

Карагандинский университет Казпотребсоюза

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ЭЛЕКТРОННЫЙ УЧЕБНИК

**Деловой и профессиональный английский язык
для студентов образовательной программы «Логистика»**



Введение

Электронный учебник построен по модульному принципу и позволяет выстраивать индивидуальную траекторию обучения. Вы можете изучать темы последовательно или выбирать их в зависимости от учебных целей, уровня подготовки или профессиональных интересов.

Работу с каждым уроком рекомендуется начинать с выбора темы и ознакомления с разделом Active Vocabulary, где представлена ключевая лексика по теме с определениями и примерами употребления на английском языке. Такой формат способствует формированию языковой догадки и развитию навыков профессионального мышления на иностранном языке. При необходимости перевода вы можете воспользоваться дополнительным онлайн-ресурсом – курсом, созданным на платформе Quizlet:

<https://quizlet.com/join/HuUZW7JE4?i=2r8bug&x=1bqt>

После первичного знакомства со словами важно закрепить их с помощью упражнений, направленных на запоминание и активизацию лексики в различных контекстах.

Далее следует работа с основным текстом урока, который позволяет увидеть профессиональную лексику в реальной коммуникативной ситуации и глубже понять содержание темы. После чтения рекомендуется выполнить все предложенные задания, направленные на развитие разных видов речевой деятельности.

Завершающим этапом является выполнение теста, размещенного после каждого урока. Он позволяет осуществить самоконтроль, оценить уровень усвоения материала и при необходимости вернуться к повторному изучению отдельных разделов.

Регулярная и последовательная работа с учебником способствует формированию устойчивых навыков профессионального общения на английском языке и подготовке к реальным коммуникативным ситуациям в сфере логистики.

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MODULE 1: FUNDAMENTALS OF LOGISTICS AND CAREER

UNIT 1. WHAT IS LOGISTICS?

LEAD-IN

Look at the pictures below (1-4).

Discuss: What do you see in each picture? How are these things connected to logistics?

Use the toolbox to help you.

Toolbox: phrases to use	
This picture shows...	This is related to logistics because...
There is/are...	In logistics, we use...
Maybe/Perhaps it's...	This helps to...
It looks like...	I agree with...
It could be.../It must be...	I disagree because...
It can't be .../It might be...	That's a good point!



1



2



3



4

Active vocabulary

1. **container** (n) – a large metal box for transport: *Cranes load containers onto ships.*
2. **customer** (n) – a person or company that buys goods: *Logistics ensures customers get orders on time.*
3. **delivery** (n) – bringing goods to a specific place: *Last-mile delivery takes products to customers' doors.*

4. **distribute** (v) – to deliver goods to different places: *We distribute products to 10 countries.*
5. **goods** (n) – physical products (e.g., clothes, food): *Trucks transport goods to supermarkets.*
6. **maintenance** (n) – keeping equipment in good condition: *The factory's maintenance team repairs machines.*
7. **procurement** (n) – the process of buying supplies: *Procurement logistics deals with purchasing.*
8. **provide** (v) – to give someone something they need: *Logistics provides customers with goods at the right time.*
9. **purchasing** (n) – buying goods or materials: *Purchasing raw materials is part of procurement logistics.*
10. **quality** (n) – how good or bad something is: *Suppliers must ensure high quality of parts.*
11. **replacement** (n) – a substitute for something broken/lost: *Reverse logistics handles replacements for damaged items.*
12. **the right place** – the correct location: *Goods must be in the right place for sale.*
13. **the right time** – not too early or late: *Deliveries must arrive at the right time.*
14. **services** (n) – work done for others (e.g., delivery, repairs): *DHL offers logistics services worldwide.*
15. **storage** (n) – keeping goods in a warehouse until needed: *Warehouse logistics manages storage of products.*
16. **supplier** (n) – a company that provides goods: *Our supplier sends raw materials every week.*
17. **supply** (n/v) – goods available for use / to give goods: *A good supply chain avoids shortages.*
18. **support** (v/n) – to help or maintain something: *Production logistics supports staff with tools.*
19. **transport** (v) – to move goods from one place to another: *Ships transport containers across oceans.*
20. **warehousing** (n) – storing goods in a warehouse: *Warehousing helps manage inventory.*

PART A.

○ Pre-reading task

Task 1. Match each term (1-10) with its correct definition (a-j).

- | | |
|-----------------|---|
| 1. container | a) An item substituted for a damaged or lost product |
| 2. customer | b) Moving items from one location to another |
| 3. procurement | c) A company that provides materials to businesses |
| 4. quality | d) Holding goods in a secure location until needed |
| 5. replacement | e) Work performed for others (e.g., repairs, deliveries) |
| 6. services | f) The process of obtaining raw materials or equipment |
| 7. storage | g) The standard of how good or bad something is |
| 8. supplier | h) A person or organisation that purchases products |
| 9. transport | i) A large metal box for carrying goods by ship, lorry or train |
| 10. warehousing | j) The organised management of goods in a warehouse |

Task 2. Complete each sentence with one word from the list below:

goods	delivery	support	distribute	provide
supply	the right time	the right place	purchasing	maintenance

1. Logistics companies must _____ products to shops and customers efficiently.
2. Fresh food requires fast _____ to ensure it arrives in perfect condition.
3. Our warehouse stores electronic _____ like smartphones and laptops.
4. Regular _____ of trucks prevents breakdowns on long journeys.
5. Suppliers _____ raw materials to factories for production.
6. The _____ department negotiates prices with companies selling materials.
7. A good logistics system _____ the correct tools for warehouse staff.
8. To avoid delays, shipments must arrive at _____.

9. GPS technology helps drivers find _____ for unloading.
10. A stable _____ of packaging materials is vital for production.

Task 3. Before reading the text, mark the statements below as T (True) or F (False). Then read the text and check your answers.

1. Logistics was first used by ancient Greek armies to transport food.
2. “Procurement logistics” involves selling finished goods to customers.
3. “Reverse logistics” manages the delivery of new products to shops.
4. Goods stored in warehouses must always be sold the next day.
5. A “supplier” is a company that buys products from factories.

WHAT IS LOGISTICS?

Logistics is the science of planning and controlling the flow of goods, services, and information. The term comes from the ancient Greek word *logistikos* (meaning *skilled in calculating*), but modern logistics became important during wartime, when armies needed to transport and store food, weapons, and reinforcements efficiently.

Different experts define logistics as:

1. “Providing the right goods, in the right quantity, at the right time and in the right place.”
2. “Managing storage, distribution, and delivery to support customers.”
3. “The process of purchasing, transporting, and warehousing supplies.”

There are five main branches of logistics: **procurement logistics, production logistics, distribution logistics, warehouse logistics, and reverse logistics.**

Procurement logistics focuses on purchasing raw materials from suppliers and ensuring quality and timely delivery for production.

Production logistics manages goods inside factories (e.g., moving containers between departments) and supports staff with tools and maintenance.

Distribution logistics delivers finished products to shops or customers. It uses lorries, ships, or planes for transportation.

Warehouse logistics organises storage in warehouse facilities and tracks inventory to avoid shortages.

Reverse logistics deals with returns, repairs, and replacements of products.

Today, logistics is essential for every business around the world. Without it shops would run out of goods, online deliveries would take weeks, factories would stop due to missing supplies. Good logistics provides customers with what they need, at the right time and in the right place - from food in supermarkets to medical supplies in hospitals. Companies like Amazon and IKEA succeed because they master warehousing, transportation, and distribution. As global trade grows, logistics becomes even more important. It connects suppliers, factories, and customers into one fast-moving chain.

Whether it's a container on a ship or a replacement part for your phone - logistics makes it happen.

Post-reading task

Task 1. Answer the questions using the text.

1. What is logistics as a science?
2. What ancient word does “logistics” come from, and what did it mean?
3. How many branches of logistics are there?
4. What is “distribution logistics” responsible for?
5. Why is logistics important for businesses and customers?

Task 2. Match each problem to the correct branch of logistics. Suggest your own solution (1-2 sentences) using active vocabulary.

Situation: A delivery company has 3 problems. Read and suggest solutions using the text and glossary.

Problems:

1. Warehouse overcrowding: too many goods, not enough space.
 - *Which branch of logistics solves this?*
2. Late deliveries to customers: 30% of orders arrive late.
 - *Which branch is responsible?*
3. Broken products: Customers return 15% of items due to damage.
 - *Which branch handles this?*

PART B.

Toolbox: logistics service providers

Carrier - owns vehicles/ships to *transport* goods

Freight forwarder - *arranges* transport (books space, handles documents)

Haulier (UK) / Trucking company (US) - *carries* goods by road only

3 PL (third-party-logistics) - *provides* logistics services for other businesses, such as *transport, warehousing, inventory management*, and sometimes *customs clearance*.

Grammar Spot: Present Simple

- **Facts and general truths** - Logistics *is* vital for global trade.
- **Regular actions** - Hauliers *transport* goods daily.
- **Company activities** - We *provide* storage solutions.

Sentence structure		
Type	Formula	Example
Affirmative	Subject + V1 (-s/-es for he/she/it)	“DHL <i>offers</i> 3PL services.”
Negative	Subject + don't/doesn't + V1	“This carrier <i>doesn't handle</i> perishable goods.”
Question	Do/Does + subject + V1?	“ <i>Do</i> freight forwarders <i>work</i> with air carriers?”
Spelling rules for -s/-es:		
-es after <i>-ch</i> , <i>-sh</i> , <i>-ss</i> , <i>-x</i> : “A 3PL <i>manages</i> warehouses.” -ies for consonant + <i>-y</i> : “A haulier <i>carries</i> heavy loads.”		

Task 1. Read the descriptions and match them to the appropriate logistics service providers.

1. We offer complete logistics solutions, including warehousing, transportation, and inventory management. _____
2. Our fleet of 200 lorries delivers construction materials throughout Germany.

3. We operate a fleet of 50 cargo planes serving over 100 countries. _____
4. We compare prices from 10 airlines to offer the most cost-effective shipping for your goods. _____

Task 2. Read the sentences below and correct the mistakes.

1. DHL is a carrier that doesn't operate its own vehicles.
2. A 3PL company only provides customs clearance services.
3. Maersk is a freight forwarder that owns the world's largest container ships.
4. A haulier like XPO Logistics transports goods by air and road.
5. A carrier always needs a freight forwarder to organise transport.

Toolbox: Business Phrases - Talking about your company

Introducing yourself

- Good morning. My name is...
- I work as a logistics manager at...
- I'm responsible for...
- I've been with the company for two years.

Introducing your company

- Let me tell you about our company.
- We are a freight forwarder / 3PL provider / carrier / haulier based in...
- Our main clients are in the automotive / retail / construction sector.
- We offer a full range of logistics services.
- We specialise in transport, distribution, and inventory management.
- We handle procurement and customs clearance for many clients.
- We manage shipments by sea, air, and road.

Asking and answering questions

- What kind of services do you provide?
- Do you also offer warehousing or customs support?
- Yes, we organise customs clearance with the help of our partners.
- No, but we work with reliable service providers for that.

Ending a conversation or presentation

- Thank you for visiting us.
- If you have any questions, I'd be happy to answer them.
- It was a pleasure meeting you.

Task 3. Work in pairs. Make a short dialogue between a logistics company representative and a visiting customer.

Use the following elements:

- mention 1 type of logistics company (e.g., carrier, freight forwarder, 3PL, haulier);
- include at least 3 phrases from Toolbox with business phrases;
- use at least 2 words from the active vocabulary (e.g., procurement, warehousing, inventory, distribution, customs clearance).

Try to sound professional but simple and clear.

Example:

A: Good morning. I'm Martin from FleetLine Transport. We're a haulier based in Manchester.

B: Nice to meet you. Do you only deliver goods by road?

A: Yes, we specialise in road freight across the UK and Europe. We also support clients with distribution and inventory tracking.

B: Sounds great. Thank you for the information.

Task 4. Prepare a short presentation about your (real or imaginary) logistics company. Use the structure below and speak for about one minute.

1) Company name and type

Example: "We are FastLine, a 3PL provider based in Leeds."

2) Your role (use Present Simple from Grammar Spot)

Example: "I coordinate shipments and manage distribution."

3) Two key services (use verbs like transport, arrange, supply)

Example: "We transport goods by road and arrange international deliveries."

4) Invitation to cooperate

Example: "We'd be happy to work with new clients."

UNIT 2. JOBS IN LOGISTICS

LEAD-IN

Match each job title (1–5) with the correct responsibility (a–e). Use the definitions to understand the typical duties of professionals working in logistics.

Jobs	Responsibilities
1. Freight forwarder	a) Submits customs and tax documentation for international shipments.
2. Customs broker	b) Negotiates with suppliers to purchase materials such as steel and plastic.
3. Warehouse operator	c) Arranges transport by booking space on cargo vessels and aircraft.

- | | |
|--------------------------|---|
| 4. Procurement officer | d) Adjusts delivery schedules and routes when delays or issues occur. |
| 5. Logistics Coordinator | e) Manages stock by scanning items and monitoring inventory levels. |

Active vocabulary

1. **book** (v) – to arrange and confirm transport/space: *Forwarders book cargo space on ships.*
2. **consolidate** (v) – to combine smaller shipments: *We consolidate orders to reduce costs.*
3. **customs broker** (n) – a licensed professional who controls imports and exports: *The broker ensures taxes are paid correctly.*
4. **deal with** (v) – to handle a task/problem: *Brokers deal with customs paperwork daily.*
5. **ensure** (v) – to make certain something happens: *We ensure all shipments arrive on time.*
6. **freight forwarder** (n) – a professional who arranges transport: *As a freight forwarder, she books air shipments.*
7. **handle** (v) – to manage a task: *We handle 100+ orders daily.*
8. **include** (v) – to contain as part of a whole: *His duties include booking transport and tracking orders.*
9. **instruct** (v) – to give directions: *Managers instruct staff on safety rules.*
10. **keep an eye on** (v) – to monitor carefully: *Supervisors keep an eye on inventory levels.*
11. **logistics coordinator** (n) – a professional who plans supply chains: *The coordinator schedules truck routes.*
12. **Maintain** (v) – to keep something in good condition: *Operators must maintain forklifts regularly.*
13. **oversee** (v) – to supervise broadly: *She oversees all European operations.*
14. **procurement officer** (n) – a professional who buys materials: *Our procurement officer negotiates with suppliers.*
15. **provide** (v) – to supply something needed: *3PLs provide storage and distribution services.*
16. **be responsible for** (phr) – to have a duty to manage: *A coordinator is responsible for scheduling deliveries.*
17. **be in charge of** (phr) – to control a process/team: *She is in charge of the warehouse team.*
18. **streamline** (v) – to make efficient: *The app streamlined documentation processes.*

19. **supervise** (v) – to watch over a process: *He supervises the loading of trucks.*

20. **warehouse operator** (n) – a professional who manages storage: *Operators scan and move goods in the warehouse.*

PART A.



Task 1. Match each term (1-10) with its correct definition (a-j).

- | | |
|-------------------|--|
| 1. book | a. to watch or monitor carefully |
| 2. consolidate | b. to make certain something happens |
| 3. deal with | c. to control or supervise a process or team |
| 4. ensure | d. to combine smaller shipments into one larger one |
| 5. handle | e. to arrange and confirm a space for transport |
| 6. include | f. to manage or be responsible for a task or process |
| 7. instruct | g. to solve or manage a task or problem |
| 8. keep an eye on | h. to give directions or explain how to do something |
| 9. maintain | i. to contain something as part of a whole |
| 10. oversee | j. to keep something in good condition |

Task 2. Use the correct word from the box to complete each sentence. Use each word once.

be responsible for	be in charge of	streamline	supervise
logistics coordinator	freight forwarder	provide	customs broker
procurement officer	warehouse operator		

1. A _____ must ensure all documents for import and export are correct.
2. Our _____ negotiates prices with suppliers of packaging materials.
3. I _____ managing the warehouse team and checking inventory.
4. The new software helped us _____ the delivery process.
5. A _____ arranges transport and books cargo space.
6. She is _____ all deliveries in the northern region.
7. We _____ storage, transport, and customs clearance services.
8. A _____ works in the warehouse, moving goods and preparing shipments.
9. The _____ plans truck routes and monitors delivery schedules.
10. Supervisors _____ the loading and unloading of goods.

Task 3. Work with a partner. Discuss the questions below. Use verbs from the vocabulary list (e.g., *book*, *declare*, *supervise*). You have 5 minutes.

1. What tasks do you think a freight forwarder does every day?
2. What problems might they face in their job?

Freight Forwarder – Useful Verbs

 book	– to arrange space on a ship or plane
 declare	– to report goods to customs
 handle	– to manage or take care of something
 fill in	– to complete forms or documents
 keep an eye on	– to watch something carefully
 deal with	– to solve problems or talk to clients
 coordinate	– to plan deliveries and work with others
 check	– to look at documents or goods
 schedule	– to plan time for a delivery
 supervise	– to watch people or processes and give instructions

Task 4. Read the text and check your ideas in 3.

A DAY IN THE LIFE OF A FREIGHT FORWARDER

Freight forwarders play a vital role in international trade. They arrange transportation of goods by air, sea, or road and ensure that supply chains run smoothly. Their daily work includes planning, communication, and solving problems under time pressure.

A typical day begins with booking cargo space with shipping lines or airlines. Forwarders must often consolidate smaller shipments to reduce costs and improve efficiency. In addition to transport arrangements, freight forwarders have to handle export documents, such as bills of lading and customs declarations. Accuracy is essential to ensure compliance with legal requirements.

Throughout the day, they must keep an eye on tracking systems to monitor movement of goods. If a shipment is delayed due to weather conditions or a strike, the forwarder needs to deal with the problem quickly. In such situations, communication is a key. Forwarders provide updates to clients and instruct warehouse teams about urgent deliveries. As part of their duties, they are often responsible for informing customers about changes to schedules.

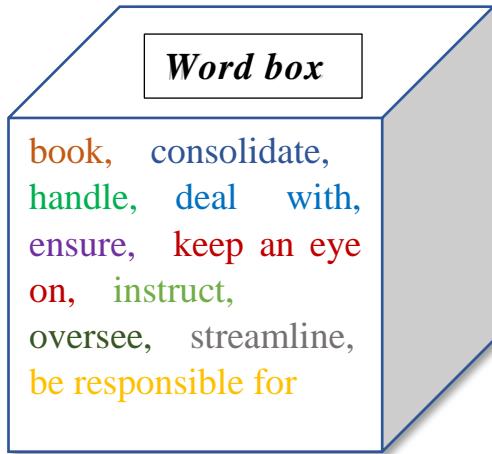
Before finishing their day, many forwarders review the next day's shipments and look for ways to streamline operations. They may suggest improvements or adjust routes to avoid future delays. Freight forwarding is a demanding profession. Forwarders must be able to oversee multiple tasks, from booking transport to ensuring legal compliance. Without their work global trade could not function efficiently.

Post-reading task

Task 1. Read the statements below. Decide if they are True or False according to the text. Correct the false ones. Go back to the text and underline the part that supports your answer.

1. Freight forwarders only transport goods by road.
2. They often consolidate small shipments to save money.
3. Forwarders don't need to prepare any documents.
4. They monitor shipments and solve problems like delays.
5. Freight forwarders must communicate with clients and warehouse staff.
6. At the end of the day, they review the news and weather forecast.
7. They help global trade work efficiently.

Task 2. Complete the sentences with words from the box. Use the correct form. The words are all from the text.



1. Forwarders often _____ space on cargo ships.
2. They _____ smaller shipments to reduce transport costs.
3. It is important to _____ customs forms correctly.
4. If there's a delay, they must _____ it quickly.
5. Freight forwarders _____ that shipments follow legal rules.
6. They _____ tracking systems to monitor goods.
7. They _____ warehouse staff about urgent deliveries.
8. Some forwarders _____ several delivery teams.
9. Before leaving, they try to _____ the process for tomorrow.
10. A forwarder may _____ informing clients about delivery changes.

Task 3. List five actions a freight forwarder does in a typical working day.

Use verbs from the text.

Example: A freight forwarder books cargo space with shipping lines.

Part B

Grammatical Spot: Modal verbs in logistics

We use **modal verbs** to talk about what people **can**, **must**, **should** or **may** do in their work.

⚠️ Modal verbs are followed by the base form of the verb (**without “to”**).

✓ *She can manage the team.*

✗ *She can to manage the team.*

Modal	Use	Example
can	ability or possibility	<i>Forwarders can book space online.</i>

must	strong obligation or rule	<i>You must check all documents carefully.</i>
should	advice	<i>You should inform the client immediately.</i>
may / might	possibility (present or future)	<i>The shipment may arrive late due to weather. / It might be delayed at customs.</i>
have to	external obligation	<i>They have to follow customs regulations.</i>

Form

Positive: *You must sign this document.*

Negative: *You shouldn't forget to confirm the booking.*

Question: *Can they supervise two teams?*

Task 1. Go back to the text “A Day in the life of a freight forwarder”.

Find and write down **five sentences** with **modal verbs**.

For each sentence:

- Underline the modal verb.
- Say what it expresses: ability, obligation, advice, or possibility.

Task 2. Complete each sentence with a suitable modal verb: can, must, have to, should, may, might

1. A customs broker _____ check documents carefully to avoid legal issues.
 2. The procurement officer _____ negotiate better prices with the new supplier.
 3. We _____ consolidate smaller shipments to reduce transport costs.
 4. A warehouse operator _____ maintain equipment regularly.
 5. You _____ instruct the team about safety procedures before loading.
 6. The delivery _____ be delayed because of a traffic jam.
 7. Logistics coordinators _____ book transport early during peak season.
 8. Drivers _____ not exceed weight limits on certain roads.
 9. If goods are urgent, the forwarder _____ arrange air freight.
 10. You _____ deal with inventory reports by the end of the day.
- Challenge: In pairs, choose 2 sentences and rewrite them in the past (e.g., had to, could, might have).*

Task 3. Write 5 rules for a warehouse manager using *must, should, can* and verbs from the Active Vocabulary list.

Example: A warehouse manager *can optimize* storage space to save costs.

Toolbox: Business Skill - Writing a CV and Cover Letter

In logistics, clear and professional communication is essential - especially when applying for a job.

Useful Action Verbs for Your CV and Cover Letter

Use strong verbs to describe your duties and achievements:

- coordinate shipments
- oversee deliveries
- streamline warehouse processes
- handle customs paperwork
- book cargo space
- provide inventory reports
- instruct warehouse teams
- deal with urgent transport issues

Example: I oversee daily warehouse operations and coordinate regional deliveries.

Cover Letter Phrases

Use these formal phrases to present yourself professionally:

- I am writing to apply for the position of...
- I have two years of experience as a freight forwarder.
- My responsibilities include booking transport and handling customs forms.
- I believe I can contribute to your logistics team.
- Thank you for considering my application.

Task 4. Complete the short a) CV and b) Cover Letter below with information about you (real or imaginary) for the job posting: "Logistics Coordinator needed. Duties: arrange transport, monitor delays, communicate with clients."

a) CV

Name: _____

Contact info: _____

Education: _____

Work experience: _____

Skills: _____

b) Cover Letter

Use 3–4 sentences to introduce yourself, describe your job and responsibilities, and explain why you are a good fit for the position.

Example:

Dear Sir or Madam,

I am writing to apply for the position of Logistics Coordinator. I currently work for EastGate Freight, where I coordinate road shipments and handle inventory reporting. I believe I can contribute to your operations with my experience and problem-solving skills.

Kind regards,

Aliya N.

 **Task 5. Prepare a short talk (about 1 minute) about your current or future job in logistics. You can use real experience or create a fictional profile. Use the plan below to help you:**

1. Job title and company
2. Key responsibilities (use action verbs)
3. Skills you need (use modal verbs)
4. One problem you often deal with
5. Why do you like this job / why did you choose it?

UNIT 3. WAREHOUSING

LEAD-IN

Toolbox: phrases to use

In this picture, I can see...

There is / There are...

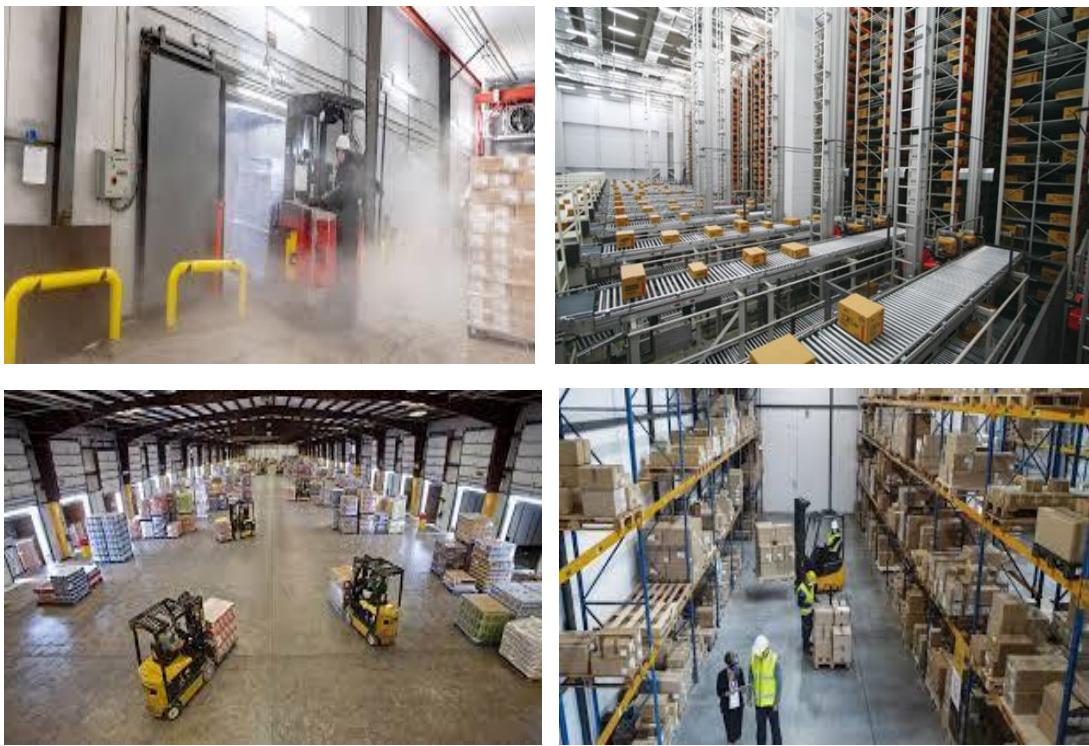
It looks like a...

This warehouse seems to be used for...

I think it's a (cold storage / automated / bonded/ cross-docking) warehouse.

Task 1. Look at the pictures. Then answer the questions below.

1. What can you see in each picture?
2. How are these warehouses different from each other?
3. What type of goods might be stored in each warehouse?



**Task 2. Work in pairs or small groups. Discuss the following questions.
Be ready to share your ideas with the class.**

1. What is a warehouse? What is it used for?
2. What types of warehouses do you know?
3. Have you ever visited a warehouse? If so, what did it look like?
4. Why is warehousing important in logistics?
5. What areas or zones might you find in a warehouse?

Active vocabulary

1. **back-up storage (n)** – additional space for extra inventory:
“Use back-up storage during holiday seasons.”
2. **bonded warehouse (n)** – a place where imported goods are kept until the importer pays the tax to customs: *“Electronics are held in a bonded warehouse until clearance.”*
3. **cold storage warehouse (n)** – keeps perishable goods at low temperatures:
“Ice cream requires a cold storage warehouse.”
4. **collation (n)** – sorting items into the correct order for shipping:
“Collation ensures all order parts are grouped together.”
5. **cross-docking warehouse (n)** – a place where goods are quickly moved from the truck that brings them in to the truck that takes them out, without being stored: *“Cross-docking reduces storage time to under 24 hours.”*
6. **dispatch (v/n)** – to send goods to customers / the process of sending:
“We dispatch 500 orders daily from this center.”

7. **distribution center (n)** – a large building where goods are received, sorted and sent to shops or customers: “*Amazon’s distribution centers operate 24/7.*”
8. **fork-lift truck (n)** – vehicle for lifting and moving heavy pallets: “*Only certified staff can drive a fork-lift truck.*”
9. **hand pallet-truck (n)** – manual tool to move pallets short distances: “*Load the boxes onto a hand pallet-truck for transport.*”
10. **label (v/n)** – to attach shipping information / the sticker: “*Always label hazardous goods clearly.*”
11. **marshalling (n)** – organizing goods before loading onto trucks: “*Efficient marshalling speeds up the loading process.*”
12. **packaging zone (n)** – area where items are packed for shipment: “*The packaging zone has bubble wrap and tape stations.*”
13. **perishable goods (n)** – things like fruit, vegetables, meat or dairy products that must be kept cold and used quickly because they spoil fast: “*Milk and fresh fruit are perishable goods – they must be stored in cold places.*”
14. **pick (v)** – to select items from shelves for orders: “*Workers pick 30 items per hour on average.*”
15. **picking area (n)** – the part of a warehouse where workers collect items for customer orders: “*The picking area has tall shelves with barcode scanners.*”
16. **receiving area (n)** – place where delivered goods are unloaded and checked: “*Inspect all shipments in the receiving area!*”
17. **roll-cage pallet (n)** – wheeled metal cage for transporting goods: “*Stack totes securely in the roll-cage pallet.*”
18. **storage zone (n)** – the area in a warehouse where goods are kept before they are needed or sent out: “*In the storage zone, goods are placed on big shelves and stay there until they are needed.*”
19. **tote bin (n)** – small container for storing or moving small items: “*Put the screws in a tote bin so they don’t fall or get lost.*”
20. **track (v)** – to monitor the location of goods in real-time: “*Customers can track their orders via our app.*”

Part A.

Ø Pre-reading task

Task 1. Match the words below (1–10) with their definitions (A–J).

- | | |
|---------------------|---|
| 1. back-up storage | A. a process of sorting and grouping items for shipping |
| 2. bonded warehouse | B. a vehicle used to lift and move heavy pallets |

- | | |
|----------------------------|---|
| 3. cold storage warehouse | C. sending goods to customers |
| 4. collation | D. a place where goods are kept temporarily until tax is paid |
| 5. cross-docking warehouse | E. a warehouse used for fast transfer of goods without storage |
| 6. dispatch | F. arranging goods before loading them onto trucks |
| 7. distribution centre | G. an extra area used when space is limited |
| 8. fork-lift truck | H. a tool for manually moving pallets |
| 9. hand pallet-truck | I. a warehouse that stores perishable goods at low temperatures |
| 10. marshalling | J. a large facility used for receiving, sorting, and shipping goods |

Task 2. Complete the sentences with the words below. If you need, change the form.

label	packaging zone	perishable goods	pick	picking area
receiving area	roll-cage pallet	storage zone	tote bin	track

1. The _____ is where items are wrapped and prepared for delivery.
2. _____ like milk and fish must be kept cold to prevent spoilage.
3. Workers _____ products from shelves to complete customer orders.
4. In the _____, staff use barcode scanners to locate items.
5. A _____ is used to transport small items like bolts or screws.
6. The _____ holds large containers on wheels to move picked items.
7. All goods are unloaded and inspected in the _____.
8. Before shipping, staff _____ each box with key information.
9. You can _____ your parcel's location online in real time.

10. Goods are placed on high racks in the _____ until they are needed.

Task 3. Discuss the following questions with your partner. Be ready to share your ideas with the class.

- a) What types of warehouses do you know? What are they used for?
- b) What equipment do workers use in a warehouse?
- c) What problems can happen when storing or sending goods?
- d) Why is it important to organise zones inside a warehouse (e.g., receiving area, picking area, packaging zone)?
- e) Which modern technologies can help make warehousing more efficient?

Task 4. Read the text and find the following information:

- a) four types of warehouses mentioned in the text
- b) at least five warehouse zones described in the text
- c) three pieces of equipment used in the warehouse
- d) two problems or challenges modern warehousing faces
- e) one example of a company that uses a distribution centre.

💡 **Tip:** You can make short notes or highlight key words as you read.

Modern Warehousing – Efficiency and Innovation

Warehousing is a key part of logistics. It helps to store, sort, and deliver goods quickly and correctly. Modern warehouses use smart systems to track inventory, handle orders fast, and take care of perishable goods. There are different types of warehouses, and each has a special role in the supply chain. To understand how modern warehousing works, let us look at the main types of warehouses and how they are organised inside. First, different types of warehouses are used for different purposes.

Distribution centres are large buildings that operate 24 hours a day to handle high volumes of goods. For example, companies like Amazon use such centres to receive goods, pick items, and send them out to customers quickly. These centres usually include several warehouse zones, such as the receiving area,

picking area, and dispatch area. To save space, goods are kept on high racks in the storage zone.

Other types of warehouses serve more specific needs. A cold storage warehouse keeps perishable goods like meat or ice cream at very low temperatures to stop them from spoiling.

A bonded warehouse is used to store imported goods until customs taxes are paid.

Another type, the cross-docking warehouse, is designed to move goods quickly from an incoming truck to an outgoing one, without long-term storage. In such warehouses, marshalling is an important process where goods are organised by destination before they are sent out. This helps save time and avoid mistakes.

Most warehouses have similar zones to help manage goods efficiently. The receiving area is the first stop - this is where goods are unloaded, checked for quality or damage, and labelled with important information.

Next, in the storage zone, goods are placed on shelves or racks. Workers use fork-lift trucks or hand pallet-trucks to move heavy items around the warehouse.

In the picking area, employees collect items from shelves to complete customer orders. They often use barcode scanners and transport small parts in tote bins or roll-cage pallets.

After picking, goods go to the packaging zone, where they are packed safely for delivery. This may include using bubble wrap, boxes, and tape to protect the products during transport.

Modern warehouses rely on technology to improve speed and accuracy. Tracking systems help monitor goods in real time, so both managers and customers know where an order is at every step. During busy times like holidays, back-up storage provides extra space to avoid delays.

However, warehousing also faces several challenges. Perishable goods must be kept at the right temperature at all times to prevent spoilage. In cross-docking operations, workers must use accurate collation to make sure all parts of the order are packed and sent together.

From distribution centres to cold storage warehouses, modern warehousing plays a vital role in global trade. Each zone and process – from receiving to dispatch – helps ensure the right goods reach the right place, at the right time. Whether by fork-lift truck or through a cross-docking system, efficient warehousing supports the smooth flow of goods across the world.

Post-reading task

**Task 1. Read the statements and decide if they are True (T) or False (F).
Correct the false ones.**

1. A bonded warehouse is used for cold goods like ice cream.
2. The receiving area is where goods are inspected and labelled.

3. Cross-docking warehouses store goods for several weeks.
4. Workers use barcode scanners in the packaging zone.
5. Distribution centres usually operate around the clock.

Task 2. Discuss with a partner:

- A. Which type of warehouse do you think is the most difficult to manage? Why?
- B. What zone in a warehouse do you think is the most important?
- C. What technologies can make warehousing faster or safer?
- D. Imagine you are starting a new warehouse – what three things will you focus on first?

Task 3. Write a short description (6–8 sentences) of a typical day in a warehouse.

Use at least **10 words** from the active vocabulary list.

Start like this:

“First, goods arrive at the receiving area, where they are checked and labelled. Then...”

Part B.

 **Grammar Spot:** There is/are (Warehouse descriptions)

 We often use “there is/are” to describe *facilities, equipment, and zones in a warehouse.*

There is + singular/uncountable:

There is a packaging zone near the dispatch area.

There is space in back-up storage.

There are + plural:

There are 10 fork-lift trucks in our warehouse.

There are no tote bins available today.

Task 1. Complete the sentences using *There is / There are* and the correct words from the box.

cold storage warehouse packaging zones	receiving area tote bins	fork-lift trucks
---	-----------------------------	------------------

1. _____ a large _____ at the entrance.
2. _____ several _____ near dispatch.
3. _____ a _____ for frozen goods.
4. _____ two _____ in use.

5. _____ many _____ in the picking area.

Task 2. Choose one of the pictures below. Describe the warehouse layout using *There is / There are*.



Toolbox: Business Skill – Business phone communication

1) Answering a business call

- Good morning, [Company name], [Your name] speaking. How can I help you?
- Hello, [Department name], [Your name] speaking.
- Logistics Department, good afternoon.
- This is the warehousing team. What can I do for you?

2) Introducing yourself and making requests

- Hello, this is [Name] from [Company]. I'm calling about our delivery schedule.
- I'd like to ask a few questions about your warehouse facilities.
- Could you tell me if there is a cold storage area available?
- Do you have a bonded warehouse on site?
- I'd like to confirm whether the picking area is automated.
- Is there back-up storage for seasonal goods?
- Can I check if roll-cage pallets are included in your service?
- I'd like to know where the receiving area is located.

3) Clarifying

- I'm sorry, could you repeat that, please?
- Would you mind spelling that for me?
- Could you clarify what you mean by "zoned"?
- Just to confirm – did you say dispatch area or packaging zone?
- Sorry, I didn't catch that.
- Let me just double-check I've understood you correctly.
- Right, so you're saying the delivery arrives at 2 p.m., is that correct?

4) Asking to speak to someone / leaving a message

- *Can* I speak to [Name] from the warehouse team, please?
- Is [Name] available at the moment?
- I'm afraid they're not in – would you like to leave a message?
- *Could* you ask them to call me back when they're free?

- May I leave my contact details?
- Can I call back later this afternoon?

5) Ending a call

- Thank you for your help. I'll follow up by email.
- That's everything I needed – thanks very much.
- I appreciate your time. Goodbye!
- Speak to you soon. Have a good day.
- Thanks again. Bye for now!

Task 3. Practise business call phrases and warehouse vocabulary.

A customer from a logistics company calls a distribution centre to check if certain warehouse services are available. Fill in the missing phrases using the expressions from the box.

I'm calling about	Have a good day	Good morning, Logistics Department
Sorry, could you repeat that	Is there	I'd like to know
Could you tell me	Just to confirm	Thank you for your help
I didn't quite catch that		

Staff: _____.

Customer: Hello, this is Martin Green from TransLine Ltd.
_____ your warehouse facilities.

Staff: Certainly. How can I help you?

Customer: _____ if there's a cold storage warehouse on site?

Staff: Yes, there is. It's used for perishable goods like dairy and meat.

Customer: Great. _____ if you use hand pallet-trucks in the picking area?

Staff: We do. They're used for smaller loads.

Customer: _____ – did you say “packing” or “picking” area?

Staff: Picking area. Where items are selected before dispatch.

Customer: _____ that – was it hand pallet-trucks or fork-lift trucks?

Staff: Hand pallet-trucks in this case.

Customer: All right. _____.

Staff: You're welcome. _____!

Task 4. Work in pairs. Take turns acting as the caller and warehouse staff. Choose one of the situations below and prepare a short dialogue.

💬 Use at least 5 formal phone phrases and 3 words from the vocabulary list (Part A).

Situation 1: Request cold storage

You're a supplier of frozen food. Call the warehouse to ask if they have a cold storage warehouse and space for 3 pallets. Clarify location of storage zone.

Situation 2: Equipment availability

You need to know whether the warehouse has roll-cage pallets and fork-lift trucks. Ask to speak to someone from the operations team if needed.

Situation 3: Clarify receiving process

You're sending goods. Call to check when deliveries are accepted and where the receiving area is. Ask them to repeat if unclear.

Situation 4: Request back-up storage

It's the holiday season and you need to store extra inventory. Ask if there is back-up storage and when it can be used. Leave a message if your contact is not available.

MODULE 2. OPERATIONAL LOGISTICS

UNIT 4. ORDERS AND INVENTORY MANAGEMENT

LEAD-IN

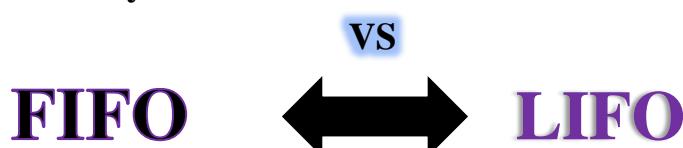
Task 1. Ask and discuss the following questions:

1. Why is it important to manage inventory in a warehouse?
2. What could happen if you don't check stock levels regularly?
3. Do you know what happens to expired or unsold goods?
4. How do you think companies decide which stock to send out first?
5. Have you ever heard of "FIFO" or "LIFO"?

What do you think these abbreviations mean?

Task 2. Discuss the difference between "FIFO" and "LIFO".

Which method do you think is better for food products? What about building materials? Why?



Remember:

FIFO = good for products with expiry dates.

LIFO = better for materials with long shelf life.

🔍 FIFO vs LIFO: What's the Difference?

Feature	FIFO (First In, First Out)	LIFO (Last In, First Out)
Definition	The oldest stock is used or sold first	The newest stock is used or sold first
Example	Milk cartons placed first on the shelf are sold first	Bricks delivered last are used first on a site

Best for	Perishable goods (e.g., food, medicine)	Non-perishable goods (e.g., construction materials)
Advantages	Reduces waste, ensures freshness	May reduce taxes in times of rising prices
Disadvantages	May increase accounting complexity	Older stock may become obsolete or expired
Used in	Supermarkets, pharmacies	Warehouses with stable, non-expiring inventory

Active vocabulary

1. **backorder (n)** – a delayed order: “*This product is currently on backorder.*”
2. **barcode (n)** – a machine-readable code for product identification: “*Scan the barcode before dispatch.*”
3. **batch (n)** – a group of items produced/shipped together: “*Each batch has a unique expiry date.*”
4. **cycle count (n)** – regular partial inventory check: “*We perform cycle counts weekly for accuracy.*”
5. **demand forecast (n)** – prediction of future product demand: “*Our demand forecast helps plan purchases.*”
6. **expiry date (n)** – last safe use/sell date: “*Check the expiry date before stocking.*”
7. **FIFO (First In, First Out) (n)** – oldest stock used/sold first: “*Perishable goods require FIFO rotation.*”
8. **inventory (n)** – complete list of goods in stock: “*The inventory shows 1,200 units available.*”
9. **lead time (n)** – time between order and delivery: “*The supplier's lead time is 10 days.*”
10. **LIFO (Last In, First Out) (n)** – newest stock used/sold first: “*LIFO is common for non-perishable items.*”
11. **overstock (n/v)** – excess inventory / to hold too much stock: “*Clear overstock items with discounts.*”
12. **purchase order (n)** – formal buyer's request to a supplier: “*Approve the purchase order for 500 units.*”
13. **reorder level (n)** – minimum stock level triggering new orders: “*When stock hits the reorder level, the system alerts us.*”
14. **shelf life (n)** – duration an item remains usable: “*Batteries have a 2-year shelf life.*”
15. **SKU (Stock Keeping Unit) (n)** – unique product identifier: “*Each SKU corresponds to one item variant.*”
16. **stock (n)** – goods available for sale/use: “*Our stock of masks is running low.*”

17. **stock control** (n) – process of managing inventory: “*Digital stock control reduces errors.*”
18. **stock rotation** (n) – moving older stock forward: “*Proper stock rotation prevents waste.*”
19. **stockout** (n) – situation when an item is unavailable: “*Stockouts during holidays hurt sales.*”
20. **warehouse management system (WMS)** (n) – software for tracking inventory: “*Our WMS updates stock levels in real time.*”

Part A

Pre-reading task

Task 1. Match the words (1–10) with their correct definitions (A–J).

- | | |
|--------------------|---|
| 1) Barcode | A. The time between placing an order and receiving it |
| 2) backorder | B. A group of items made or sent together |
| 3) batch | C. A machine-readable label used for tracking products |
| 4) cycle count | D. The complete list of products in stock |
| 5) demand forecast | E. A prediction of future customer needs |
| 6) expiry date | F. A delayed order that cannot be fulfilled immediately |
| 7) FIFO | G. A regular partial check of stock |
| 8) inventory | H. The oldest stock is used first |
| 9) lead time | I. The newest stock is used first |
| 10) LIFO | J. The last safe day to use a product |

Task 2. Choose from the box and complete the sentences with the correct word. One word is extra.

shelf life overstock reorder level purchase order SKU
 stockout WMS stock rotation stock control inventory

1. If we don't check our inventory regularly, we might experience a _____.
2. The _____ shows exactly how many items we have in the warehouse.
3. We use _____ to move older products to the front and reduce waste.
4. When the quantity reaches the _____, the system sends a new order.
5. The software system called _____ helps manage our stock.
6. We need to issue a _____ for 300 new units.
7. Products with a short _____ must be sold quickly.
8. Every item has its own unique _____ to identify it.
9. We currently _____ too many winter jackets.
10. _____ is the process of checking and organising goods in the warehouse.

Task 3. Look at the title of the text below and the keywords. What do you think the text will be about? Discuss the questions below.

Keywords: inventory, stock control, FIFO / LIFO, purchase order, shelf life, backorder

- 1) What do the words in the box have in common?
- 2) What do you think is the main idea of the text?
- 3) Why is managing stock important in logistics?
- 4) What problems can happen if stock is not controlled properly?

Managing orders and inventory in logistics

Effective stock control is important for every logistics company. It helps to avoid stockouts and overstock, and keeps the inventory accurate. Most companies use a warehouse management system (WMS) to track products and manage orders.

Each item in a warehouse has a SKU and a barcode. A barcode is scanned when products arrive or leave the warehouse. Items are often stored in batches. Each batch has an expiry date and a shelf life, which is important for perishable products.

Two common methods of stock rotation are FIFO (First In, First Out) and LIFO (Last In, First Out). FIFO means that the oldest products are sold or used first. It is often used for food and medicine. LIFO means the newest items are sold first. It is common for building materials or products with a long shelf life.

When stock reaches the reorder level, a new purchase order is sent to the supplier. The time between the order and delivery is called lead time. Companies often use demand forecasts to plan ahead and avoid problems. A cycle count helps check the accuracy of the inventory without stopping operations. If an item is on backorder, it means the customer has ordered it, but the product is not in stock. In this case, the system should send a new purchase order quickly. Proper stock control saves money, improves customer satisfaction, and keeps the supply chain running smoothly.

In today's fast-moving logistics environment, good inventory management is essential. By using tools like WMS, barcodes, and demand forecasts, companies can improve accuracy and efficiency. Choosing the right stock rotation method, such as FIFO or LIFO, helps reduce waste and meet customer needs. With proper stock control, businesses can save costs and ensure timely deliveries.

Post-reading task

Task 1. Read the statements and decide if they are true or false according to the text. Correct the false statements.

1. Stockouts happen when there is too much stock in the warehouse.
2. FIFO means that the newest products are sold first.
3. WMS helps manage stock and track items in real time.
4. Products with a short shelf life require special attention.
5. A barcode shows the expiry date of the product.
6. Reorder level tells you when to make a new purchase order.
7. Backorder means that an item is available and ready to ship.
8. A demand forecast helps companies plan ahead.
9. A cycle count checks all products in the warehouse at once.
10. LIFO is usually used for perishable items.

Task 2. Answer the questions below in 1-2 full sentences.

1. Why is effective stock control important for logistics companies? Give two reasons.
2. How does a Warehouse Management System (WMS) assist in inventory management?
3. Explain the difference between FIFO and LIFO with product examples from the text.
4. What triggers a new purchase order to a supplier?
5. What should happen if a customer orders an out-of-stock item (backorder)?

Task 3. Stock Control – Real-life Scenario

Toolbox: phrases to use

This product has a short/long shelf life.
 We received this batch earlier/later than...
 To avoid waste/spoilage, we should use...
 The reorder level is ...
 To prevent a stockout, we should ...

Situation:

You are a warehouse assistant. Check the information about your current stock:

Batch	Product	Quantity	Shelf life	Arrival date
A	Paint (tins)	80	5 years	01/03
B	Frozen fish (kg)	120	3 months	12/03
C	Car batteries	50	2 years	20/03

Tasks (work in pairs):

1. Decide whether to use **FIFO** or **LIFO** for each batch.

- Explain your choice using the model:
 ► “Batch B (fish) requires FIFO to avoid spoilage.”
- The number of tins of paint has dropped to 15. The **reorder level** is 20.
 ► What action should you take?

Use the model:

- “Place a purchase order immediately to prevent a stockout.”

Part B

Grammar Spot: Quantifiers – some / any / much / many

 We use quantifiers to talk about the quantity of something. In logistics, they are often used when talking about stock, items, orders, or materials.

Quantifier	Used with	Example (logistics)
some	plural countable / uncountable	We have some items on backorder.
any	plural countable / uncountable (questions and negatives)	Do you have any units in stock? / We don't have any inventory left.
much	uncountable nouns	How much inventory do we have?
many	plural countable nouns	How many SKUs are there in this batch?
Uncountable logistics nouns: stock, inventory, shelf life, lead time Countable logistics nouns: boxes, orders, SKUs, items, tins, units		

Task 1. Exercise 1: Choose the correct quantifier (*some, any, much, many*)

- Are there _____ units of frozen fish left?
- There isn't _____ time before the next delivery.
- We received _____ new SKUs this morning.
- There isn't _____ stock available right now.
- The system shows _____ items with expired dates.
- Do you have _____ batteries in stock?
- The manager needs _____ information about lead time.
- There aren't _____ errors in the cycle count.

Task 2. Complete the sentences using your own ideas

Use some / any / much / many + noun.

1. There isn't _____ in the warehouse today.
2. How _____ do we need to reorder?
3. We don't have _____ left from Batch A.
4. The WMS didn't record _____ for that product.
5. Are there _____ delays from the supplier?

Toolbox: Business Skill – Structure of a business enquiry E-mail

When writing a formal email to **ask for information** about products, prices, stock availability, delivery terms, etc., use clear structure and formal style.

Structure of an enquiry E-mail

Part	Purpose	Useful phrases
Greetings	Start a letter politely	- Dear Sir/Madam - Dear Mr Smith / Ms Jones
Opening	Say who you are and why you are writing	- I am writing to enquire about... - We are interested in...
Body	Give more details about your request	- Could you please send us... - We would like to know if... - Do you have any information on...
Closing	Say what you expect and thank the reader	- I look forward to your reply. - Thank you in advance. - Please let us know as soon as possible.
Sign-off	End with a formal phrase and your name	- Best regards / Yours sincerely - [Your Name]

Task 3. Match the beginning of the sentence with the correct ending.

A (Beginning)	B (Ending)
1. I am writing to	A. let us know your delivery terms?
2. We would like to	B. enquire about your WMS solutions.
3. Could you please	C. I look forward to hearing from you.
4. Do you have any information	D. know if you offer bulk discounts.
5. Thank you in advance,	E. on your reorder level settings?

Task 4. Complete the E-mail below with the words to use.

The words to use: enquire, availability, information, look forward, advance

Dear Sir/Madam,

I am writing to _____ about the _____ of 20-litre paint containers (SKU: PN-800).

We would also like to request some _____ about your current delivery lead time.

Thank you in _____.

I _____ to your reply.

Best regards,

Aruzhan K.

Supply chain assistant

Task 5. Rewrite the informal E-mail using formal style and full structure (greetings, opening, body, closing, sign-off).

Hi!

We want to know if you have batteries in stock.

Also, when can you send them if we order this week?

Thanks!

Aibek

Task 6. Write your own enquiry E-mail

Your company needs to order 100 car batteries. Write an email to the supplier asking:

- If the product is available (SKU: BAT-100)
- What the delivery time is
- If there are any discounts for bulk orders

Use the structure:

- Greeting
- Opening (why you're writing)
- Body (your questions)
- Closing and sign-off

Task 7. Write a polite and professional email responding to the enquiry.

Keep your tone polite, formal, and informative. Aim for 5–6 sentences.

Use full structure:

Greeting

Opening line (thank the client, refer to their enquiry)

Body (state current stock, delivery info, offer details)

Closing (invite further questions, express readiness)

Sign-off

Situation. You work for SmartStorage Ltd. A client has asked about the availability of 200 roll-cage pallets (SKU: RCP-205).

Use the details below:

- Stock status: 180 units available now
- Incoming stock: 50 units arriving in 5 days
- Special offer: 10% discount for bulk orders

Useful phrases

- Greeting:
 - Dear Sir/Madam
 - Dear [Client's Name]
- Opening:
 - Thank you for your enquiry regarding...
 - We appreciate your interest in our products.
- Body:
 - We currently hold 180 units in our storage zone.
 - The remaining stock will reach our distribution centre by [insert date].
 - We are pleased to offer you a 10% discount for bulk orders.
 - Should you wish to consolidate this order with future deliveries, please let us know.
- Closing:
 - Please do not hesitate to contact us if you need further information.
 - We look forward to your confirmation.
 - Thank you for your interest in SmartStorage Ltd.
- Sign-off:
 - Best regards,
 - Yours sincerely,
 - [Your Name]
 - [Your Position]
 - SmartStorage Ltd.

UNIT 5. PICKING, PACKING AND LABELING

LEAD-IN

Task 1. Work in pairs or groups. Look at the three words: *picking*, *packing*, and *labeling*. What do they mean? What activities do they include? Discuss and give examples.

Useful questions:

- What do workers do during picking?
- What kind of materials are used in packing?
- Why is labeling important?

Task 2. Look at the photo of a packing area. What do you see? Describe the items, workers, tools. What safety equipment might be needed if goods are hazardous?



Task 3. Look at the pictures below and discuss the questions:



1. Have you ever packed or received a damaged item? What happened?
2. Why are barcodes and labels important in logistics?
3. What kind of products need special warning labels?
4. What are some risks when handling hazardous materials?

Active vocabulary

1. **align the load (v)** – to arrange boxes or goods correctly and symmetrically on a pallet or truck to ensure balance and safety: *Make sure to align the load to avoid shifting during transport.*
2. **barcode (n)** – a machine-readable code on products: *Scan the barcode before placing the item on the pallet.*
3. **bale (n)** – a tightly packed bundle (of fabric, paper, etc.): *Move the bale with a forklift.*
4. **barrel (n)** – a large, round container for liquids: *Oil is often stored in barrels.*
5. **cask (n)** – a wooden container for liquids (wine, chemicals): *The cask was clearly marked “hazardous”.*

6. **chest (n)** – a large box (often wooden): *The metal tools are packed in a chest.*
7. **crate (n)** – a wooden or plastic box for transport: *Use a crate to ship the glass bottles.*
8. **damage report (n)** – a document describing product damage: *Please fill out a damage report for the broken crate.*
9. **drum (n)** – a metal or plastic cylinder for storing liquids: *Drums must be sealed tightly before loading.*
10. **examine (v)** – to look at something carefully: *Examine the load before shipping.*
11. **hazardous materials (n)** – dangerous goods (chemicals, batteries): *Hazardous materials must be labelled with warning signs.*
12. **liquid (n)** – a substance that flows, like water or oil: *Barrels are used to store large amounts of liquid.*
13. **markings (n)** – printed signs on boxes or containers: *All boxes must have clear handling markings.*
14. **nails (n)** – small metal spikes for fixing wood: *Check the crate for exposed nails.*
15. **overhanging (adj)** – extending beyond the edge of a pallet or container in a way that may cause damage or imbalance: *Avoid overhanging items when loading the pallet.*
16. **protruding (adj)** – sticking out dangerously: *Remove any protruding nails before stacking.*
17. **seal (v)** – to close something tightly: *Seal the boxes with tape before labelling.*
18. **secure (v)** – to fix something in place safely: *Secure the boxes with straps before transport.*
19. **stack (v)** – to place items one on top of another: *Stack the cartons carefully to avoid collapse.*
20. **staples (n)** – metal clips used to fasten materials: *Do not use loose staples when packing.*

Part A

🔗 Pre-reading task

Task 1. Match the words with their definitions. Use the correct letter (A–J).

- | | |
|------------------------|--|
| 1. crate | A. Thin metal wire used to fasten boxes |
| 2. barrel | B. Dangerous goods (e.g., chemicals) |
| 3. hazardous materials | C. Sticking out beyond the surface or edge |

- | | |
|-------------------|---|
| 4. seal | D. A wooden or plastic box for shipping |
| 5. protruding | E. Large, round container for liquids |
| 6. bale | F. Sharp metal spikes used in woodwork |
| 7. nails | G. Tightly packed bundle of fabric/paper |
| 8. staples | H. To close something completely and safely |
| 9. align the load | I. A code on goods used for tracking |
| 10. barcode | J. To place items correctly on a pallet to ensure balance |

Task 2. Complete the sentences with the correct words below.

damage report	chest	overhanging	drum	stack
secure	markings	liquid	examine	cask

1. Please write a _____ if the goods are broken.
2. A _____ is a large strong box often used for tools.
3. Avoid placing _____ boxes on the edge of the pallet.
4. The oil is packed in a metal _____.
5. _____ the cartons neatly to avoid collapse.
6. Don't forget to _____ the boxes with straps.
7. Check the _____ to see how to handle this item.
8. That barrel contains a dangerous _____, handle with care!
9. Always _____ the packaging before loading.
10. Wine is usually stored in a wooden _____.

Task 3. Below is a list of logistics processes mentioned in the text.

- A) Put the processes in the correct order (1–6), based on how they appear in the text.
 B) Write a short explanation for each step in your own words (1 sentence per step).

Logistics Processes:

Packing
 Labelling
 Writing a damage report
 Picking
 Examining the packaging
 Handling hazardous materials

Task 4. Before reading the text, guess T (True) or F (False). Then read the text and check:

1. **T / F** Overhanging boxes are safe to transport.
2. **T / F** Barcodes help track inventory in a WMS.
3. **T / F** Hazardous materials can be packed in any container.
4. **T / F** A damage report is optional for broken items.

Safe packing and labelling in logistics

In logistics, the picking, packing, and labelling stages are key to ensuring that goods arrive safely and on time. Once a customer places an order, warehouse workers begin picking – selecting the correct items from stock. Then they prepare the goods for shipping.

When packing products, workers must check the packaging materials. Heavy items like barrels, crates, and bales need strong protection. Goods should be stacked properly and aligned on the pallet to avoid movement. Overhanging boxes or protruding parts can cause damage during loading or transport. It's important to secure the items with straps or plastic wrap, and to seal all packages tightly.

If the shipment includes hazardous materials, special care is required. These items must be packed in safe containers like drums or casks and have the correct warning markings. Companies must also add barcodes to each item to track them using a warehouse management system (WMS). Scanning a barcode helps monitor inventory and avoid stockouts or delays.

Before loading the goods, workers must examine the packaging for safety. Are there any nails or loose staples? Are the boxes strong enough? Is the load aligned? Even small mistakes can lead to damaged goods. If something is broken or missing, a damage report must be written.

Labelling is the final step. Labels should include item information, barcodes, warnings, and destination. This helps carriers and customers understand what is inside and how to handle it. Proper labelling reduces errors and improves customer satisfaction.

Proper picking, packing, and labelling help reduce risks, save time, and improve delivery accuracy. When goods are packed safely and labelled clearly, customers receive their orders in good condition – and that's the main goal of every logistics company.

Post-reading task

Task 1. Read the statements below. Are they True (T) or False (F) according to the text? Correct the false ones.

1. Picking is the final step before goods leave the warehouse.

2. Overhanging boxes help protect the load.
3. Hazardous materials must be packed with extra care.
4. A damage report is needed only if the customer complains.
5. Labels help carriers and customers handle goods correctly.

Task 2. Find words in the text that match the definitions below:

1. A printed code used to track products. (_____)
2. Sticking out dangerously. (_____)
3. Heavy round container used for liquids. (_____)
4. Document that explains what was damaged. (_____)
5. Dangerous goods such as chemicals. (_____)

Task 3. Role-Play: “Reporting Damage”

 **Work in pairs.** Student A is a warehouse worker. Student B is a warehouse manager. Use the prompts and useful vocabulary.

 Take 2–3 minutes to prepare your roles, then act out your conversation.

Situation:

You are in the warehouse. A crate with protruding nails has been found near the hazardous materials section. The situation is dangerous and must be reported.

 Toolbox: a warehouse worker	 Toolbox: a warehouse manager
<p>You report the problem. Use phrases like: <i>“I found a crate with...”</i> <i>“It’s close to the hazardous materials zone.”</i> <i>“What should I do?”</i></p>	<p>You respond and give instructions. Use phrases like: <i>“Please examine the area carefully.”</i> <i>“Fill out a damage report immediately.”</i> <i>“Make sure the area is safe.”</i></p>

 **Useful Words:** damage report, examine, secure, hazardous materials, protruding nails, crate

Task 4. Logistics Scenario – Fix the Mistakes

Your warehouse received a photo of a pallet sent to a customer. There are several problems:

- Some boxes are overhanging.
- There are no labels on some crates.
- One drum is not sealed properly.
- A wooden chest has protruding nails.

Write a short report describing what’s wrong and what actions should be taken.

Part B

Grammar Spot: Imperatives

Imperatives are verbs used to give instructions, commands, or warnings. They are formed with the base form of the verb (**WITHOUT TO**), and no subject is used.

◆ *Affirmative form (+)*

Stack the boxes carefully.

Seal the drum properly.

Check for protruding nails before packing.

Place a barcode on every item.

◆ **Negative form (-):**

use Do + not (or Don't)

Do not leave overhanging items.

Do not use broken crates.

Task 1. Complete the instructions below with the correct imperative form of verb

Verbs to use: align; check; report; seal; examine; secure

1. _____ the crate before sending it.
2. _____ the lid tightly to prevent leaks.
3. _____ the nails and staples.
4. _____ the load on the pallet.
5. _____ any visible damage immediately.
6. _____ the boxes with straps.

Task 2. Rewrite the sentences as imperatives (positive or negative). Use words from Active vocabulary.

1. You should not use broken drums. → _____
2. Please stack the bales carefully. → _____
3. You must put markings on the hazardous materials. → _____
4. It is important not to overhang the load. → _____
5. You should label each chest. → _____

Task 3. Match each situation (A–E) with the correct instruction (1–5).

A. The box contains chemicals.

1. Align the boxes properly.

B. You see a crate with a sharp nail.

2. Label it as hazardous.

C. The labels are missing.

3. Report the damage to your supervisor.

- D. A chest is unstable on the pallet.
- E. A crate is broken.
4. Place warning markings on all sides.
5. Attach a barcode before shipping.

Task 4. Write three rules for handling hazardous materials.

Example: "Wear gloves."

Toolbox: Business Skill – Reporting damage (Formal complaint letter)

◆ STRUCTURE OF A FORMAL COMPLAINT LETTER

Part of the letter	What to include	Useful phrases
1. Opening	Reason for writing	<i>We are writing to report... We regret to inform you... I am contacting you regarding...</i>
2. Description	What was damaged, how/when it was found	<i>The shipment arrived with visible damage. Upon examination, we found... The crate was broken and nails were protruding.</i>
3. Action requested	What the company should do	<i>We kindly request a replacement/refund. Please investigate the problem. We expect a written response within...</i>
4. Closing	Polite ending	<i>We look forward to your prompt response. Thank you for your attention. Yours faithfully,</i>

Task 5. Read the example letter about a damaged goods.

- a) Match the sentences (1–8) to the correct parts of the letter structure (A–D).

Subject: Damaged Goods – Order No. 4578

Dear Sir or Madam,

I am writing to report damage to a recent delivery received on 14 June.

Upon examining the shipment, we discovered that two crates were broken, with protruding nails, and one drum was not properly sealed. The goods were located near our hazardous materials storage, which raised serious safety concerns.

We kindly ask you to investigate this problem and send replacements for the damaged items.

We look forward to your prompt reply.

Yours faithfully,
Anna Kaye
Logistics Coordinator
WestHub Distribution Ltd.

A. Opening – reason for writing

1. We look forward to your prompt reply.

B. Description – what happened, what was damaged

2. Please investigate the problem and send replacements.

C. Action Requested – what you expect

3. I am writing to report damage to a recent delivery received on 14 June.

D. Closing – polite ending

4. Upon examining the shipment, we discovered that two crates were broken.

5. The goods were located near hazardous materials storage.

6. The drum was not sealed properly.

7. Yours faithfully,

8. We kindly ask you to investigate this problem.

b) Which words or phrases show that the letter is formal? Underline or highlight them.

Task 6. Complete the email below using words from the Word bank:

Word bank: crates, replace, examine, damage report, do not ship,

Subject: Damaged Goods – Order № 305 (20/05/2024)

Dear Mr. Thompson,

We received your shipment today and regret to report about the problem.

Upon 1) _____ the delivery, we found 5 shattered glass bottles in 2)
_____ № 3.

Please find attached the 3) _____ (photos enclosed).

Kindly 4) _____ these items by 25th May. 5) _____ fragile goods without protective padding in future!

Yours sincerely,
Emily Carter
Logistics Manager
Brighton Storage Solutions Ltd.
Tel: +44 7911 123456

✉ Task 7. Write a formal complaint letter

Situation: You work for a logistics company. You received a delivery yesterday (Order No. 6923).

Several items were damaged:

- one crate was cracked, with protruding nails;
- two drums were leaking liquid;
- some boxes were not labelled correctly.

Write a formal email to report the damage. Use the structure and phrases from the example letter.

✓ Instructions:

1. Begin with a formal greeting and explain the reason for writing.
2. Describe what was damaged and where/how the problem was found.
3. Request appropriate action (e.g., replacement, investigation).
4. Close the email politely and formally.

 Useful vocabulary:	Useful phrases to include:
damage report	We are writing to inform you about...
hazardous materials	The goods arrived on...
examine the packaging	We discovered that...
leaking	We kindly request that you...
improperly sealed	Thank you for your cooperation.
safety concern	
request a replacement	
prompt response	

UNIT 6. SCHEDULING DELIVERY

LEAD-IN

Task 1. Look at the picture and answer the questions below:



- 1) How important is on-time delivery in logistics?
- 2) What can happen if a delivery is late?
- 3) Who do you think is responsible for setting the delivery schedule – the supplier, the customer, or both?

Q **Task 2.** Imagine your company needs to deliver 500 laptops from London to Warsaw by next Friday. What factors could affect the delivery timeline? Make a list.

Task 3. Match the situations to the correct responses. Then practise with a partner.

Situation	Response
a) The client wants the goods by Monday, but that's too early.	1. Could you possibly deliver earlier? We have a tight deadline.
b) The customer suggests a different delivery window.	2. I understand, but we really need it by then.
c) The supplier proposes a later date.	3. That sounds reasonable. Let's confirm it.
d) You need to push the deadline back.	4. I'm afraid Monday is too soon. Would Wednesday work for you instead?

Active vocabulary

1. **Assure** (v) – to promise confidently: *I assure you, the goods will arrive on time.*
2. **Bargaining** (n) – discussing to get better terms: *After an hour of bargaining, we agreed on a 10% discount.*
3. **Capacity** (n) – the amount something can hold or produce: *The truck has a capacity of 20 tonnes.*

4. **Compromise (n/v)** – an agreement where both sides accept less than ideal terms: *Let's compromise—we'll deliver half the order now, the rest next week.*
5. **Conditions (n)** – specific requirements or rules that must be met in a contract: *The conditions of transport include humidity-controlled containers.*
6. **Confirmation (n)** – official agreement that something is approved: *We'll send you a confirmation email once the goods are dispatched.*
7. **Deadline (n)** – the latest time by which something must be done: *The deadline for the shipment is Friday noon.*
8. **Delay (n)** – a situation in which something happens later than planned: *The snow caused a two-day delay in delivery.*
9. **Extension (n)** – additional time given to complete something: *Can we request a 2-day extension for the project?*
10. **Firm (adj)** – not changing a decision: *The client was firm about the original deadline.*
11. **Flexible (adj)** – willing to adapt or compromise: *Could you be more flexible with the payment terms?*
12. **Mutual benefit (n)** – advantage for both sides: *We aim to find a solution for mutual benefit.*
13. **Negotiate (v)** – to discuss formally to reach an agreement: *We need to negotiate a new delivery date with the client.*
14. **Notify (v)** – to inform someone: *We will notify you once the order is ready.*
15. **On schedule (phr)** – happening at the planned time: *Despite the storm, the shipment is still on schedule.*
16. **Penalty clause (n)** – a fine for failing to meet contract terms: *Late deliveries may trigger the penalty clause.*
17. **Postpone (v)** – to delay an event to a later time: *Due to bad weather, we'll have to postpone the delivery.*
18. **Terms (n)** – the conditions agreed between two parties, especially in business or legal arrangements: *The supplier accepted the payment terms without any changes.*
19. **Unavoidable (adj)** – impossible to prevent: *The delay was unavoidable because of the customs strike.*
20. **Urgent (adj)** – requiring immediate action: *This is an urgent order; please prioritise it.*

Part A

🔗 Pre-reading task

Task 1. Match the words on the left with their definitions on the right. Use a dictionary if needed.

- | | |
|-----------------|---|
| 1. assure | a. a situation when something happens later than expected |
| 2. bargaining | b. an official message agreeing to something |
| 3. capacity | c. a situation where both sides give up something to reach an agreement |
| 4. compromise | d. to make someone confident that something will happen |
| 5. conditions | e. the total volume or quantity something can hold or produce |
| 6. confirmation | f. an exchange of proposals to reach a better deal |
| 7. deadline | i. more time given to complete something |
| 8. delay | g. the last possible date something must be done |
| 9. extension | j. not willing to change a decision or plan |
| 10. firm | h. rules or requirements in a formal agreement |

Task 2. Use the words from the box. There is one correct word for each sentence.

flexible	mutual benefit	negotiate	notify	on schedule
urgent	penalty clause	unavoidable	terms	postpone

1. The contract includes a _____ if the delivery is late.
2. They managed to find a solution for _____.
3. Let's _____ a new delivery date before the meeting.
4. Could you please _____ us when the goods are ready?
5. Despite the rain, the project is still _____.
6. We may need to _____ the meeting until Friday.
7. These delays are _____ due to the airport closure.
8. The manager was quite _____ with the delivery schedule.
9. The _____ of the contract include weekly reports.
10. This is an _____ request, please treat it as a priority.

Task 3. Look at the title of the text below and review the words from Tasks 1 and 2. Discuss the following questions with a partner or in a small group:

1. What do you think the story is about?

2. Was the delay caused by the weather, a strike, or something else?
3. Do you think the client accepted the new terms immediately? Why or why not?
4. What kind of solution might the logistics company propose?

Task 4. Read the text and check your ideas in 3.

Negotiating a Delivery Deadline

LogiTrans Ltd. is a logistics company based in Birmingham. Last week, the team had to negotiate a new delivery date with one of their international clients. The original deadline was Friday, but due to an unavoidable strike at the port, the shipment was delayed.

The logistics manager, Claire, immediately notified the client and offered two solutions: a postponed delivery on Monday or a partial shipment by Friday. The client was very firm about the deadline, as the goods were urgent for a product launch. However, after some bargaining, both sides agreed on a compromise: half the order would be delivered on Friday and the rest on Monday.

Claire sent a written confirmation of the new terms, including a small discount as a gesture of goodwill. The client also agreed to remove the penalty clause from the contract, since the reason for the delay was out of LogiTrans's control.

"We always aim for mutual benefit in every deal," Claire said. "We're flexible, but it is also clear when something can't be changed. And most importantly, we always assure our clients that we're doing everything we can to stay on schedule."

The new shipment plan was made possible because LogiTrans had enough capacity and staff to load and transport the goods quickly. Thanks to this fast response, the customer was satisfied, and the partnership continued smoothly.

Post-reading task

Task 1. Read the statements and decide if they are True (T) or False (F) according to the text.

1. LogiTrans is based in Liverpool.
2. The delay was caused by problems at customs.
3. The logistics manager offered only one delivery option.
4. The client refused to compromise on the deadline.
5. The new terms included a discount.
6. The penalty clause stayed in the contract.
7. The company had enough capacity to meet the new schedule.
8. The client was unhappy with the final result.

Task 2. Work in pairs. One of you is Claire, the logistics manager at LogiTrans. The other is the international client. Create the phone conversation where Claire explains the delay and proposes a new solution. Use vocabulary from the active vocabulary.

❖ Your task is to:

- explain the reason for the delay (a port strike)
- offer two options: postponed delivery on Monday OR partial shipment on Friday
- listen to the client's concerns and expectations
- agree on a compromise
- confirm the new terms politely

Useful phrases

I'm afraid we've had an unexpected delay due to...

Let me assure you, we're doing everything we can.

Would it be possible to split the shipment?

I understand your position completely.

Let's find a compromise that works for both sides.

I'll send a confirmation email right away.

☒ Task 3. Imagine you are Claire from LogiTrans. Write an email (80-100 words) to the client confirming the new delivery agreement.

Include the following:

- a short apology for the delay and reason
- a summary of the solution
- a note about the discount or removed penalty clause
- polite and professional tone

❖ Useful language

We apologise for the inconvenience caused by...

As agreed, we will deliver...

We appreciate your flexibility and understanding.

Please find the updated delivery schedule below.

Should you have any questions, do not hesitate to contact me.

Part B

☒ Grammar Spot: Future Simple (will)

We use **will** to talk about:

- promises: *We will deliver the goods on time.*
- offers and decisions made at the moment of speaking: *I'll notify the client immediately.*

- reassurances and commitments in negotiations: *I assure you, we will find a solution.*
- future facts or predictions: *There will be a delay due to the strike.*

<input checked="" type="checkbox"/> Affirmative	Subject + will + base verb We will confirm the new terms.
<input type="checkbox"/> Negative	Subject + will not (won't) + base verb They won't apply the penalty clause.
<input type="checkbox"/> Interrogative	Will + subject + base verb? Will you notify the client today?

 *Note:* Use *will* for all subjects – no changes to the verb!

Task 1. Complete the sentences using **will** or **won't** + the verb in brackets.

1. We _____ (confirm) the new delivery window by this afternoon.
2. The customer _____ (accept) the delay unless we offer a discount.
3. I _____ (assure) you, the goods will be on time.
4. They _____ (apply) the penalty clause if we explain the reason.
5. Our team _____ (negotiate) better terms for future shipments.

Task 2. Match the beginning of the sentences (A–E) with correct ending (1–5).

- | | |
|--|---|
| A. I'll check with the warehouse | 1. the penalty clause in the contract. |
| B. We won't accept | 2. as soon as they agree on the deadline. |
| C. They'll send a confirmation | 3. if the goods aren't ready. |
| D. The supplier will postpone the shipment | 4. immediately after the meeting. |
| E. We'll notify the customer | 5. and let you know the new capacity. |

Task 3. Make promises. Use **will** and the prompt.

Model: confirm the new delivery date → We will confirm the new delivery date tomorrow.

1. send the confirmation email
2. remove the penalty clause
3. notify the client
4. find a compromise
5. stay on schedule

Toolbox: Business Skill – Negotiating delivery deadlines

◆ Useful phrases for negotiating deadlines and delivery terms

1. Making suggestions

Could we suggest a different delivery date?

How about splitting the shipment?

Would it be possible to deliver in two stages?

2. Expressing agreement

That sounds reasonable.

I think we can agree on that.

Yes, we're happy with that arrangement.

3. Expressing disagreement (politely)

I'm afraid that won't work for us.

We were expecting delivery by Friday.

I understand, but we really need it on time.

4. Polite persuasion

We'd appreciate it if you could reconsider.

I assure you we'll do everything we can to meet the deadline.

Could you possibly make an exception in this case?

5. Confirming agreement

So, just to confirm...

Let me summarise what we've agreed.

I'll send a confirmation email shortly.

Task 4. Choose the most polite and appropriate reply to each statement.

1. “We need the goods by Thursday.”
 - a) That's your problem.
 - b) I understand. We'll do our best.
 - c) No way.

2. “Can we move the delivery to next Monday?”
 - a) Monday is fine. I'll update the schedule.
 - b) I don't care.
 - c) You decide.

3. “I’m afraid we can’t meet that deadline.”
 - a) You should try harder.
 - b) Let’s find a solution that works for both sides.
 - c) Well, that’s disappointing.

4. “We’d like to discuss the delivery conditions again.”
 - a) What’s the point?
 - b) Sure, we’re open to that.
 - c) Why are you changing everything?

5. “I can’t approve these new terms without a discount.”
 - a) That’s not my problem.
 - b) Let’s see what we can offer.
 - c) You always want more.

Task 5. Complete the dialogue with the phrases below.

Phrases to use: Let me summarise; Could you suggest; I’m afraid; That sounds reasonable; We’d appreciate it; I assure you

Client: The delivery is very urgent. Can you still make Friday?

Claire: ___, we’ll do everything we can to make it.

Client: The original deadline is tight. ___ a new delivery date?

Claire: Of course. What about splitting the shipment?

Client: ___ if you could send at least part of it by Friday.

Claire: ___ – we send half by Friday, and the rest on Monday.

Client: Excellent.

Claire: ___ what we’ve agreed in an email.

Task 6. Write an email (80–100 words) from Claire to summarise the phone call in Task 5.

Useful language:

Thank you for the productive call earlier today.

As discussed, we will deliver...

We appreciate your cooperation and flexibility.

The agreed discount has been applied.

Please let me know if you need any additional information.

Imagine you are Claire from LogiTrans.

You have just finished a phone call with the client, during which you agreed to split the delivery: half on Friday, half on Monday. You also offered a small discount, and the penalty clause was removed.

❖ Use the plan below to structure your follow-up email:

- thank the client for the conversation
- confirm the new delivery terms
- mention the discount and the updated conditions
- offer to answer any further questions

Task 7. Work in pairs.

Student A is a supplier, Student B is a client.

Negotiate a new delivery date. Use as many polite phrases as possible.

Include:

a delay due to weather or transport
a proposal to split or reschedule the shipment
agreement or polite disagreement
confirmation of the solution

MODULE 3: TRANSPORT AND DISTRIBUTION

UNIT 7. TYPES OF TRANSPORT

LEAD-IN

Task 1. Match the pictures with the types of transport. Which transport do you think is the fastest? The cheapest? The most reliable? Why?



- A. Road transport
- B. Rail transport
- C. Sea transport
- D. Air transport

Task 2. Discuss the questions.

1. What types of transport are commonly used in logistics?
2. Which mode of transport is most popular in your country? Why?
3. What factors influence the choice of transport mode (e.g., cost, speed, distance, cargo type)?

Active vocabulary

1. **block train** (n) – a train that carries the same type of cargo from one place to another without being split or changed: *Block trains are ideal for transporting large quantities of goods efficiently.*
2. **bulk carrier** (n) – a large ship designed to transport unpackaged bulk cargo such as grain, coal, or ore: *The port can handle bulk carriers with loads of over 100,000 tonnes.*
3. **container ship** (n) – a large ship designed to carry standardised containers: *Container ships are widely used in international sea transport.*
4. **cost-effective** (adj.) – giving good value for the amount of money spent: *Rail is often more cost-effective than road over long distances.*
5. **flexibility** (n) – the ability to adapt to different conditions or uses: *Road transport offers greater flexibility than other modes.*
6. **freight** (n) – goods transported in bulk by truck, train, ship, or aircraft: *The company specialises in air freight services.*
7. **grappler lift** (n) – a device used to lift containers at terminals: *A grapple lift makes it easier to handle heavy cargo quickly.*
8. **hub** (n) – a central location where goods are collected and redistributed: *Frankfurt Airport is a major logistics hub in Europe.*
9. **intermodal** (adj.) – involving two or more different modes of transport: *Intermodal transport saves time and reduces handling.*
10. **LGV (large goods vehicle)** (n) – a large vehicle used to transport heavy goods by road: *Only trained drivers can operate an LGV in the UK.*
11. **mode of transport** (phr.) – a method of moving goods or people from one place to another: *The choice of mode of transport depends on distance and cost.*
12. **multimodal** (adj.) – using more than one mode of transport for a single shipment: *Multimodal solutions often combine road and sea transport.*
13. **pipeline** (n) – a system of pipes for transporting liquids or gases: *Oil is usually moved through long-distance pipelines.*

14. **piggyback** (n) – a system where a truck or trailer is carried on a train:
Piggyback transport reduces fuel use and emissions.
15. **river barge** (n) – a flat-bottomed boat for transporting goods on rivers:
River barges are commonly used in Europe for inland freight.
16. **road-railier trailer** (n) – a trailer that can run both on rail tracks and roads:
Road-railier trailers offer flexibility and save time on transfers.
17. **single-wagon** (n) – a rail freight unit that runs independently, not as part of a block train:
Single-wagon services are useful for smaller shipments.
18. **swap-body** (n) – a detachable unit used in road and rail freight:
Swap-bodies help reduce loading times and improve efficiency.
19. **transit time** (n) – the time it takes for goods to travel from origin to destination:
Air transport is faster but has higher transit costs.
20. **unaccompanied** (adj.) – transported without a driver or attendant:
Unaccompanied trailers are common in ferry transport.

Part A

Pre-reading task

Task 1. Match the words (1–10) with their meanings (A–J).

- | | |
|-------------------|---|
| 1. block train | A. a machine used to move containers |
| 2. bulk carrier | B. a ship that transports large amounts of unpackaged goods like coal |
| 3. container ship | C. a large vehicle that carries goods by road |
| 4. cost-effective | D. goods carried in large quantities by ship, truck, or plane |
| 5. flexibility | E. a transport using more than one mode |
| 6. freight | F. a ship that carries containers |
| 7. grappler lift | G. a place where goods are collected and sent out |
| 8. hub | H. something that gives good value for its price |
| 9. intermodal | I. ability to change or adapt easily |
| 10. LGV | J. a train that carries one type of cargo directly without stops |

Task 2. Choose the correct word to complete the sentences.

Words to use: mode of transport • multimodal • pipeline • piggyback • river barge • road-railer trailer • single-wagon • swap-body • transit time • unaccompanied

1. Oil is often moved by _____ over long distances.
2. A _____ can carry goods on roads and railway tracks.
3. A _____ is a small rail freight unit, not part of a full train.
4. The total time a shipment takes is called the _____.
5. _____ means using different types of transport in one shipment.
6. A _____ floats on water and is used to carry goods inland.
7. A truck loaded onto a train is an example of _____ transport.
8. A _____ is a large container that can be lifted from one vehicle to another.
9. An _____ trailer travels without a driver.
10. The choice of _____ depends on speed, distance, and cost.

Task 3. Read each paragraph of the text below and answer the questions.

Paragraph 1:

What are the main types of transport used in logistics?

Paragraph 2:

Why is road transport considered flexible?

Paragraph 3:

When is rail transport better than road transport?

Paragraph 4:

What is sea transport used for?

Paragraph 5:

What is the main disadvantage of air transport?

Paragraph 6:

What kind of goods are usually moved by pipeline?

Paragraph 7:

How does intermodal or multimodal transport work?

Paragraph 8:

What is the function of a logistics hub?

Modes of transport in logistics

There are many ways to move goods: by road, rail, sea, air, or even pipeline. Each mode of transport has its own advantages and disadvantages. Logistics companies often choose the most cost-effective and fast solution.

Road transport is flexible. LGVs can deliver goods directly to the customer. This mode is very popular for short distances. However, traffic and delays can be a problem.

Rail transport is better for heavy freight over long distances. A block train can carry large amounts of goods without stopping. Single-wagon transport is used for smaller shipments. Some trailers, like road-railer trailers, can move on both roads and rail tracks.

Many companies use intermodal or multimodal transport. For example, goods may travel by road to the port, then by sea, and later by rail to the final destination. This helps reduce costs and improves delivery speed. Swap-bodies and unaccompanied trailers are often used in such systems.

Sea transport is used for international shipping. A container ship carries standard containers, while a bulk carrier moves materials like coal or grain. River barges are good for inland transport. At the port, machines like a grappler lift help move containers.

Air transport is the fastest but also the most expensive. It is used when transit time is important.

Some companies use pipelines to move oil or gas. It's slow but safe and efficient.

In Europe, many transport systems are connected by hubs. A hub is a central point where goods are collected, sorted, and sent to different destinations. Large hubs connect different modes of transport and help speed up distribution across regions and countries.

Today, transport is becoming more connected. Choosing the right mode helps save time and money.

Post-reading task

Task 1. Read the statements below. Are they true (T) or false (F) according to the text?

1. Road transport is more flexible than rail transport.
2. A block train carries different types of cargo and stops often.
3. Container ships are mostly used for local deliveries.
4. Air transport is the fastest but also the most expensive.
5. Pipelines are used to transport packaged consumer goods.
6. Intermodal transport uses only one mode of transport.
7. A hub is a place where goods are stored for a long time.

Task 2. Use words from Active vocabulary to complete the sentences below:

1. A _____ is a ship used to carry unpackaged cargo like coal or grain.
2. In _____ transport, one shipment is moved using different modes.
3. A _____ helps lift heavy containers at ports.

4. An _____ trailer travels on a ferry without a driver.
5. A _____ is a central point where goods are sorted and sent further.
6. A _____ trailer can travel both by road and by rail.

Task 3. Work in pairs or small groups.

Use the key words from the unit and retell the text in your own words. Try to include:

- 3 types of transport and their features
- 2 advantages or disadvantages
- 1 example of multimodal transport

 Useful phrases:

The text is about...
 One type of transport is...
 This mode is good for...
 For example, ...
 In my opinion, ...

Part B

Grammar Spot: comparatives and superlatives

We use comparatives to compare two things, and superlatives to say that one thing is the most or least.

Comparatives	Superlatives
One-syllable adjectives (short words: fast, cheap, slow)	
er → + than	-est → use the
<input checked="" type="checkbox"/> <i>Trucks are faster than barges.</i>	<input checked="" type="checkbox"/> <i>Air is the fastest transport mode.</i>
 If the word ends in one vowel + one consonant (big), double the consonant: → big → bigger / the biggest	
Adjectives with 2 or more syllables (long words: expensive, flexible, efficient)	
more + adjective → + than	the most + adjective
<input checked="" type="checkbox"/> <i>Rail is more efficient than road for long distances.</i>	<input checked="" type="checkbox"/> <i>Sea transport is the most cost-effective way to ship goods.</i>
 <i>Some irregular adjectives:</i> <ul style="list-style-type: none"> • good → better / the best • bad → worse / the worst • far → farther(further)/the farthest/the furthest • little → less/the least • many(much) → more/the most 	

Task 1. Use the comparative or superlative form of the adjective in brackets.

1. Rail transport is _____ (cheap) than road transport.

2. Air is _____ (fast) mode of transport.
3. Barges are _____ (slow) than container ships.
4. Pipelines are _____ (safe) way to move oil.
5. Swap-bodies are _____ (efficient) than single-wagon transport.

Task 2. Choose the correct form of adjective.

1. A block train is (more cost-effective / the most cost-effective) than sending many small wagons.
2. The LGV is (the more flexible / the most flexible) road vehicle.
3. Multimodal transport is usually (faster / fastest) than using only river barges.
4. Pipelines are (the safer / safer) than trucks for moving gas.
5. Air transport is (the most expensive / more expensive) than sea transport.

Task 3. Write your own examples comparing different modes of transport using comparatives and superlatives.

Use words like: fast, expensive, efficient, safe, flexible.

Task 4. Work in pairs.

Choose one mode of transport (road, rail, sea, air, or multimodal).

Use comparatives and superlatives to explain why your transport is better.

- Use words: faster, cheaper, more flexible, the safest, the most efficient
- Try to give at least two arguments.

Example:

Student A: “Rail is more eco-friendly than road because it produces less CO₂.”

Student B: “Road is the most flexible for last-mile delivery!”

Toolbox: Business Skill – Small talk

Why it matters:

In logistics, delays happen – due to traffic, weather, or technical issues. While waiting for a meeting or a call to start, it’s common to make small talk. It helps build good relationships with clients and partners.

What to say – and What to avoid

Common small talk topics (safe and polite):

- | | |
|------------------------------|-----------------------------|
| • Weather | • Work schedule or meetings |
| • Travel or transport delays | • Sports or general news |
| | • Holidays or local events |

Example: “*Looks like the rain is slowing everything down today!*”

Avoid these topics (too personal or sensitive):

- Salary or money
- Religion or politics
- Health problems
- Personal relationships
- Age or appearance

Not appropriate: “How much do you earn?” or “Who did you vote for?”

Better: “Have you had any problems with transport today?”

Remember:

Small talk helps to create a friendly, professional atmosphere. Keep it short, neutral, and polite – especially with new clients or international partners.

 **Useful language**

Talking about the weather:

- *Lovely day today, isn't it?*
- *It's been raining all week.*
- *Looks like the snow is causing problems again.*
- *Hope the storm doesn't delay your delivery.*

Talking about delays:

- *Sorry for the delay — the traffic was terrible.*
- *There's been a small delay due to weather conditions.*
- *Your shipment is on the way, but it may arrive later than expected.*
- *We'll keep you updated if anything changes.*

Task 5. Match the situation (A–E) with what you could say (1–5).

- | | |
|---|---|
| A. You're meeting a client and the weather is very hot. | 1. It's been snowing heavily – there may be some delays. |
| B. Your delivery is stuck in traffic. | 2. Lovely to see some sunshine for a change! |
| C. You're waiting for a video call to start. | 3. Sorry I'm late – the traffic was terrible. |
| D. There's a snowstorm affecting shipments. | 4. How are things on your side? Any delays? |
| E. You're apologising for a late arrival. | 5. We're still expecting the delivery, but there's a short delay. |

Task 6. Work in pairs.

Student A is a logistics manager, Student B is a client. Make small talk before discussing a delivery delay. Use some of the phrases above.

Tip: Start with the weather → mention the delay → suggest a new time / give an update.

Task 7. Read each situation below and write a short small talk (2–3 lines).

Use polite language and useful phrases from the unit.

Situations:

1. You're meeting a new client, and it's snowing heavily outside.
2. You're on a video call, and the other person is two minutes late.
3. Your delivery is delayed by two hours due to road works.
4. You're in the lift with a partner before a meeting starts.
5. You're calling a customer to explain a short delay in shipment.

Task 8. Work in pairs.

Read the small talk below. Some phrases are not polite or professional.

- *Find at least 4 mistakes.*
- *Rewrite the dialogue to make it polite and appropriate.*
- *Explain your changes.*

A: Hello! You look tired. Long night out?

B: Not really, my back hurts. I didn't sleep well.

A: Anyway, let's talk about your delivery. It's late again — not my fault though.

B: Are you always late or just with our company?

A: I hope your goods arrive before Friday, but with your luck...

B: OK. At least it's not snowing like last week. That was a disaster!

A: True. So, how old are you? Just curious.

B: Old enough to be angry about late shipments.

UNIT 8. TYPES OF CONTAINERS IN LOGISTICS

LEAD-IN

Task 1. Look at the pictures of different container types. Answer the questions below in pairs or small groups.

1. What do you think is transported in each container?
2. Which container is open, closed, or temperature-controlled?
3. What do you think could be the problems when using these containers?



Task 2. Match the container type with the cargo. Then discuss questions below:

- Have you seen any of these containers?
- Which one do you think is the most expensive?

Container Type	Cargo
Open-top	Liquid chemicals
Flat rack	Steel pipes
Refrigerated (reefer)	Heavy vehicles
Tank container	Fresh fish

Task 3. Work in pairs or small groups. Discuss the questions.

- Why are containers important in global logistics?
- What can go wrong if the wrong container is used?

Active vocabulary

- cooling system** (n) – equipment used to maintain low temperatures inside a container: *Reefer containers have a cooling system for perishable goods.*
- flat-rack container** (n) – a container with no sides or roof, used for oversized cargo: *Steel pipes are often shipped in a flat-rack container due to their size.*
- fragile** (adj.) – easily broken or damaged: *Glass products must be marked as fragile on the container.*
- gantry crane** (n) – a large crane used to load and unload containers from ships: *The gantry crane lifted the 40-ton container in seconds.*
- heavy-duty forklift** (n) – a powerful industrial vehicle used to lift and move very heavy loads: *A heavy-duty forklift is needed to move steel beams.*

6. **heavy vehicle** (n) – a truck or transporter designed for heavy cargo: *Heavy vehicles require special permits to operate.*
7. **heavyweight** (adj.) – describing cargo with extremely high weight: *Heavyweight shipments often use reinforced containers.*
8. **ISO container** (n) – a standard-sized shipping container (e.g., 20ft or 40ft): *Most sea freight uses ISO containers for compatibility.*
9. **non-perishable** (adj.) – goods that do not spoil quickly: *Grain is a non-perishable product.*
10. **open-top container** (n) – a container without a roof, used for loading from above: *Timber is transported in an open-top container.*
11. **overwidth** (adj.) – describing cargo that is wider than standard container dimensions: *Overwidth loads require special flat-rack containers.*
12. **perishable** (adj.) – goods that can spoil, such as food or flowers: *Perishable items like fish need reefers.*
13. **reach stacker** (n) – a vehicle used to move and stack containers in terminals: *The reach stacker moved the container to the truck.*
14. **reefer** (n) – a refrigerated container used for temperature-sensitive cargo: *Bananas are shipped in reefers to stay fresh.*
15. **tank container** (n) – a container with a built-in tank used to transport liquids or gases: *Chemicals are safely transported in tank containers.*
16. **to mount** (v) – to attach or fix equipment or machinery: *The crane mounted the container onto the chassis.*
17. **transtainer** (n) – a mobile gantry crane used in container yards: *The transtainer relocated the containers to the storage area.*

Part A

🔗 Pre-reading task

Task 1. Match the words (1–9) with their definitions (A–I).

- | | |
|-------------------|---|
| 1. reefer | A. A machine that helps control temperature inside a container |
| 2. cooling system | B. A strong metal box used to carry goods in standard sizes |
| 3. fragile | C. A container used to ship items that need to stay cold |
| 4. gantry crane | D. A large crane that moves containers onto ships |
| 5. ISO container | E. A container with a built-in tank used for transporting liquids |
| 6. non-perishable | F. A vehicle used to stack and move containers in terminals |

- | | |
|-------------------|--|
| 7. reach stacker | G. Easily broken or damaged |
| 8. tank container | H. Food or items that can go bad quickly |
| 9. perishable | I. Products that do not spoil fast |

Task 2. Complete the sentences with words to use. One word is extra.

Words to use: flat-rack container, open-top container, overwidth, transtainer, heavy-duty forklift, to mount, heavyweight, heavy vehicle, container yard

1. Steel beams are loaded into a _____ because they are very long and wide.
2. The _____ lifted the container onto the chassis.
3. A _____ is used when cargo is too tall for a standard container.
4. A _____ is required to move very heavy shipments.
5. Pipes with an _____ size cannot fit into standard containers.
6. The container was _____ on the truck in less than two minutes.
7. A _____ is a mobile crane used in ports or storage areas.
8. A _____ needs a special licence to drive on public roads.

Task 3. Work in pairs or small groups. Look at the title “Types of containers in logistics” and the words from tasks 1–2.

1. What types of containers do you think will be mentioned in the text?
2. Which container would you choose for the following cargo?

Cargo	Container
Fresh flowers	→
A large tractor	→
Oil or chemicals	→

3. True or False? Guess before reading:
 - a) All containers have a roof.
 - b) Reefers are used for food.
 - c) ISO containers come in only one size.

Now read the text and check your answers!

TYPES OF CONTAINERS IN LOGISTICS

Containers are essential in modern logistics. Most goods are transported in ISO containers, which come in standard sizes like 20 or 40 feet. These containers are strong, easy to stack, and moved by gantry cranes, reach stackers, or transtainers in ports.

Some cargo needs special types of containers. For example, reefer containers have a cooling system and are used to transport perishable goods like fruit, vegetables or fish. Dry goods or non-perishable items like grain or electronics are usually shipped in standard containers.

For unusual shapes or sizes, special containers are used. Flat-rack containers are designed for heavyweight or overwidth cargo like steel pipes or construction equipment. They have no roof or side walls, so goods can be loaded from the top or sides. Similarly, open-top containers are used when items are too tall for a closed box.

Tank containers are made for liquids or gases. These are often used for chemicals. Some containers are marked as fragile if they carry glass or breakable goods. All these containers are moved using equipment like heavy-duty forklifts or mounted onto heavy vehicles for road transport.

Using the correct container type helps protect the cargo, avoid damage, and reduce delays.

Post-reading task

Task 1. Match each container type with the correct cargo mentioned in the text.

Container Type	Cargo
Reefer container	A. Fruit and fish
ISO container	B. Electronics and grain
Flat-rack container	C. Steel pipes and equipment
Tank container	D. Liquids and chemicals
Open-top container	E. Very tall items

Task 2. Complete the gaps with words from the text.

Containers are important for transporting goods. Most cargo is shipped in _____ containers. Perishable items like fish are stored in _____ containers that have a _____ system. Heavy and overwidth cargo is carried in _____ or _____ containers. Liquids are transported in _____

_____ containers. Containers are moved using _____ or _____.

Task 3. Look at the text again and find at least 5 sentences or phrases written in the Passive Voice.

- What verb forms are used?
- Who or what does the action? Is it mentioned?

Part B

Grammar Spot: Passive Voice (Present Simple)

We use the Passive Voice when we want to talk about an action, but we don't know or don't need to say who does it.

Form

to be (am/is/are/was/were) + V3 (Past Participle)

- Containers **are loaded** by cranes.
- Perishable goods **are transported** in reefers.

Modals (must/can/should) + be + V3

- Fragile cargo **must be marked** clearly.
- Overwidth containers can be moved with special trucks.

Task 1. Use the correct form of the verb in brackets.

1. Most electronics _____ (ship) in ISO containers.
2. Steel pipes _____ (load) into flat-rack containers.
3. Perishable goods _____ (keep) cold with a cooling system.
4. Liquids _____ (transport) in tank containers.
5. Containers _____ (move) by reach stackers at terminals.

Task 2. Rewrite the sentences in the Passive Voice.

1. A gantry crane lifts the container.
2. The forklift moves the heavy cargo.
3. Logistics companies transport fresh flowers in reefers.
4. Workers load the pipes from the top.
5. A truck carries the container to the port.

Task 3. Work in pairs. Take turns describing a container to your partner using the Passive Voice. Don't say the name of the container – your partner must guess it!

Use phrases like:

- It is used for...
- It is made of...
- It is moved by...
- It is loaded from...

Example:

Student A: This container is used for perishable goods. It is moved by gantry cranes and has a cooling system.

Student B: Is it a reefer?

Task 4. Logistics Inspector

Work in pairs or small groups.

You are logistics inspectors. Some process descriptions are incorrect. Read each sentence and decide what's wrong. Correct it using the Passive Voice.

 **Example:**

- ◆ *Containers are loaded by helicopters.*
✗ *No! Containers are loaded by gantry cranes!*

Incorrect statements:

- a) Perishable goods are transported in open-top containers.
- b) Chemicals are carried in dry containers.
- c) Containers are stacked by hand.
- d) Steel pipes are stored in reefers.
- e) Electronics are moved by tank containers.
- f) ISO containers are made of glass.
- g) Heavy cargo is transported in small cardboard boxes.
- h) Fragile items are loaded without any protection.
- i) Containers are delivered by bicycle couriers.
- j) Cooling systems are used in flat-rack containers.

Task 4. Write 4–5 sentences about one type of container, using the Passive Voice.

 **Toolbox: Business Skill – Clarifying specifications.**

In logistics, small mistakes can cause big problems. To avoid delays or damage, professionals must **ask for clarification** when something is not clear. This is called **clarifying specifications**.

Useful Phrases

Asking for clarification:

- Could you repeat that, please?
- What do you mean by “flat-rack”?
- Do you mean the cargo is overwidth?
- Can you clarify the dimensions?

Clarifying your message:

- What I meant was...
- Let me explain it more clearly.
- Sorry, I meant open-top, not reefer.
- Just to be clear, the cargo is perishable, right?

Language Tip: *Can* or *Could*?

Both *can* and *could* are used to ask for information or help. *Could* is more polite and common in business situations.

Less formal	More polite / formal
Can you repeat that?	Could you repeat that, please?
Can you explain it?	Could you explain what you mean?

Use *could* in emails, meetings, and calls — it sounds more professional.

Task 5. Match the clarification question with its reply.

1. Could you repeat the dimensions, please?	a) Sure. The load is not wider than the container.
2. What do you mean by “ISO standard”?	b) Yes, it’s 3.2m high and 2.5m wide.
3. Just to be clear, is the cargo perishable?	c) I mean containers that are 20 or 40 feet long.
4. Can you clarify the width?	d) Yes, it needs refrigeration.

Task 6. Role-play: Clarifying container details

Work in pairs. Student A is a shipping agent, Student B is a client.

Use the prompts below to clarify the container details:

- ✓ fragile items
- ✓ liquid cargo
- ✓ container without a roof
- ✓ temperature-controlled container

- ✓ oversized load
- ✓ ISO vs non-standard container

Task 7. Writing Task.

You work for a logistics company. Your task is to write a short email (50-70 words) to the client to clarify the details of an order. Use polite business language.

Email Template

Subject: _____

Dear [Name],

Could you please confirm the following:

I look forward to _____

Best regards,

[Your Name]

UNIT 9. DISTRIBUTION AND LAST-MILE DELIVERY

LEAD-IN

Task 1. Discuss the questions in pairs or small groups.

- a) Have you ever ordered something online? What was the delivery like?
- b) What do you think is the most difficult part of delivering goods to customers?

Why?

- c) What problems can happen during last-mile delivery?

Task 2. Look at the pictures and answer the questions below.

1. What problems do you see?
2. How would you solve them?



Task 3. Match the problems (1–5) with the possible consequences (A–E).

- | | |
|----------------------|--|
| 1. Wrong address | A. The customer gets angry. |
| 2. Bad weather | B. The parcel arrives late. |
| 3. Damaged packaging | C. The delivery fails. |
| 4. Traffic jams | D. The company must replace the item. |
| 5. No one at home | E. The courier cannot deliver on time. |

Active vocabulary

1. **automated locker** (n) – a secure storage box where parcels can be collected:
The courier left the package in an automated locker.
2. **crowdsourcing delivery** (n) – using local people (non-professionals) to deliver parcels: *Crowdsourcing delivery can reduce delivery costs.*
3. **damaged goods** (n) – products that arrive broken or unusable: *The customer received damaged goods and asked for a refund.*
4. **delivery address** (n) – the location where a package must be delivered: *Please check the delivery address before sending the parcel.*
5. **delivery delay** (n) – when the parcel does not arrive on time: *The snow caused a delivery delay.*
6. **delivery failure** (n) – when the delivery cannot be completed: *Incorrect address often causes delivery failure.*
7. **delivery route** (n) – the planned path for the courier: *Optimising the delivery route saves time.*
8. **delivery window** (n) – the time period when the delivery is expected: *The courier will arrive in the 2–4 p.m. delivery window.*
9. **drop-off point** (n) – a place where a package is left: *The drop-off point is near the customer's home.*
10. **geofencing** (n) – using GPS to trigger an action when entering a location: *Geofencing notifies customers when the courier is close.*
11. **last-mile delivery / final mile** (n) – the final step of the delivery process to the customer: *Last-mile delivery is often the most expensive part.*

12. **missed delivery (n)** – when the courier cannot deliver the item: *A missed delivery can make customers unhappy.*
13. **package / parcel (n)** – a box or envelope that is delivered: *Your parcel has been shipped.*
14. **returns management (n)** – the process of handling returned goods: *Good returns management helps keep customers satisfied.*
15. **rural area (n)** – a countryside environment: *It's more expensive to deliver to rural areas.*
16. **signature required (phr.)** – someone must sign to receive the item: *This delivery needs a signature required.*
17. **traffic jam (n)** – a line of vehicles moving slowly or not at all: *The parcel was delayed due to a traffic jam.*
18. **tracking number (n)** – a unique code to follow a parcel's journey: *You can use the tracking number to check the delivery status.*
19. **urban area (n)** – a city or town environment: *Last-mile delivery in urban areas is often slow.*
20. **white glove service (n)** – high-end delivery with extra care and setup: *White glove service is used for luxury or large items.*

Part A

Pre-reading task

Task 1. Match the words (1–10) with their definitions (A–J).

- | | |
|-----------------------|---|
| 1. last-mile delivery | A. A long line of cars moving slowly |
| 2. rural area | B. The final step when a parcel goes to the customer |
| 3. traffic jam | C. A code used to follow your parcel |
| 4. missed delivery | D. A place in the countryside, not in a city |
| 5. tracking number | E. When no one is home and the parcel cannot be delivered |
| 6. damaged goods | F. The place where the courier should deliver the parcel |
| 7. delivery address | G. When something arrives broken or in bad condition |
| 8. delivery delay | H. A small box or package that is sent to someone |
| 9. parcel | I. When the parcel arrives later than planned |
| 10. drop-off point | J. A place where the parcel is left for collection |

Task 2. Complete the sentences with the words below.

Words to use: crowdsourcing delivery, white glove service, delivery route, urban area, signature required, automated locker, geofencing, returns management, delivery failure, delivery window

1. In an _____, it's hard to find parking for large trucks.
2. We use _____ for small packages that don't need a courier.
3. The _____ shows the best way to reach all customers.
4. This item is expensive, so _____ is needed.
5. You can collect your parcel from an _____ near the station.
6. The courier couldn't find the address – it was a _____.
7. The _____ is 2–4 p.m., so be at home.
8. The company uses _____ to alert customers when the driver is nearby.
9. _____ includes organising the return of unwanted items.
10. We ordered a TV with _____, and they installed it in the living room.

Task 3. Skim the text quickly and underline 5 words from the Active Vocabulary list in the text. Make your own sentence with each word.

Task 4. Are the sentences True (T) or False (F)? Read the text and check.

1. Last-mile delivery is the cheapest part of shipping.
2. Automated lockers are only used in rural areas.
3. Geofencing alerts customers when the courier is close.
4. Missed deliveries never happen in urban areas.
5. White glove service is used for cheap, small items.

The Last-mile challenge

Last-mile delivery is the final and most difficult part of the shipping process. It means bringing the parcel from a warehouse or a local hub to the customer's door. Many logistics companies say that last-mile delivery is the most expensive and time-consuming stage.

There are many challenges in this process. In urban areas, drivers often face traffic jams and parking problems. In rural areas, the delivery route is longer, and there may be only one house far from the main road. Missed deliveries are also common – for example, when no one is at home or the delivery address is wrong.

To solve these problems, companies are trying new solutions. One of them is using automated lockers in public places, such as supermarkets or petrol stations. Customers receive a code and pick up the parcel when it's convenient. Another option is crowdsourcing delivery, where local people deliver parcels using their own vehicles.

Technology also helps. Some companies use geofencing to send a message to the customer when the courier is nearby. Others offer white glove service for valuable or heavy items. This means the courier brings the item inside the house and installs it if needed.

Finally, returns management is an important part of last-mile delivery. If the customer wants to send the item back, the process must be simple and fast. Otherwise, the customer may not order again.

Logistics is changing fast. Good last-mile delivery can make customers happy – and poor service can lead to bad reviews and lost sales.

Post-reading task

Task 1. Choose the correct answer (A, B or C)

1. What is the most difficult part of the delivery process?
 - A. Packing the item
 - B. Transport by air
 - C. Last-mile delivery
2. Why is last-mile delivery expensive?
 - A. Because of long distances and time
 - B. Because parcels are too heavy
 - C. Because of low fuel costs
3. Why can missed deliveries happen?
 - A. The courier is late for work
 - B. The delivery address is wrong or the customer is not at home
 - C. The package is too large
4. What is geofencing used for?
 - A. To find lost parcels
 - B. To send messages when the courier is nearby
 - C. To check the weight of parcels
5. What does white glove service include?
 - A. Sending flowers with the parcel
 - B. Cleaning the parcel
 - C. Bringing the item inside and setting it up

Task 2. Use the information from the text and match the problems (1–4) with the correct solutions (a–d).

- | | |
|-------------------------------------|------------------------------------|
| 1. Traffic jams in cities | a) White glove service |
| 2. Failed deliveries in rural areas | b) Automated lockers |
| 3. Heavy/luxury items | c) Geofencing + route optimization |
| 4. Customer returns | d) Simplified returns process |

Task 3. Read the situation below. Then write a short email to your manager (60–80 words). Describe the problem and suggest a solution.

You work for a logistics company.

A customer lives in a rural area and often misses deliveries because no one is at home during the day. The customer is unhappy and wants a better solution.

Useful language

I suggest we...

One possible solution is...

This would help to...

It might be useful to...

Part B

Grammar Spot: First Conditional

We use the First Conditional to talk about real or possible situations in the future –especially when we want to offer a solution or explain consequences.

Structure:

If + Present Simple, will + base verb

(or: will + base verb + if + Present Simple)

Examples:

Affirmative:

If the courier uses geofencing, the customer will get a notification.

Negative:

If we don't simplify the returns process, more customers will complain.

Question:

What will happen if the parcel is damaged?

Task 1. Complete the sentences with the correct form of the verb in brackets.

1. If we _____ (offer) white glove service, the customer _____ (be) satisfied.
2. If the address _____ (be) incorrect, the parcel _____ (not arrive).
3. The company _____ (lose) money if customers _____ (return) too many items.
4. If the courier _____ (not find) parking, the delivery _____ (be) late.
5. What _____ (happen) if we _____ (ignore) the complaint?

Task 2. Match the two halves to make First Conditional sentences.

1. If we optimise the delivery route,
 - a) the customer will feel valued.
2. If the package is damaged,
 - b) we will reduce delivery time.
3. If we use automated lockers,
 - c) they won't receive the parcel.
4. If the customer isn't at home,
 - d) the customer will ask for a replacement.
5. If we respond quickly,
 - e) customers will collect parcels easily.

Task 3. Make sentences using the First Conditional.

Example:

-  *If / we / not fix / the problem / the customer / complain*
 If we don't fix the problem, the customer will complain.

1. If / we / improve / returns process / customers / be happy
2. If / courier / be late / customer / not wait
3. What / happen / if / parcel / go / to wrong address?
4. If / we / offer / better service / customers / come back
5. If / driver / not call / customer / not know / delivery time

Task 4. Role-Play – Complaint Solutions

 **Situation:**

Work in pairs. Student A is a customer, Student B is a customer service assistant. The customer has a problem. The assistant offers a solution using the First Conditional.

Choose one of the problems:

- a) The parcel arrived late
- b) The item is damaged
- c) The courier went to the wrong address
- d) The customer did not receive information about the delivery window
- e) The customer wants to return the product

Toolbox: Business Skill – Handling complaints

In logistics, good customer service is very important. When a customer is unhappy, you must listen carefully and offer a solution. Use clear and polite language.

 When a customer is unhappy, it's important to:

- ✓ listen carefully,
- ✓ show empathy,
- ✓ ask for details,
- ✓ offer a clear solution.

Key phrases for complaint handling

a) Apologies + Empathy

- *We sincerely apologise for the inconvenience.*
- *I understand your frustration and will resolve this immediately.*

b) Asking for details

- *Could you share the tracking number or order details?*
- *When exactly was the delivery window?*

c) Offering a solution (use First Conditional)

- *If you send photos of the damage, we'll process a refund.*
- *If the parcel isn't found by tomorrow, we'll ship a replacement.*

d) Preventing future problems

- *To avoid this in future, we recommend...using our automated lockers.*
- *To avoid this in future, we recommend selecting white glove service for fragile items.*

 **Tip:** Use polite and helpful language. Stay professional and solution-focused.

Task 5. Match the phrases below with the correct category (a–d)

<i>Phrases</i>	<i>Categories</i>
1. We sincerely apologise for the inconvenience.	a) apologies + empathy
2. Could you share the tracking number?	b) asking for details
3. If the parcel isn't found by tomorrow, we'll ship a replacement.	c) offering a solution
4. I understand your frustration and will resolve this immediately.	d) preventing future problems
5. To avoid this in future, we recommend using automated lockers.	
6. When exactly was the delivery window?	
7. If you send photos of the damage, we'll process a refund.	

8. Selecting white glove service may help with fragile items.

Task 6. Role-Play – Complaint Solutions



Work in pairs. Student A is the customer, student B is the customer service assistant.

Student A chooses one complaint from the list:

- a) Damaged item
- b) Late delivery
- c) Missing parcel
- d) Wrong delivery window
- e) Wants to return the item

Student B responds using 3 of the 4 steps:

1. Apologise and show empathy
2. Ask for more details
3. Offer a solution using First Conditional
4. Suggest how to avoid the problem in the future

Task 7. Write an email (70–90 words) to respond to the complaint below:

“My parcel arrived late and the item is slightly damaged. This is not acceptable.”

Your email should:

- ⊕ include an apology and show empathy
- ⊕ ask for one piece of information
- ⊕ offer a solution using First Conditional
- ⊕ give one suggestion to avoid the problem in the future

UNIT 10. GREEN LOGISTICS

LEAD-IN



Task 1. Look at pictures. Discuss the questions in pairs.



1. Which picture shows green logistics? Why?
2. What are the advantages and disadvantages of each delivery method?
3. Why do companies want to become more environmentally friendly?
4. What problems can traditional logistics cause for the environment?

Task 2. Match the terms (1–4) with the correct definitions (a–d).

- | | |
|--------------------------|---|
| 1. Carbon footprint | a) Planning the most fuel-efficient delivery path |
| 2. Electric lorry | b) Vehicle with zero exhaust emissions |
| 3. Sustainable packaging | c) Environmental impact of transportation |
| 4. Route optimization | d) Biodegradable or reusable materials |

Active vocabulary

1. **Biofuel** (n) – Fuel made from plants or waste: *Biofuel-powered lorries emit 50% less CO₂.*
2. **Biodegradable materials** (n) – Materials that break down naturally: *Our packaging uses biodegradable materials like cornstarch.*
3. **Carbon footprint** (n) – Amount of CO₂ emissions: *Optimising routes reduces our carbon footprint.*
4. **Charging station** (n) – Place to recharge electric vehicles: *Drivers recharge electric vans at charging stations overnight.*
5. **Circular economy** (n) – Reusing materials instead of wasting them: *In a circular economy, old pallets are repaired, not discarded.*
6. **Eco-friendly packaging** (n) – Packaging made with less harm to nature: *Eco-friendly packaging often uses recycled paper.*
7. **Electric lorry** (n) – A truck powered by electricity: *Electric lorries are quieter and cleaner than diesel ones.*
8. **Emissions tracking** (n) – Monitoring CO₂ and pollution levels: *Real-time emissions tracking helps companies improve sustainability.*
9. **Environmental impact** (n) – Effect on nature and the planet: *Sea freight has a lower environmental impact than air cargo.*
10. **Fuel-efficient** (adj.) – Using less fuel: *Fuel-efficient engines save money and reduce pollution.*
11. **Green corridor** (n) – Special routes for eco-friendly vehicles: *Green corridors ban diesel vehicles in city centres.*

12. **Last-mile hub** (n) – Small city warehouse for fast delivery: *Last-mile hubs cut delivery times by 30%.*
13. **Low-emission zone** (n) – Area where polluting vehicles are restricted: *Driving a diesel lorry in a low-emission zone results in fines.*
14. **Recycling** (n) – Turning waste into new products: *Recycling plastic reduces landfill waste by 80%.*
15. **Renewable energy** (n) – Energy from wind, sun, or water: *Our warehouses run on 100% renewable energy.*
16. **Returnable packaging** (n) – Reusable boxes, crates or pallets: *Returnable pallets can be reused 50+ times.*
17. **Route optimisation** (n) – Planning faster, cleaner delivery routes: *Route optimisation software reduces fuel consumption.*
18. **Solar-powered** (adj.) – Using sunlight for power: *Solar-powered delivery drones are being tested in Africa.*
19. **Sustainable** (adj.) – Good for the planet and future generations: *Sustainable logistics balances profit and planet.*
20. **Zero-emission** (adj.) – Producing no harmful gases: *Zero-emission e-bikes deliver parcels in downtown areas.*

Part A

Pre-reading task

Task 1. Match the words (1–10) with their definitions (A–J).

- | | |
|----------------------------|---|
| 1. Electric lorry | a) Small urban warehouse for faster deliveries |
| 2. Biofuel | b) Energy from sun/wind that never runs out |
| 3. Low-emission zone | c) Truck powered by electricity |
| 4. Last-mile hub | d) Area where polluting vehicles pay fines |
| 5. Renewable energy | e) System of reusing/recycling materials |
| 6. Biodegradable materials | f) Fuel made from plants or waste |
| 7. Circular economy | g) Producing no air pollution |
| 8. Route optimisation | h) Natural packaging that decomposes |
| 9. Zero-emission | i) Planning the most fuel-efficient path |
| 10. Carbon footprint | j) Total CO ₂ emissions caused by activity |

Task 2. Complete the sentences with the words below.

Words to use: charging station, eco-friendly, emissions tracking, environmental impact, fuel-efficient, recycling, returnable, solar-powered, sustainable, traffic congestion

- 1) _____ packaging can be reused multiple times.
- 2) A _____ van uses sunlight instead of petrol.

- 3) _____ helps companies monitor their pollution levels.
- 4) Electric lorries need a _____ to recharge batteries.
- 5) _____ reduces waste by turning old materials into new products.
- 6) _____ delivery methods protect nature long-term.
- 7) _____ trucks use less diesel for the same distance.
- 8) Last-mile hubs decrease _____ in city centers.
- 9) Paper boxes are more _____ than plastic ones.
- 10) Sea transport has less _____ than air cargo.

Task 3. Before reading the text, guess if the statements are true or false.

1. Electric lorries produce more noise than diesel ones.
2. Last-mile hubs help reduce traffic in cities.
3. Green packaging is always made of plastic.
4. Route optimisation can lower fuel use.
5. Green logistics is only about transport vehicles.

 Now read the text and check your answers.

Going green in logistics

More and more logistics companies are going green. Why? Because customers care about the environment – and so do city governments. Sustainable logistics is not just a trend. It's a smart way to reduce emissions, save fuel, and improve delivery services.

One common solution is the electric lorry. These trucks produce zero emissions and are much quieter than diesel vehicles. They can drive into low-emission zones and deliver goods in city centres without fines or complaints.

Another innovation is the use of biofuels – fuels made from plants or waste. A biofuel-powered truck can cut carbon footprint by up to 50%.

Last-mile hubs are also part of the green shift. These small warehouses inside cities make deliveries faster and reduce traffic congestion. They are often powered by renewable energy like solar or wind.

Green logistics is not only about transport. It's also about packaging. Many companies now use eco-friendly or returnable packaging made from biodegradable materials. They also invest in emissions tracking and route optimisation software to save fuel and lower their environmental impact.

Some firms follow the idea of a circular economy: instead of throwing things away, they reuse or recycle them. For example, damaged wooden pallets are repaired, not burned or buried.

Going green is not always cheap – electric vehicles and solar panels cost money. But in the long run, fuel-efficient and solar-powered systems help companies save money and build a better brand.

Post-reading task

Task 1. Answer the questions below

1. Why are companies choosing green logistics?
2. What are two benefits of electric lorries?
3. What are last-mile hubs and how do they help?
4. How do companies reduce their carbon footprint?
5. What is a circular economy?

Task 2. Match the problems with the green solutions

Problem	Solution
Diesel trucks pollute the air	a) Use returnable packaging
Too many traffic jams in the city	b) Switch to electric lorries
High carbon emissions from routes	c) Use last-mile hubs
Too much plastic waste	d) Optimise delivery routes

Task 3. Choose two green solutions from the text.

Explain to your partner how they help the environment and why more companies should use them.

Part B

Grammar Spot: should/ought to

We use “*should*” and “*ought to*” to give advice, suggestions or express what is the right thing to do.

Use should and ought to when you:

1) Give advice:

You should try route optimisation software.

2) Recommend an action:

Logistics firms ought to switch to electric lorries.

3) Express obligation (*not as strong as must*):

We should reduce our carbon footprint.

Form:

Affirmative:

Subject + should / ought to + base verb

- We **should reduce** emissions.
- They **ought to recycle** packaging.

Negative:

Subject + should not (shouldn't) / ought not to + base verb

- We **shouldn't waste fuel.**
- They **ought not to ignore eco-rules.** (less common)

Question:

Should + subject + base verb?

- **Should we invest in solar energy?**

Task 1. Choose the correct modal verb to complete each sentence.

1. We (should / can) use electric lorries in low-emission zones.
2. Drivers (must / should) switch off the engine when waiting.
3. Companies (ought to / might) reduce packaging waste.
4. We (shouldn't / won't) ignore our carbon footprint.
5. You (could / ought to) install solar panels on the warehouse.

Task 2. Use *should* or *ought to* and the verb in brackets to complete the sentences.

1. Logistics companies _____ (invest) in green technology.
2. We _____ (not use) diesel trucks in the city.
3. Customers _____ (receive) parcels in returnable packaging.
4. The company _____ (track) its emissions.
5. Warehouses _____ (run) on renewable energy.

Task 3. Imagine you are a sustainability consultant. Give recommendations to the company using *should* / *ought to*.

Example: Problem: Too much plastic packaging.

- You should replace it with biodegradable materials.

Problems:

- a) Old diesel trucks pollute the air.
- b) Delivery routes are too long and waste fuel.
- c) Customers complain about too many boxes.
- d) No system to track emissions.
- e) High energy use in the warehouse.



Toolbox: Business Skill – Should/Ought to (recommendations).

In logistics, it's important to make clear and polite recommendations – to colleagues, clients, or management. We often use **should** and **ought to** to suggest better, more sustainable ways of working.

◆ Useful Phrases

We should consider using...

You ought to reduce...

I think we should switch to...

The company should invest in...

One option could be to...

To reduce our environmental impact, we ought to...

Look at the recommendations below. Which is better? Why?

We use too much plastic.

We should replace plastic with biodegradable packaging.

We ought to install charging stations for electric vans.

We have no chargers.

Tip: A good recommendation includes a positive action.

Task 1. Work in pairs. Choose a problem and suggest a solution using *should* or *ought to*.

Example:

Too much fuel use → We should use route optimisation software to reduce fuel use.

1. Too much packaging waste
2. High fuel costs
3. No electric vehicles
4. Poor delivery planning
5. High carbon emissions

Task 2. Write an email (60–80 words) to your manager. You work at a logistics company. You want to suggest one eco-friendly change (e.g., electric lorries, route optimisation, returnable packaging).

Include:

- a) One specific green idea
- b) At least 5 vocabulary words from this unit
- c) 2 recommendations using should or ought to

Task 3. Choose a real company named “Green Logistics” or with a clear green logistics strategy (e.g., GreenLine Mobility, Barsan Global Logistics, DHL).

a) Use the web to find:

- What industry they work in (freight, last-mile delivery, warehousing).
- Sustainability practices:
 - ⊕ Do they use electric or biofuel vehicles?
 - ⊕ Are they investing in renewable energy (solar panels, charging stations)?
 - ⊕ Do they have emissions-tracking or circular economy policies?
- Achievements and goals: e.g., carbon reduction targets, certifications (EcoVadis, CDP).
- Challenges or future plans in becoming greener.

b) Write a Short Report (150–180 words)

Include:

- A short introduction to the company
- Their green logistics practices and achievements
- One advantage and one challenge they face
- Your opinion: They should / ought to ... (use at least two modal recommendations)

c) Prepare a 2–3 minute presentation summarising your report.

Include:

- Company name and sector
- Key green initiatives
- Benefit for the environment and the company
- A recommendation: Use should / ought to (e.g., They should install more charging stations.)

И. В. Лапина

Электронный учебник «**Деловой и профессиональный английский язык для студентов образовательной программы «Логистика»**» направлен на формирование навыков профессионально-ориентированного общения на английском языке в сфере логистики. Материал охватывает ключевые темы отрасли: от базовых понятий логистики и трудоустройства до управления заказами, складских операций, транспортировки и принципов устойчивой логистики.

Особое внимание уделяется развитию практических коммуникативных и бизнес-навыков, необходимых будущим специалистам: ведению деловой переписки и телефонных переговоров, участию в профессиональных обсуждениях, подготовке презентаций, решению рабочих ситуаций и взаимодействию с партнёрами в международной среде.

Учебник имеет модульную структуру и сочетает изучение профессиональной лексики с отработкой ключевых грамматических моделей. Электронный формат обеспечивает интерактивность, возможность самоконтроля и постепенное формирование иноязычной профессиональной коммуникативной компетенции.

Электронное издание предназначено для студентов образовательной программы «Логистика», а также может быть полезно обучающимся смежных специальностей и начинающим специалистам, стремящимся развить навыки профессионального английского языка.