

ENGLISH FOR SPECIFIC PURPOSES

John Allison
Jeremy Townend



in company 3.0

LOGISTICS



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B1–B2

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English for Specific Purposes at a glance

Logistics Student's Book:

8 Logistics-specific units covering different aspects of the logistics profession

Learning objectives to track your progress

Logistics skills in each unit, presenting language you need in your job

07 Solving shipping problems

Warm up

Think about the problems that can arise in shipping. What are the most common problems?

Delivery problems

1. Work with a partner. Think of a shipping problem. Write it down. Then, write a solution. Use the words in the box.

Rescheduling deliveries

1. Listen to four extracts from telephone conversations and complete the table.

Extract	Cause of delay	New delivery date
1		
2		
3		
4		

Real-life output task

1. Listen to the extracts and complete the table.

Extract	Cause of delay	New delivery date
1		
2		
3		
4		

Real-life output tasks on every page to activate and personalize the target language

01-02 Video

Before you watch

Work with a partner. Take turns asking and answering the questions.

1. What would you need to know to be a successful logistics professional?

2. Do you think it's important to have a good understanding of logistics?

While you watch

1. Watch the video and answer the questions.

2. What are the two main ways that logistics companies are growing?

3. What are the two main ways that logistics companies are growing?

After you watch

Work with a partner. Take turns to compare your understanding of logistics with the video.

1. Talk about the video and answer the questions.

2. Do you think it's important to have a good understanding of logistics?

4 Videos involving interviews with real-life logistics professionals

Comprehension activities to check understanding

Vocabulary and pronunciation activities to allow a focus on aspects of fluency

Follow-on discussion questions to motivate and enable personalization

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About the course

The *In Company 3.0 English for Specific Purposes* series offers an in-depth look at specialized English for a variety of business areas. The material is relevant to people working in the particular area of specialization in any industry. Students learn how English is used in their specific professional context through realistic audio and texts as well as through videos of interviews with real business people who work in the specific business area. There is plenty of opportunity for students to use this language and draw upon their own experiences through discussions and roleplays. Each title complements the *In Company 3.0* syllabus and can be used with the *In Company 3.0* coursebooks or on its own for specialized/focused practice of functional language and skills. This all makes the *In Company 3.0 English for Specific Purposes* series the ideal choice for people who want to take their business English to the next level.



About the authors

John Allison

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
01 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 <i>Will</i> for decisions and promises
Video	Interviews with logistics professionals talking about warehouses and orders with exercises			
Review	Revision 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
04 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	Interviews with logistics professionals talking about scheduling delivery and picking, packing and inventory with exercises			
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 exercises			
Review	Revision exercises for Units 5 and 6			
07 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 complaints with exercises			
Review	Revision exercises for Units 7 and 8			