

# Contents

Unit	Logistics communication skills	Reading	Listening	Language
<b>01</b> Visiting the warehouse	Greeting visitors Introducing yourself Showing visitors round Describing warehouse processes	A web page about storage solutions	Showing a visitor round A warehouse process	Phrases for greeting visitors and introducing yourself Warehouse acronyms Sequencing expressions Passive and active forms
<b>02</b> Orders	Placing and taking orders Reading and writing purchase orders	A purchase order	Telephone orders Dealing with logistics problems and finding solutions	Numbers, measurements, weights, volumes Delivery dates and times Phrases for requests, apologies, suggestions <i>Will</i> for decisions and promises
<b>Video</b>	Interviews with logistics professionals talking about warehouses and orders with exercises			
<b>Review</b>	Revision exercises for Units 1 and 2			
<b>03</b> Scheduling delivery	Discussing shipping options Handling telephone calls between freight forwarders and shippers	A web page about a company	Telephone conversations enquiring about shipping	Shipping vocabulary Question forms Language for comparing and giving advice Email phrases
<b>04</b> Picking, packing and inventory	Meetings about improving warehouse/distribution centre performance Making, supporting or rejecting suggestions in logistics meetings Making formal recommendations	A trade union handout	A quality meeting A sales call	Vocabulary for describing inventory levels Vocabulary for the picking, packing and loading processes Phrases for discussing and solving problems Verbs for giving advice
<b>Video</b>	Interviews with logistics professionals talking about scheduling delivery and picking, packing and inventory with exercises			
<b>Review</b>	Revision exercises for Units 3 and 4			
<b>05</b> Material handling	Giving information, instructions and warnings to staff and drivers	A safety poster with instructions Tips for loading a shipping container	Instructions for drivers	Vocabulary for loading and unloading Vocabulary for handling equipment Vocabulary for containers Saying times Words and phrases to explain consequences
<b>06</b> Tracking shipments	Updating on a shipment's progress Telephoning to track a shipment Giving and getting directions	Product descriptions	Telephone calls to get updates on shipments	Vocabulary for multimodal shipments Shipping documents Tenses for the past, present and future Email phrases Phrases for giving directions
<b>Video</b>	Interviews with logistics professionals talking about material handling and tracking shipments with exercises			
<b>Review</b>	Revision exercises for Units 5 and 6			
<b>07</b> Solving shipping problems	Asking for reasons for logistics problems Explaining reasons for logistics problems Getting shipments expedited	A tracking print-out Text messages asking for action and responding	Telephone conversations between customers and shipping companies	Linking words Phrases for talking about problems and delays Phrases for rescheduling deliveries Text message and email phrases Phrases for getting things done
<b>08</b> Handling complaints	Making and dealing with complaints	A packing list An email about a damaged shipment	Telephone conversations about complaints	Vocabulary for describing damage to goods Past participles as adjectives Vocabulary for insurance claims Phrases for empathizing, apologizing, reassuring and promising action
<b>Video</b>	Interviews with logistics professionals talking about solving shipping problems and handling complaints with exercises			
<b>Review</b>	Revision exercises for Units 7 and 8			