Getting the goods

EAE Learning objectives for this lesson

Learn and practice transportation and shipping vocabulary. Learn about the difference between the present simple and present continuous, uncountable nouns and polite expressions.



Activity One: Ask and Answer with your teacher or partner.

1. Do you work in shipping or transport?
2. What kind of merchandise do you work with?
3. What kind of containers are used?
4. What kind of people do you have to speak English to in your job?
5. What are the challenges involved in shipping goods?

Activity Two: Present continuous vs present simple:We use present simple for actions that are **habitual**.

Every day, I go to work at 9am

I work in a shipping office ***I receive goods in the afternoon.***

I pack crates in the morning
These are things that **usually happen**, they are **routines**

To talk about something that is happening **at the moment**, we use the present continuous.
I am just finishing the inventory, I will be there in a minute. ***I can't answer the door because I am speaking on the phone.***

Activity Three: Watch the video, put the following statements into the correct order https://www.youtube.com/watch?v=Vf1nvavnOCI&ab_channel=J.J.TaylorDistributingCompanyofMN%2CInc.

A Day in the life of Warehouse at JJ Taylor Distributing Company of MN, Inc

A. The man is picking up pallets
B. The machine is wrapping the boxes
C. The man is printing his order
D. The man is loading boxes onto the truck
E. They are stretching
F. He is putting the pallets on a track
G. He is labelling the boxes

Activity Four - Shipping vocabulary:identify the containers on the next page:

crate **bag** **shipping container** **barrel /cask**

pallet **box**








DB
EUR





Activity Five: Countable and uncountable nouns

Decide which of the following are COUNTABLE and which are UNCOUNTABLE nouns then finish the sentences below:

furniture	money	toothpaste	chair	car	wood
jam	rice	cardboard box	beer	glass	carrot
lamp	petrol	orange	plate	paint	clothes
shampoo	banana	pallet	bread	information	toothbrush
coffee	microwave oven	fish	oil	cigarette	paper
wine	pallet jack	t-shirt	sugar	sunglasses	soap
television	advice	flower	chewing gum	milk	container

a bottle of…

a bar of…

a piece of…

a bag of…

a litre/gallon of…

a pallet of…

a tube of…

a barrel of…

a kilo of…

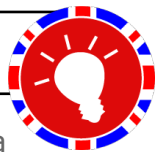
a can of….

a packet of…

a roll of…

Activity Six: Being polite:

Making Inquiries:



When asking for information we always use polite language. We often start with a more general request for information before we ask more specific questions. Indirect questions such as ***Could you tell me how much it would cost?*** Are more polite that direct questions e.g. ***How much would it cost?***

I'd like to ask/ enquire about……

I'm call about … (on the telephone)

I'm writing about/with regard to ….. (in an email or letter)

Could you tell me how much/many/long/often …?



ADVISING THE CUSTOMER

Customers may need advice on transport options, freight and insurance rates, shipping and backing details, the route, details regarding weight, dimensions, and measurements.

For this consignment I would recommend/suggest using air transport.

I recommend/suggest that you ship the goods by road.

We/you should also consider air transport for ….

That depends on your specific requirements.

OFFERING ALTERNATIVES

Sometimes you need to provide the customer with several alternatives before a decision can be made.

Another options would be to …..

Of course it would also be possible to … (instead).

Alternatively, you/we could …….

Here are some more phrases. Sort them under the correct heading.

A. Customer enquiries	B. Advice and recommendations	C. Offering alternatives



- I (would) need some information regarding …..
- In that case I recommend/suggest that you use/ship …..
- I think the best option would be to ….
- If you prefer …., we could also arrange ..
- Could you let me have some information about …?
- We can provide/arrange/ship …. If you like.
- As an alternative, we can offer you ….



- What would be the cheapest/fastest/safest/most convenient way/option?

Match the beginnings of the sentences (1-6) with the endings (a-f).

1. I would need some information
2. Could you let me know
3. In that case I suggest that you
4. For a consignment this size I
5. Of course it would also be
6. We can also arrange transport

a. Would recommend rail transport.

b. By courier if you prefer.

c. Regarding loading times.

d. What the transit times are?

e. Possible to ship by express service instead.

f. Use the cheaper sea freight option.

Activity Seven: Reading Comprehension

https://www.independent.co.uk/news/world/europe/brexit-shipping-fees-delivery-uk-eu-b1791282.html

UK woman living in France quoted £2,012 shipping fee due to Brexit

Consumers have seen changes to their online shopping post-Brexit including surprise tax additions, customs charges and higher delivery fees.

Brits abroad are struggling to get supplies from the UK, with one firm quoting a woman over £2000 in delivery fees from the UK to her home in France.

The woman said it would cost her £2,012 to have her food order delivered from to France, compared to the previous £12.

In a tweet, the woman said she was hoping to have £32.46 worth of food send to her home in France, but was quoted more than 160 times her usual delivery fee.

Approved Foods is a wholesale company based in the UK, mainly selling food and drink in addition to toiletries and pet supplies.

A number of customers have seen changes to their online shopping post-Brexit, with surprise tax additions, customs import charges, and higher delivery fees. One shopper was asked to pay £77 in tax on £245 of clothes bought from a French website, The Times reports.

Additionally, more checks at the border are now slowing deliveries both from and to the UK.

Blockages at the border, and additional costs to delivery companies, are now causing some companies to consider abandoning or even burning returned goods at the border.

Comprehension Questions:

1. What changes are consumers facing post-Brexit?
2. What are companies resorting to doing?

Activity Eight: Find the mistakes!

Can you identify the mistakes and fix the sentences below:



1. I am talking to the supplier every Monday.
2. I print the documents now.
3. Is there a few milk in the fridge?
4. Are there much boxes?
5. Usually, I am storing the crates next to the fire exit.

Activity Nine: **Dialogue**

Read the dialogue below and answer the following questions.

Dave: Hey John, have you got a minute?

John: Yeh, I'm just thinking about lunch actually! What's up?

Dave: I'm afraid we have a problem with a delivery.

John: Oh no, what's the problem?

Dave: Unfortunately there was a mix up at the warehouse. All of the crates that were waiting to go to France were loaded onto the wrong shipping container.

John: Ah, I see. How did this happen?

Dave: Every day, I send the invoices to the guys at the warehouse and they label the boxes and load the crates accordingly. But today we had a new member of staff on duty and he swapped the invoices by mistake.

John: OK, I'll need to speak to the guys there. So where did the crates go instead?

Dave: They got shipped to New Zealand!

John: New Zealand!? Has it left already?

Dave: Yes, it left this morning.

John: OK. We need to alert our customers in France about the situation. Apologise for the delay and offer alternatives if they complain.

Dave: Got it. I am scheduling a meeting now. And what about our customers in New Zealand?

John: I will handle that. I have connections over there who owe me a favour.

Questions:

1. Identify the present continuous and present simple tenses.

2. What is the relationship between Dave and John?

3. How do you think they handled the situation?

4. What does John mean by "owe me a favour"?

5. Do you think they handled the situation well?

6. If you were Dave, what would you say in the meeting? (Use the advice from the previous exercise to help you.)

Activity Ten: Role play

With a partner or the teacher, make a dialogue with the different scenarios:

1. A customer wants to buy a large item from your store and you need to explain the different delivery options available.

2. An angry customer calls you because she has been waiting too long for her item to be delivered. You have to resolve the issue by offering alternatives.

3. Your supplier has made a mistake with your order. You call them to try to resolve the situation.

Just for fun:

Listen to the song and sing along!





