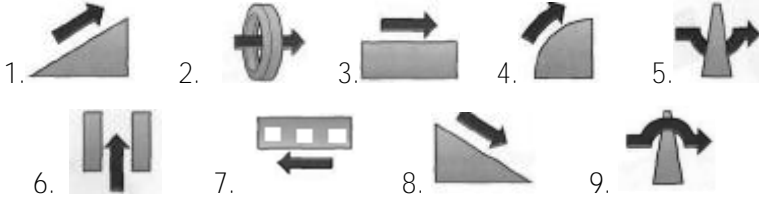
We're not far from...or We're quite close to...

It's about a mile/kilometre/two blocks from...

We're opposite/next to/in front of/across the road from/round the corner from the supermarket.

12. Look at the words in bold below. Match each one to the correct diagram.

The road runs up a hill, down a hill, through a tunnel, between some trees, round a bend, under a bridge, over a river, past a small village and along a beach.



13. Use each word once from ex. 12 to complete these sentences.

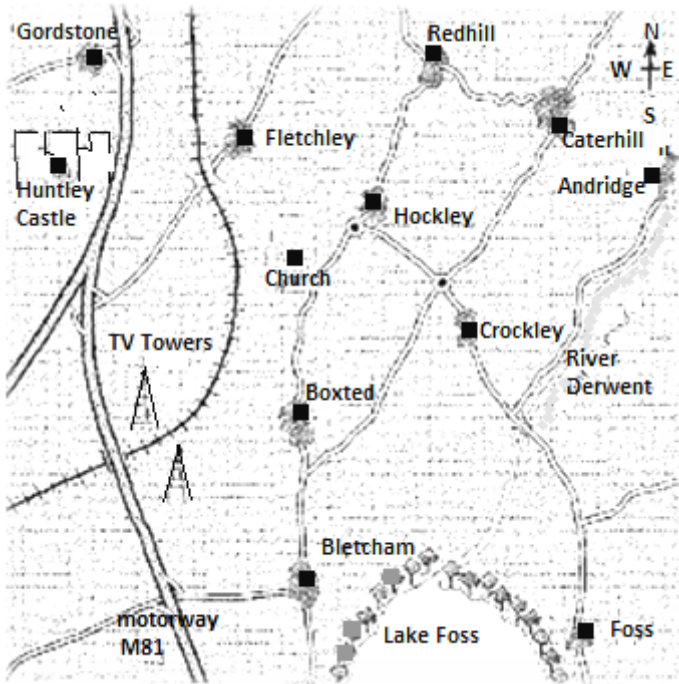
- 1) The earth travels the sun.
- 2) Go the corridor and turn right.
- 3) You have to fly the Sonora desert to get to Los Angeles.
- 4) The shuttle bus runs factory and the station.
- 5) Some metro trains run on the surface, but most travel ground.
- 6) Climb in the window.
- 7) Don't go a mountain road any faster than you can go it.
- 8) They drove back towards Leeds, the Rixos hotel.

14. Look at the map below and complete these sentences with the following prepositions.

through • between • round • under • over • past • along

- 1) The road to Fletchley goes _____ the railway line.
- 2) The motorway goes _____ the railway line.
- 3) The railway line runs _____ two television towers.
- 4) When you drive from Boxted to Redhill, you pass _____ Hockley.
- 5) You drive _____ a church on your way from Boxted to Hockley.

- 6) The road to Andridge goes _____ river
- 7) There are a lot of trees _____ Lake Foss.



15. **Put B' (Tom's) lines (a-i)** into the right place (1-9) to complete the dialogue.

B:

- a) Right. So, how do I get to you from here?
- b) OK. I'll call again if forget that and get lost ...
- c) I'm trying to get to you but I'm lost. My map doesn't show all the roads.
- d) ... the third exit at the roundabout. Is that it?
- e) Yes, left-hand fork and the next exit off the motorway ...
- f) Well, I'm just outside Gordstone ... near the entrance to a motorway - a really new motorway.

g) *George. It's Tom Cruise here.*

h) *South, OK.*

i) *OK.*

A George Thompson.

B ¹

A Tom. Where are you?

B ²

A So where exactly are you now?

B ³

A **That's the M81. They've only just built it.**

B ⁴

A OK. You need to get on the motorway and head south.

B ⁵

A **Keep going for five miles or so. You'll go past a castle on the right and then the motorway forks just after that. Take the left-hand fork and go over the railway lines. Then get off the motorway at the next exit. Is that clear?**

B ⁶

A **You'll come to Bletcham. Turn left at the traffic lights in Bletcham and head towards Boxted. But don't go through Boxted. Turn right just before it. The road is signposted to Caterhill.**

B ⁷

A **Then you'll come to a roundabout. Take the third exit.**

B ⁸

A Nearly. Take the first road on the left after Crockley. It runs along a river – **it's very pretty. Just drive about a mile and you'll see our factory on the left. We're just after the Pizza Hut. You can't miss it!**

B ⁹

✓ Draw the route Tom Cruise should take on the map (ex.14).

16. Look at the map in ex.14 and complete these instructions for getting from Foss to Fletchley. Use the words in the list.

~~towards~~ • exit • along • miss • off • signposted • after • under • right • past

Head north ¹ towards Crockley. Just ² ___ you go through Crockley, you'll come to a roundabout. Take the first ³ ___. It's ⁴ ___ to Bletcham.

Turn ⁵ ___ at the traffic lights in Bletcham and join the motorway. Go ⁶ ___ **the motorway for about five miles and you'll** ⁷ ___ two television towers on the right. Get ⁸ ___ the motorway at the next exit. Go through the tunnel ⁹ ___ **the railway line and you'll come to Fletchley. You can't** ¹⁰ ___ it!

17. Match a first part (1-7) with a second part (a-g) to make correct sentences.

- | | |
|---------------|--------------------------------------|
| 1. Take | a. lost. |
| 2. Head | b. the third exit at the roundabout. |
| 3. Go over | c. left at the traffic lights. |
| 4. Keep | d. the motorway. |
| 5. Turn | e. going for five miles. |
| 6. Get on/off | f. north. |
| 7. Get | g. the railway lines. |

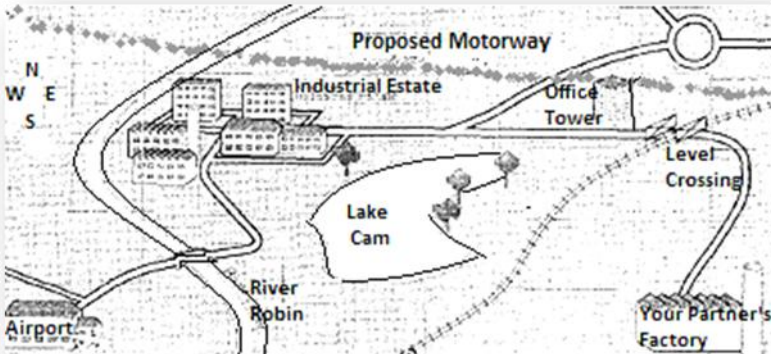
18. Work with a partner. Use the information from the unit to do this role-play.

Student 1 – look at the information below.

Student 2 – look at the information on page 61

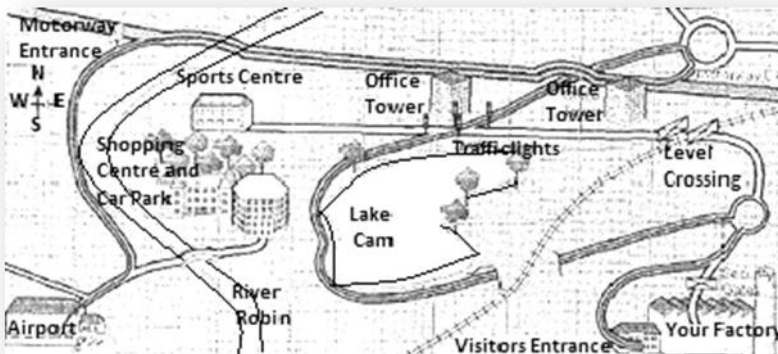
Student 1

You are at the airport and you need to get to your partner's factory. Your map is old and out of date. Ask your partner how to get there and draw the route on your map.



Student 2

Your partner is at the airport and he/she needs to get to your factory. His/her map is old and out of date. Explain the route so your partner can draw it.



19. Play a game with the group. Make two teams. Each team writes directions from the room you are in now to another place. Take turns to read your directions to the other team. The other team listens and says what place it is.

UNIT 8. LOGISTICS OCCUPATIONS

1. Discuss the questions below with a partner.

1. **What is the difference between “logistics” and “logic”?**
2. What **eight** words do you associate with “logistics”?
3. What different areas of logistics do you know?
4. What logistics jobs do you know?
5. Do you know anything about the logistics industry in our country?
6. **Why do you think workers are called “white-collar” and “blue-collar”?** In which category is your occupation?

2. Read the article and answer the questions below.

The logistics industry

The Management of Business Logistics defines logistics: “...*ensuring the availability of the right product, in the right quantity and the right condition, at the right place, at the right time, for the right customer, at the right cost.*” These are also known as the seven Rs.

As the quote above indicates, logistics is the many steps required to move goods or products and related information from the source of raw supply, through the producer or manufacturer, to the final point of delivery, the consumer. These goods and products can be almost anything, including clothing, electronic equipment, food or medical supplies. Logistics is what keeps the shelves stocked in supermarkets, gets your package to your sister in time for her birthday, and ensures your customers receive the goods they ordered. Logistics failures can cause anything from minor inconvenience to major financial losses for a company.

Although it has existed in military operations for hundreds of years, logistics as a business discipline is relatively new. It became part of the

modern business world after World War II, with the need to integrate the management of inventory, transportation and warehousing.

Today, logistics is used to manage multi-firm global supply chains, from raw materials to delivery of the finished product to the consumer.

Specifically, logistics involves forecasting and planning, purchasing, procurement, inventory management, stock control, scheduling, distribution, order processing, storage and transportation, freight forwarding and other complex functions. A lot of people are employed in logistics sector occupations, which include everything from truck driver, dispatcher to transportation manager, purchasing and inventory clerks, customs broker to business analyst.

1) The quote at the start of the article mentions “the right condition” as one of the seven Rs. What does this mean?

2) Try to describe a situation where a logistics failure could result in major financial loss for a company.

3) Why do you think logistics only emerged as an important business concern after World War II, and not earlier in history?

4) The article names seven logistics professions. What part of the logistics process would these jobs apply to? Can you think of any other logistics professions?

3. There are seven logistics occupations mentioned in the article (ex.2). Match four of them to their duties and responsibilities.

1) _____

These workers clear goods through customs and on to their destination on behalf of importer and exporter clients. They may also act as freight forwarders. Main duties include preparing and processing import/export documents, applying correct tariff classifications on import/export goods, paying applicable duties and taxes, arranging for transportation and storage of goods, advising clients on import/export restrictions, tariffs and insurance, and acting as client representatives at meetings with government officials.

2) _____

These workers relay orders to coordinate the movement of vehicles and freight. They are responsible for processing and providing information

and instructions to field personnel, assigning personnel according to schedules and work orders, advising vehicle operators of problems and dealing with emergency situations, monitoring the location of personnel, and maintaining work records.

3) _____

Workers in these occupations maintain inventories of goods and materials. Their main duties include monitoring inventory levels, compiling inventory reports using manual or computerized systems, preparing requisition orders, and maintaining stock rotation.

4) _____

Workers in this occupation coordinate and monitor the transportation and movement of goods, arrange for shipping documentation and oversee the scheduling and tracking of goods in transit, negotiate with carriers, control the departmental budget, evaluate freight and inventory costs, and supervise training of new workers.

4. Match each word or phrase (1-5) with its definition (a-e).

- | | |
|----------------------|---------------------------------------------|
| 1) field personnel | a) to supervise |
| 2) requisition order | b) staff who work away from the head office |
| 3) to compile | c) to watch and check |
| 4) to monitor | d) formal written demand for something |
| 5) to oversee | e) to collect and put together information |

5. Complete the sentences below using phrases from the box.

documents • schedules • reports • field personnel • requisition orders

- 1) Dispatchers advise and monitor _____.
- 2) Customs brokers sign _____ on behalf of clients, using powers of attorney.
- 3) Inventory clerks prepare _____.
- 4) Transportation managers coordinate _____.
- 5) Inventory clerks compile _____.

- ✓ Add four more half-sentences like the ones above, and ask a partner to complete them.

6. Match the definitions (a-f) with the words (1-6).

1) *courier* 2) *consignee* 3) *carrier* 4) *freight forwarder* 5) *supplier*
6) *haulage contractor/haulier*

- a) person or business that arranges documentation and travel facilities for companies dispatching goods to customers
- b) company which carries goods by road
- c) company which supplies parts or services to another company; also called vendor
- d) person or firm named in a freight contract to whom goods have been shipped or turned over for care
- e) company that transports or conveys goods
- f) company that specializes in the speedy and secured delivery of small goods and packages

7. Three people are describing their jobs in logistics. Choose three of the jobs below to match to the correct persons.

warehouse manager
forklift driver

freight forwarder
shipping operations manager

Person 1 is a _____

My job is to organize the transport of goods either by sea, air, road, or rail. An important part of the job is dealing with customer requests about the most suitable mode of transport. My responsibilities also include negotiating good shipping rates with shipping lines and transport companies.

I also make booking reservations that means I book space on a ship, train, lorry, or airplane. Apart from that, I have to deal with all the necessary documentation and, in many cases, I arrange customs clearance on behalf of my clients.

Person 2 is a _____

I'm responsible for getting freight and passengers to their destination safely and on schedule. Most of my customers are international transport or shipping companies. In my job I have to make sure that the cargo is not damaged on board the ship or while loading or unloading. I'm also responsible for financial aspects; that means, for example, I have to keep an eye on the budget and estimate costs.

Additionally, I advise customers on shipping rates and prepare quotations for our sales office.

Person 3 is a _____

Generally my job is to know where every piece of stock is at any given moment. When new goods arrive, I check where to put them in the warehouse. I use modern computer systems and sophisticated hardware and software. Our warehouse management system helps us store and retrieve the goods quickly. Another part of my job is to liaise with departments such as transport and production. Apart from that, I ensure that vehicles, machines, and any other kind of equipment are maintained to a high level.

8. Match the verbs (1-6) with the activities (a-f) to make phrases from the previous exercise. Then read again to check if necessary.

- | | |
|----------|--------------------------------------------|
| 1. deal | a. space on a ship, train, lorry, or plane |
| 2. keep | b. where to put goods in the warehouse |
| 3. use | c. with all the necessary documentation |
| 4. check | d. modern computer system |
| 5. book | e. an eye on the budget |
| 6. make | f. booking reservations |

9. Replace the verbs in bold with words from the box that have the same meaning. Guess what jobs these people do?

ensure • organize • advise on • supervise • check

1. I inform clients about import/export restrictions, tariffs and insurance.

2. Workers in this occupation oversee the scheduling and tracking of goods in transit.
3. I have to make sure that the cargo is not damaged onboard the ship or while loading or unloading.
4. I also plan the transport of goods.
5. In my job I have to monitor inventory levels.

10. Match the following logistics occupations to the tasks (1-18) listed below. Classify these tasks according to the skills (N-T) needed to perform them.

customs brokers
purchasing clerks
inventory clerks
dispatchers

shipping operations manager
freight forwarder
warehouse manager

N – numeracy skills	W – writing skills
R – reading comprehension	C – communication skills
P – physical skills	T – thinking skills

1. Represent clients in dealings with government officials.____
2. Determine job priority, taking into consideration factors like weather, safety, and urgency.____
3. Interact with customers to clarify procedures and answer questions.____
4. Evaluate freight costs and inventory costs associated with transit times.____
5. Lifting boxes, packages and cartons.____
6. Prepare import/export documents and sign them on behalf of clients.____
7. Schedule when and how much inventory should be available based on past amounts used and projected demand.____
8. Climb ladders to store or inspect stock on top shelves.____
9. Refer to Material Safety Data Sheets to learn whether incoming goods are hazardous and how they should be handled.____

10. Spatial perception for visualizing space in which goods will be unloaded.____
11. Discuss problems, work progress and how to complete jobs with supervisors.____
12. Calculate how many trucks are needed for a given amount of goods.____
13. Get information from directories, maps and manuals regarding routing, scheduling and regulations.____
14. Keep daily logs of what is received and sent out, including reference numbers, type of product and billing instructions.____
15. Keep up-to-date on trade and customs procedures, laws and regulations.____
16. Prepare incident reports and maintain records.____
17. Quote duty and tax rates on goods and arrange for payment.____
18. Remember schedules, code numbers and measurements.____

11. Match the occupations mentioned in ex.10 with the verbs (a-t) below to make sentences describing everyday tasks for different logistics occupations.

Example: *A dispatcher uses a headset to liaise with drivers.*
Dispatchers liaise with warehouse workers.

- | | |
|----------------|--------------|
| a) plan | p) use |
| b) schedule | q) deal with |
| c) calculate | r) make sure |
| d) consult | s) book |
| e) liaise with | t) process |
| f) assign | |
| g) prepare | |
| h) monitor | |
| i) negotiate | |
| j) maintain | |
| k) estimate | |
| l) contact | |
| m) quote | |
| n) relay | |
| o) check | |

Vocabulary

Full-time means 40 hours a week and a regular schedule. For example, Monday to Friday, 9 to 5.

Part-time means working only a few hours a week. For example, less than 25 hours a week, maybe Monday, Tuesday and Wednesday, 10 to 3.

Casual part-time means that work is not steady. Sometimes it may be 10 hours a week, and sometimes 20. It depends on how much work there is.

Contract work means that you are hired to do a job or a project. When the job or project is finished, so is your employment.

Shift work is a set number of hours in a day. For example, the day shift is usually from 8 am to 4 pm; the afternoon shift is from 4 pm to midnight; and the night shift is from midnight to 8 am.

Salary is a fixed, regular payment to employees. This could be a monthly, weekly or bi-weekly payment.

Wage is the regular payments received for work or services, usually given as an hourly amount.

Benefits are paid for by employers for things like sick pay and parental leave.

12. Fill each space with a suitable word from the box.

1) Customs brokers

full-time • shifts • part-time • physically demanding • service • shipments • independently • hours

Workers at border crossings often work ¹___ to provide 24-hour ²___ to clients. Brokers in other locations usually work regular ³___ during the week, although they may have to come in on weekends or in the evening to meet scheduled ⁴___. Customs brokers may work ⁵___ or ⁶___, depending on the company. Brokers may work ⁷___ or as part of a team. The work is not ⁸___, but it can be stressful.

2) Dispatchers

rotating • equipment • conditions • equipment • centres •

shifts • offices • schedule

Working ¹___ for this occupation vary according to the employer. Some dispatchers work in small ²___ with simple ³___, while others work in large call ⁴___ with complex, computerized ⁵___. Dispatchers work in ⁶___. If service runs 24 hours per day, staff may work ⁷___ shifts. Nights, holidays and weekends are part of the ⁸___.

3) Transportation managers

*warehouses • overtime • travelling • networks • shift •
regular • 24-hour • environment*

They usually work in an office ¹___. Most work ²___ hours during the week, but in large organizations ³___ work may be required to cover ⁴___ service. ⁵___ is not unusual. Depending on the size and nature of the company, some ⁶___ may be necessary to evaluate locations for new ⁷___ or distribution ⁸___.

4) Inventory clerks

*platforms • working • warehouses • stock rooms • hours •
weekend • inventory • shipments*

¹___ conditions in these occupations vary by employer. Clerks usually work in offices, but may also work in ²___ or ³___ that are not always climate-controlled. Work on loading ⁴___ exposes workers to all kinds of weather. They typically work regular ⁵___ during the week, but evening and ⁶___ hours may be standard in some jobs, and may be required in others when large ⁷___ are due or ⁸___ needs to be taken.

13. Fill each gap in the following sentences with a suitable word or phrase. The first letter of each word is given.

1. When a job requires uncomfortable positions or a lot of effort or movement we say the job is p___ d___.
2. If you usually stop work at 5 pm but have to stay until 7 pm one day to finish a job, we say you are working o___.
3. An example of s___ w___ is a workday that runs from 4 pm to midnight.
4. A building that has central heating and/or air conditioning is c___ c___.

5. A s___ job is mentally demanding, where work is performed under pressure.

6. If you work a r___ shift, your working hours will change on a regular basis.

14. Read these ads for logistics positions and answer the questions with a partner.

1. TRANSPORTATION DISPATCHER

The Transportation Group is a leading provider of Transportation and Supply Chain services to customers in North America. We are looking for an individual to serve as the liaison between our client base and the transport industry. The successful candidate will have two – five years dispatch experience, strong customer service and administrative skills, proven written and verbal communication skills, and the ability to work in a Total Quality environment that stresses teamwork. Computer literacy is required. Previous experience in third party logistics transportation would be an asset.

CANDIDATE MUST POSSESS:

- **Above average communication skills**
- **Geographic knowledge of the country**
- **Customs knowledge**
- **Knowledge of load planning in either an LTL or TL environment**
- **Above average computer skills**

Education requirements: High School; Post Secondary an asset.

This is a full-time, permanent position working the afternoon shift.

Forward resumes in confidence to Kathy Lee, Operations Manager at klee@abc.com.

2. LOGISTICS COORDINATOR

KL Logistics is one of the largest and fastest growing third party transportation logistics providers in France. We offer our clients customized solutions, business growth, peace of mind, and simplicity in addressing all their transportation logistics needs.

Job Description:

A logistics coordinator is responsible for formulating and delivering the optimal logistical solutions for our clients by organizing the movement of freight in the most cost-effective and reliable manner possible. Other responsibilities include:

- **Finding optimal transportation routes for our clients.**
- **Negotiating rates with carriers.**
- **Problem-solving** client specific issues and ensuring the highest level of customer service.
- **Researching and finding new carriers.**

Job Requirements:

This is an ideal position for a results-oriented, self-motivated individual. Excellent communication and negotiation skills are required, coupled with effective problem-solving and organizational skills. You are also a hi-energy team player with great interpersonal skills looking for career advancement. Experience in the transportation industry would be a definite asset.

This is an entry-level , **full-time** position.

Entry-level qualifications *are the minimum requirements for workers with no previous experience in the logistics industry*

- 1) Do any of these jobs interest you? Why or why not? Do you have all the necessary qualifications?
- 2) Are all these jobs permanent positions?
- 3) **Ad 1 requires “the ability to work in a Total Quality environment”.** What is this? Try to explain.
- 4) **Ad 1 uses the term “liaison“.** What does this mean?
- 5) **Ad 2 requires “great interpersonal skills”.** What do you think this means? Why are these skills important in this job?
- 6) Are there any similarities in working conditions or requirements between these two jobs?
- 7) **What are LTL and T/L? If you don’t know, try to find out.**
- 8) Work with your partner to formulate some questions you would ask the employers who posted these ads.

Talking about job responsibilities

Questions

What do you do?

What’s your line of work? / What does your job involve?

Describing jobs

I work for a major shipping company.

<i>I work in the regional depot. You work in an area or a department.</i> <u>Describing responsibilities</u> <i>I'm responsible for.../ In my job I have to...</i> <i>My job involves.../ I am in charge of...</i>	
Personal qualities	
<i>adaptable ambitious calm under pressure collaborative competitive confident creative decisive enthusiastic flexible hard-working</i>	<i>organized passionate persistent proactive persuasive precise punctual a quick learner reliable tactful tolerant</i>

15. Work with a partner to describe these two different jobs. The **phrases in the box “Talking about job responsibilities” will help you.**

<u>Store Supervisor</u> Job specification for position <ul style="list-style-type: none"> • responsible for store and inventory • • make purchase requests for all stocked items that are minimum • • receive and process incoming orders • • ensure materials received are in good condition 	<u>Freight Forwarder</u> Job specification for position <ul style="list-style-type: none"> • arrange routes and schedules, and confirm the details with carriers • • book cargo space with carriers • • deal with rates and insurance • • calculate weight, volume and cost of goods to be moved • • prepare quotations and invoices • • clear goods through customs
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

You can follow the steps below to practice the dialogue.

<i>Partner A</i>	<i>Partner B</i>
Ask B what he/she does.	
	Tell A where you work.
Ask B to give you some details about the job.	
	Tell A about your main job activities. Then ask A about his/her job.
Describe your job activities.	
	Ask A what personal qualities are most important for his/her job.
Tell B what personal qualities you think are most important in your job. Ask B whether these same qualities are important in B's job.	
	Answer in the affirmative or negative. Then tell A about the most important qualities for your job.
Ask B whether he/she enjoys his/her job and why (or why not).	
	Try to explain why you like or dislike your job.

16. Find a logistics sector company that operates in your area. Do they have a Web site? If so, visit the Web site.

1) Look at the company's organizational chart. Which department would your profession most likely fall under?

2) Describe the company. Does it sound like a good place to work?

3) If the company has a career centre on-line, look at the job postings. Are any of them in your area of expertise? Do you have the necessary qualifications?

Vocabulary

admit to the country - разрешить въезд

annoyance - досада, раздражение
attorney - адвокат, юрист, поверенный
bale - кипа (товара); тюк
bonded warehouse - таможенный склад для хранения нерастаможенных товаров (не оплаченных пошлиной)
casual - случайный, временный, нерегулярный
consignment - 1) коносамент, транспортная накладная 2) партия груза, груз
convenience foods - консервированные, быстрозамороженные продукты и полуфабрикаты
couple - n. пара; v. соединять; сцеплять
cargo bed - грузовая платформа
crate - 1) решётчатая тара, ящик; 2) крейт, контейнер с ячейками
customs - 1) таможенные пошлины 2) таможня, таможенный пост
customs authority - таможенная администрация
customs broker - агент по таможенной очистке импортных грузов
customs clearance - очистка от таможенных пошлин
customs seal - таможенная печать, таможенная пломба
DHL mail - экспресс-почта
display fixture (equipment) - экспозиционное оборудование
dump - выгружать, разгружать, сваливать
dump (body) truck - самосвал
enforce - *юр.* придавать законную силу (правовому акту), осуществлять, приводить в исполнение
field personnel - специалисты по эксплуатации; персонал, работающий вне офиса
garments - одежда
handling - обработка грузов (погрузочно-разгрузочные работы, сортировка, упаковка, маркировка и прочие подобные работы)
haulier - автотранспортная организация, перевозчик
hazardous cargo - опасный груз
inventory - материально-производственные запасы; инвентаризация; наличные товары
liaise - (liaise between/with) поддерживать связь
liaison - связь, контакт, регулярный обмен информацией между группами людей, особенно на работе)
loose material - сыпучий материал

LTL - less than truckload – количество груза меньше минимально оплачиваемого по льготному тарифу
payload - полезная нагрузка; оплачиваемый груз, грузоподъемность
perishable - скоропортящийся груз, товар
portable container - переносной контейнер
post-secondary education - высшее образование
procurement - 1) получение, приобретение; закупка 2) поставка, снабжение
~ material procurement - материальное снабжение
protruding - выдающийся, выступающий вперед, торчащий
premises - недвижимость, помещение, здание с прилегающими постройками и участком земли
~ business premises - служебное помещение
~ company premises - площадь, которой владеет компания
purchasing - покупка; закупка; приобретение
quotation - 1) котировка 2) курс 3) расценка 4) цена 5) биржевая цена 6) предложение 7) оферта
ramp - 1) пандус 2) наклонная плоскость 3) "лежащий полицейский" (искусственная неровность для ограничения скорости транспорта)
retail - розничная продажа
restricted goods - ограничиваемые товары (товары, для производства или экспорта/импорта которых требуется специальное разрешение)
scheduling - планирование; распределение; составление графика, расписаний
seize - 1) захватывать 2) налагать арест 3) задерживать
seizure - 1) захват 2) конфискация 3) наложение ареста
strap - 1) лента; ремень; стягивать ремнем 2) скоба; хомут; бугель; строп; скреплять скобой
tailgate - задняя дверь (автофургона), задний откидной борт (авто)
tarpaulin - брезент; покрывать брезентом
Third Party Logistics (3PL) - логистика третьей стороны (3PL) - привлечение внешних ресурсов (аутсорсинг) - означает предоставление комплекса логистических услуг в виде внешнего специализированного агентства для организации логистики компании.
Total Quality environment - среда, в которой реализуется концепция комплексного управления качеством
tow - буксир; буксировать

validity - 1) юридическая сила, действие 2) период действия 3) обоснованность

VAT - value-added tax - налог на добавленную стоимость – НДС

vendor - поставщик, продавец

warehousing - хранение на складе, складирование

white collar - "белый воротничок"; человек, работающий в офисе (служащий, клерк, управляющий); blue collar - "синий воротничок", производственный рабочий

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