

Shipping products

COMMUNICATION

LEVEL
Intermediate

NUMBER
BS_2526X_EN

LANGUAGE
English

lingoda





Goals

- Can describe the shipping of products.
- Can correctly structure words and phrases relating to types of delivery.







Preview and warm-up

In this lesson, you will learn vocabulary related to **shipping goods** and **products**. You will also talk about different **types of delivery**.



Goods are **shipped** to other countries every day.

goods

These refer to products **we buy and consume**, such as food, clothing, medication, toys or other objects. Goods are different from services!



The cost of **goods** in my country has increased.

to ship

to be shipped

When we **ship** something, we **send it** to a place far away. Usually these are larger items.



Western countries often **ship** their waste to other countries.



Brainstorm

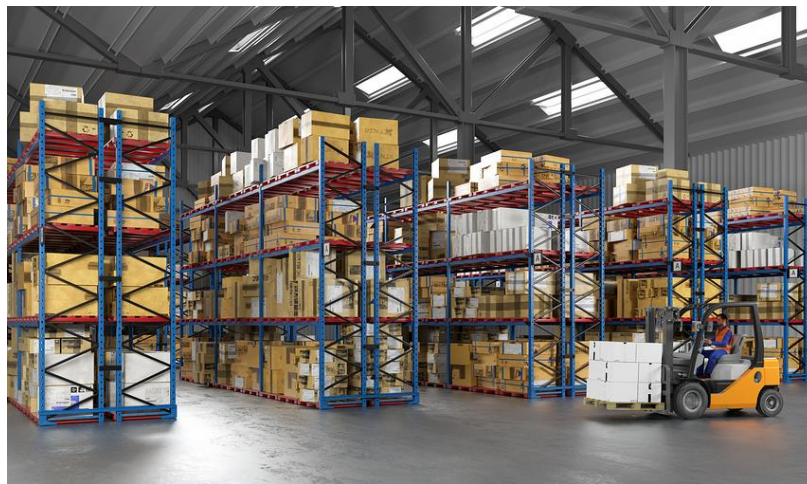


Look around you.

What type of goods can you see?

warehouse

A **warehouse** is a big building that keeps goods inside until they are distributed.



The company keeps their unsold TVs in a **warehouse**.

to store

to leave

Before goods are sold, we **store** them in a warehouse. When an order is made, they then **leave** the warehouse and are sent to the consumer.



This warehouse **stores** 1,000s of items. Over 100 items **leave** the warehouse every day.

to transport

When we **transport** goods, we **move** them from one place to another.



We need a company to **transport** our electronics to France.



New words

by land

Moving goods **by land**
is good for short
distances.



by air



by sea

Large quantities of
goods can be shipped
by sea.



freight

cargo

Both *freight* and *cargo* refer to a group of goods while it is being transported in large amounts.



A train can carry both **freight** and passengers.



This ship is carrying a lot of **cargo**.



Match the text with the correct image

1. freight

2. warehouse

3. ship

4. train

5. airplane

6. goods

A



C



E



B



D



F





Brainstorm

Let's brainstorm together.
What goods do you think are better transported by...

...air?

...sea?

...land?



Categorise

Can you guess how these goods are commonly transported?

oil



cars



flowers



metals



computers



wheat



clothes



coal



sea

air

land



Discuss

How does the environment
affect which method of delivery
you choose?



to go through customs

Before goods enter a country, **customs** have to make sure the goods are **safe and legal** to be sold.



Goods must **go through customs** before they can be sold in a different country.

to pick up a package

You **pick up a package** when you finally **receive it**. You often have to go to a specific place to do this.



I must go to the local post office to **pick up** my package.

to be on time

A shipment is **on time** when the package is delivered **on the expected date**.



I'm so happy the shipment is **on time**! I can't wait to start reading my new books.

to be delayed

If a shipment is **delayed**, it will arrive **later than expected**.



This e-mail says the shipment **has been delayed** for two weeks.



You have received this e-mail. Read it out loud.

Dear customer,

We regret to tell you that we cannot send the wedding shoes you ordered from our website. Due to an unusual snow storm, your shipment has been delayed.

Please tell us if you would like to cancel your order, receive a refund or wait for your order to arrive later. We apologise for the inconvenience.

Thank you,
Your favourite company



Now, decide: true or false?

	TRUE	FALSE
1. The shipment is on time.	<input type="checkbox"/>	<input type="checkbox"/>
2. The shipment has been delayed due to bad weather.	<input type="checkbox"/>	<input type="checkbox"/>
3. The customer ordered wedding shoes.	<input type="checkbox"/>	<input type="checkbox"/>
4. The customer ordered their shoes at a local shop.	<input type="checkbox"/>	<input type="checkbox"/>
5. The only choice the customer has is cancelling their order.	<input type="checkbox"/>	<input type="checkbox"/>
6. The company refuses to apologise for something that wasn't their fault.	<input type="checkbox"/>	<input type="checkbox"/>



Discuss

Use the prompts below to find out about your classmates' experience with goods and shipments. Be sure to find out as much information as possible.



Have you ever...?

...bought something online?

...had a delayed package?

...been to a warehouse?

...asked for a refund?

...had problems with goods at customs?

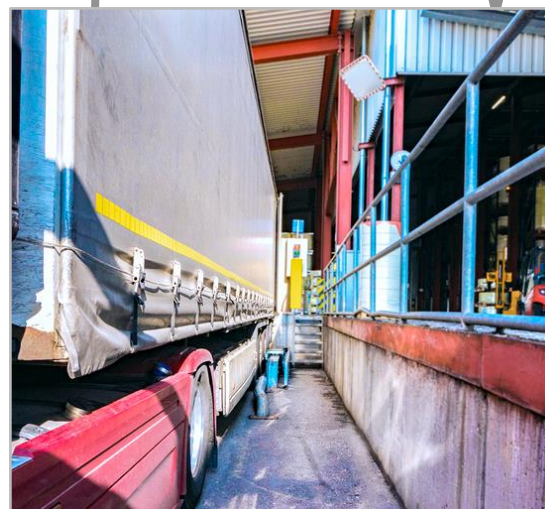
... paid extra for a faster shipment?



Imagine you...

...work for a shipping company and receive a call from an angry customer who has a lost shipment. Act out the situation, one student as the employee and the other as the customer.

- Be sure to explain the stages of the shipment process.
- Provide the customer with as much information as possible





Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise 1, p.13

1. D
2. A
3. F
4. E
5. B
6. C

Exercise 2, p.15

1. Sea: oil, metals, wheat
2. Air: computers, flowers, clothes
3. Land: coal, cars

Exercise 3, p.22

1. F
2. T
3. T
4. F
5. F
6. F





Writing

Create short sentences using these words.

cargo

warehouse

to transport

to ship

delayed

customs





You have ordered something online and you haven't gotten yet yet. Your package is delayed. Write the company and ask what's wrong. Rule: you must use the words "customs", "delivery" and "pick up"!

To:

Subject:

Dear,



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