

in company 3.0

LOGISTICS



John Allison Jeremy Townend

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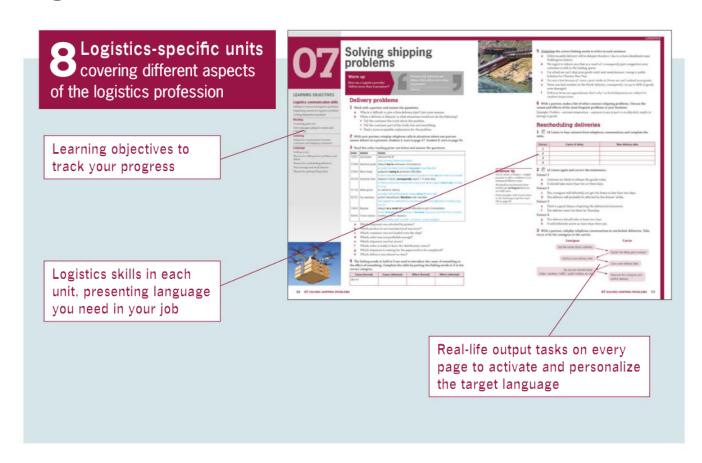
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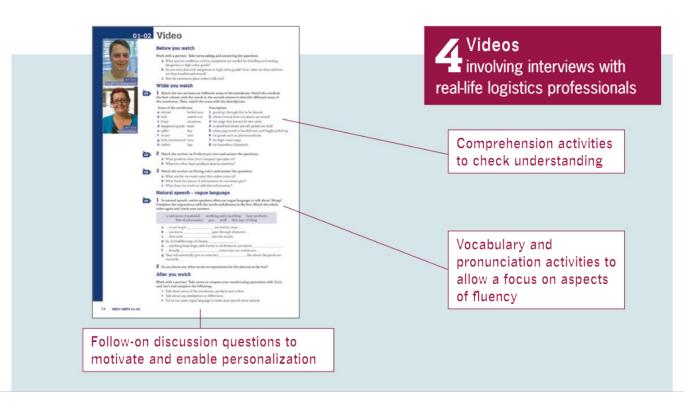


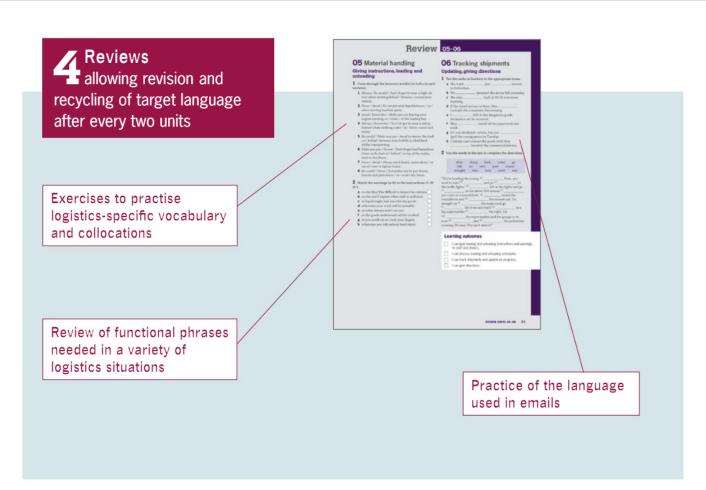
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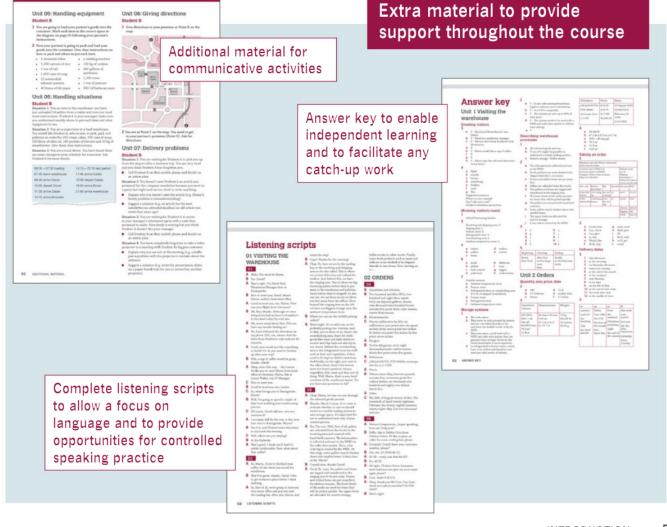
English for Specific Purposes at a glance

Logistics Student's Book:











About the authors

John Allison

next level.

John has designed, sold and delivered professional English courses in France since 1980. After many years of squeezing in teaching between sales and management responsibilities, he is now happy to be able to spend more time in the classroom as a teacher and teacher trainer. He is lead author of *The Business* with Paul Emmerson and Jeremy Townend, and co-author of *In Company 3.0 Upper Intermediate* and *In Company Case Studies* with Mark Powell. When not writing business-English materials he composes and arranges music for a big band in which he plays the saxophone.

Jeremy Townend

After a first career in town planning in the UK, Jeremy has spent over 25 years working as a business-English trainer and teacher trainer in Lyon, France. He has been involved in the publication of various business-English books and he co-authored *The Business Upper Intermediate* with John Allison. He is particularly interested in practical classroom strategies for promoting learner autonomy. In his spare time he enjoys DIY and playing football.





Contents

	Unit	Logistics communication skills	Reading	Listening	Language	
	O1 Visiting the warehouse	Greeting visitors Introducing yourself Showing visitors round Describing warehouse processes	A web page about storage solutions	Showing a visitor round A warehouse process	Phrases for greeting visitors and introducing yourself Warehouse acronyms Sequencing expressions Passive and active forms	
	02 Orders	Placing and taking orders Reading and writing purchase orders	A purchase order	Telephone orders Dealing with logistics problems and finding solutions	Numbers, measurements, weights, volumes Delivery dates and times Phrases for requests, apologies, suggestions Will for decisions and promises	
	Video	deo Interviews with logistics professionals talking about warehouses and orders with exercises				
	Review	evision exercises for Units 1 and 2				
	03 Scheduling delivery	Discussing shipping options Handling telephone calls between freight forwarders and shippers	A web page about a company	Telephone conversations enquiring about shipping	Shipping vocabulary Question forms Language for comparing and giving advice Email phrases	
	Picking, packing and inventory	Meetings about improving warehouse/ distribution centre performance Making, supporting or rejecting suggestions in logistics meetings Making formal recommendations	A trade union handout	A quality meeting A sales call	Vocabulary for describing inventory levels Vocabulary for the picking, packing and loading processes Phrases for discussing and solving problems Verbs for giving advice	
	Video	Video Interviews with logistics professionals talking about scheduling delivery and picking, packing and inventory with ex				
	Review	Review Revision exercises for Units 3 and 4				
	05 Material handling	Giving information, instructions and warnings to staff and drivers	A safety poster with instructions Tips for loading a shipping container	Instructions for drivers	Vocabulary for loading and unloading Vocabulary for handling equipment Vocabulary for containers Saying times Words and phrases to explain consequences	
	06 Tracking shipments	Updating on a shipment's progress Telephoning to track a shipment Giving and getting directions	Product descriptions	Telephone calls to get updates on shipments	Vocabulary for multimodal shipments Shipping documents Tenses for the past, present and future Email phrases Phrases for giving directions	
	Video Interviews with logistics professionals talking about material handling and tracking shipments with exerc				king shipments with exercises	
	Review	Revision exercises for Units 5 and 6				
	O7 Solving shipping problems	Asking for reasons for logistics problems Explaining reasons for logistics problems Getting shipments expedited	A tracking print-out Text messages asking for action and responding	Telephone conversations between customers and shipping companies	Linking words Phrases for talking about problems and delays Phrases for rescheduling deliveries Text message and email phrases Phrases for getting things done	
	08 Handling complaints	Making and dealing with complaints	A packing list An email about a damaged shipment	Telephone conversations about complaints	Vocabulary for describing damage to goods Past participles as adjectives Vocabulary for insurance claims Phrases for empathizing, apologizing, reassuring and promising action	
Video Interviews with logistics professionals talking about solving shipping problems and handling				handling complaints with exercises		
	Review	Review Revision exercises for Units 7 and 8				