

01

Visiting the warehouse

Warm up

Do you think Benjamin Franklin would have been a good warehouse manager? Is his advice really possible in a modern warehouse?

A place for everything, everything in its place.

Benjamin Franklin, Founding Father of the United States

LEARNING OBJECTIVES

Logistics communication skills

- Greeting visitors
- Introducing yourself
- Showing visitors round
- Describing warehouse processes

Reading

A web page about storage solutions

Listening

- Showing a visitor round
- A warehouse process

Language

- Phrases for greeting visitors and introducing yourself
- Warehouse acronyms
- Sequencing expressions
- Passive and active forms


Greeting visitors

1 Introduce yourself to other people in your class. Use the useful language in the box to help you.


Hello. I'm Carla.	I'm a/the warehouse manager.
Nice to meet you, Carla, I'm David.	How long have you been working for BLC?
Good to meet you too, David.	I've been working here for 3 years.
What do you do?	What are your main duties?
I work for GLC Logistics.	I'm responsible for inbound goods.

2 Discuss the questions with a partner.

- What jobs do the visitors that come to your company have?
- Do you need to speak English to any of them? What do you talk about?

3  **01** Listen to three people meeting and decide if the statements are true (T) or false (F). Correct the false statements.

- | | |
|--|-------|
| a David and Marta know each other. | T / F |
| b David is an auditor. | T / F |
| c Marta's flight took 40 minutes. | T / F |
| d Marta travelled from the airport to Basingstoke by car. | T / F |
| e Marta would like a drink of water. | T / F |
| f Louise is an IT manager. | T / F |
| g Marta is going to spend two days in Basingstoke. | T / F |
| h Marta knows where her hotel is. | T / F |

4  **01** Complete the sentences with the words in the box. Listen again and check your answers. Add a sentence of your own to each category.

brings flight freshen meet something this trouble

Asking about the trip

- How was your _____?
- Did you have any _____ finding us?
- What _____ you to Basingstoke, Marta?

Offering

- Would you like _____ to drink?
- Do you need to _____ up after your trip?

Introducing people

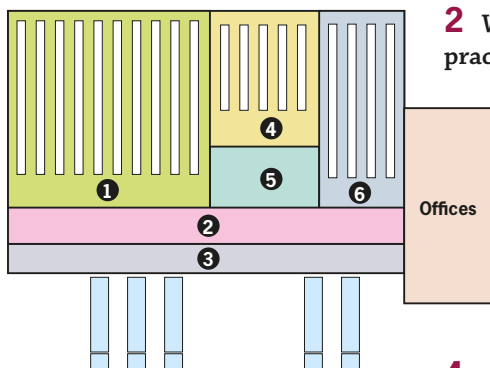
- I'd like you to _____ Marta.
- _____ is Louise Waller.

5 Work with a partner or in groups of three. Practise greeting a visitor and introducing a colleague. Take turns to be the host, the visitor and the colleague. Use the expressions in 1 and 4 to help you.



Showing visitors round

- Marta used the GPS on her phone to find her way. What does GPS stand for?
- Work with a partner. Test your knowledge of some common logistics acronyms and practise saying them. Student A: turn to page 46. Student B: turn to page 48.



3 **02** Listen to David Bird showing Marta Simon round the Basingstoke warehouse. Using the floor plan on the left, number the different areas of the warehouse he shows her, as in the example.

- | | | | |
|-----------------------------|-------------------------------------|---------------------------|--------------------------|
| Receiving and shipping area | <input checked="" type="checkbox"/> | Refrigerated store | <input type="checkbox"/> |
| Staging area | <input type="checkbox"/> | Crossdocking area | <input type="checkbox"/> |
| Freezer store | <input type="checkbox"/> | Ambient temperature store | <input type="checkbox"/> |

4 Complete the verb/noun collocations with the words in the box.

	items	orders	pallets	receive	trailers
fill				load	d _____
pick		a _____		unload	
stack		b _____		e _____	deliveries
tag					confirmation
palletize		c _____			
scan					

5 **02** Listen again and check your answers.

6 Complete the sentences with the words in 4 in the correct form.

- We often _____ pallets four high.
- Orders can be _____ automatically or manually.
- We use forklifts to _____ and _____ trailers.
- Items are _____ in the staging area.
- We receive _____ of different goods throughout the day.
- We _____ items using a bar-code reader.
- All pallets must be correctly _____ with information about their contents.
- Shipments are dispatched when we receive _____ of the order from the sales department.

7 Work with a partner. Look at the pictures below and describe the different products. Decide where the products should be put in the Basingstoke Distribution Centre.



Over to you

Draw a simple floor plan of your (or a customer's/supplier's) warehouse or store area, or use the plan in 3. Work with a partner. Take turns to explain the layout. Describe what products you keep in each area and what you do with them. Use the expressions in 4 and 6 to help you.



Storage systems

1 Work with a partner. Look at the photo on the left and answer the questions. Then, read the web page below and check your answers.

- How is the racking system different from conventional racks?
- How do the racks move?
- What are the advantages and disadvantages of such a system?
- In which areas of a warehouse could this system be particularly efficient?

Warehouse Solutions
Company | **Products** | News | Jobs | Contact |

Automated Systems
Storage Solutions
Logistics Software
Workstations
Mobile Racking Systems

- ▶ Up to 90% space-saving on aisles
- ▶ Managed by WMS
- ▶ FIFO-compatible
- ▶ Single/multi-bay racking
- ▶ Radio data system

Ziegler mobile racking systems are made up of single or multi-bay racks. The racks have motors and are mounted on mobile, steel-framed bases which move back and forth on rails to open aisles as they are needed. With our system, 9 out of 10 conventional aisles can be eliminated, so your storage space is maximized. When racks are used in combination with our WMS and radio data system, significant time-savings can also be made. Racks can be opened at the rack-head, or opened remotely from forklift trucks, or by the WMS. The system has particular advantages in refrigerated or freezer stores where space is at a premium and each extra cubic metre costs more.

2 Read the web page again and decide if the statements are true (T) or false (F). Correct the false statements.

- Ziegler only sells mobile racking systems. T / F
- The mobile racking system doesn't allow first-in, first-out stock management. T / F
- The system saves 90% of total warehouse space. T / F
- The system can save time even if it is not used with a WMS and radio data system. T / F
- Racks can be opened in three different ways. T / F

Describing warehouse processes

1 **03** Listen to David describing a warehouse process and answer the questions.

- What process is he describing?
- Why is Marta auditing the warehouse?
- What is stored in the upper storage levels?

Grammar tip

The passive

Use the passive to describe processes, particularly when focusing on the action rather than the person doing the action.


Passive: appropriate form of *be* + past participle

Active: *Somebody unloads goods from the lorry.*

Passive: *Goods are unloaded from the lorry.*

2 Rewrite the active verbs in these sentences using the passive. Refer to the Grammar tip box if necessary.

- a We collect the information and send it to the WMS.
- b We cross-dock fresh products to ship them directly to our stores.
- c We put frozen and chilled items away first.
- d We unload pallets from the trucks.
- e Somebody tags the pallets and boxes and transfers them to the staging area.
- f We use the lower levels of the racks for items that we will pick quickly.
- g People scan the pallets with hand-held scanners.
- h We may break some pallets down into smaller boxes.
- i We allocate the upper levels for reserve storage.
- j The WMS creates a bar code.

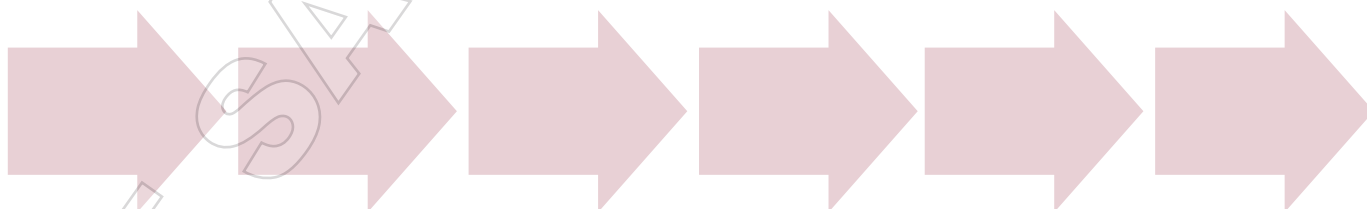
3  Put the steps in 2 in the order they were described. Listen again and check your answers.

4 Complete the table with the sequencing words and phrases in the box.

after that at this stage finally ~~first~~ first of all firstly
 in the final step lastly next then

Beginning	Ordering	Ending
<i>first</i>	_____	_____
_____	_____	_____
_____	_____	_____

5 Prepare notes about a process of your own (warehousing, WMS or other) and complete the flow chart below with the key steps. Give your chart a title.



Over to you

- 1 Work with a partner. Take turns to present your process from 5. Use the passive to describe actions and use the active when the person (or thing) doing the action is more important. Use the sequencing expressions in 4 to structure your description.
- 2 Choose another process you are familiar with and write the steps in the process. Use verbs in the passive and active and the sequencing expressions in 4.