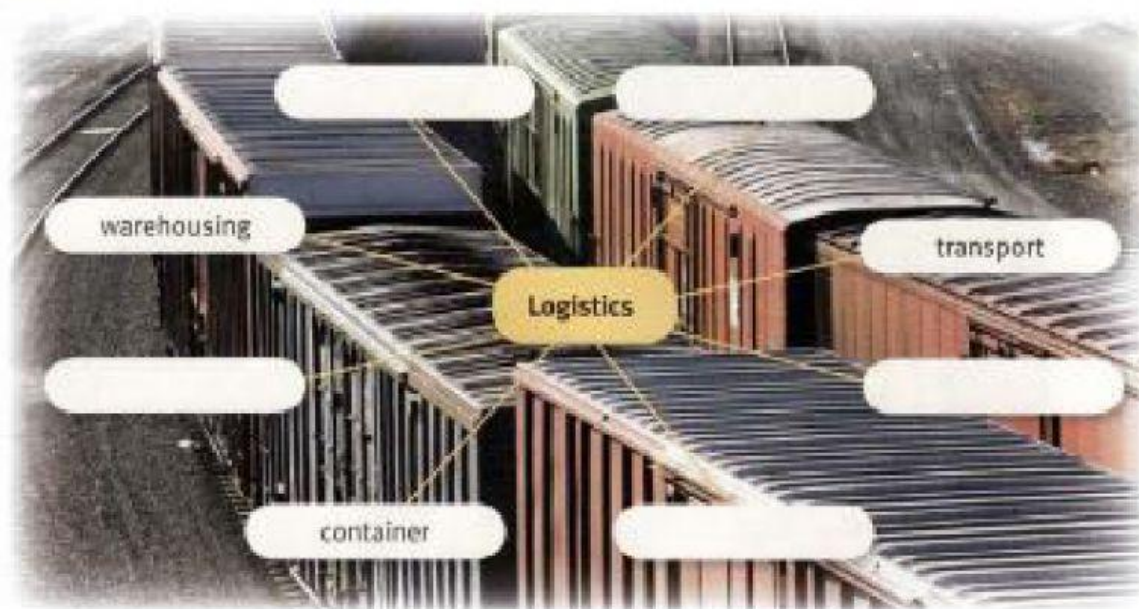


Final Exam

English for Logistics

- A Make a list of all the different areas of logistics you can think of by completing the diagram below.



Five people give their definition of *logistics*. Complete the sentences using the words from the box.

provide • storage • support • distribution • delivery • maintenance

- 1 *Logistics* means that you manage the procurement and movement of goods and the _____ of inventory.
- 2 It means the _____ of the goods the customer needs at the right time, in the right place, and of the right quality.
- 3 My definition of *logistics* is this: it's to plan, organize, and manage operations that _____ services and goods.
- 4 *Logistics* – that's the purchasing, maintenance, _____, and replacement of material and staff.
- 5 *Logistics* is the planning and _____ of operations such as warehousing, inventory, transport, procurement, supply, and _____.

B Match the definitions (a–f) with the words (1–6) below.

- | | | |
|---|----------------------------|--------------------------|
| 1 | carrier | ☐ |
| 2 | freight forwarder | ☐ |
| 3 | supplier | ☐ |
| 4 | haulage contractor/haulier | ☐ |
| 5 | courier | ☐ |
| 6 | consignee | ☐ |

- a company which carries goods by road
- b person or firm named in a freight contract to whom goods have been shipped or turned over for care
- c company that specializes in the speedy and secure delivery of small goods and packages
- d company that transports or conveys goods
- e company which supplies parts or services to another company; also called vendor
- f person or business that arranges documentation and travel facilities for companies dispatching goods to customers

C.

Match the verbs (1–8) with the activities (a–h) to make phrases from the recordings. Then listen again to check if necessary.

- | | | |
|---|-------------|--------------------------|
| 1 | book | ☐ |
| 2 | consolidate | ☐ |
| 3 | deal | ☐ |
| 4 | keep | ☐ |
| 5 | make | ☐ |
| 6 | use | ☐ |
| 7 | check | ☐ |
| 8 | take care | ☐ |

- a a number of shipments under one bill of lading
- b booking reservations
- c that health and safety standards are maintained
- d modern computer systems
- e space on a ship, train, lorry, or plane
- f where to put them in the warehouse
- g an eye on the budget
- h with all the necessary documentation

D.

Match the beginnings of the sentences (1–6) with the endings (a–f) to make sentences from the recording.

- | | |
|---|--------------------------|
| 1 With Quick Online Shipping you can find | ☐ |
| 2 This online tool allows you | ☐ |
| 3 To use QOS, simply log on | ☐ |
| 4 After registering with E-Shipping, you can make | ☐ |
| 5 You can also | ☐ |
| 6 With a mouse click you can also | ☐ |

- a to plan shipments, book collections and deliveries.
- b price requests, schedule transport, and obtain real-time shipment information.
- c track pick-ups and deliveries.
- d download commercial documents in pdf format.
- e by selecting your town or region from the drop-down menu on the left.
- f the right service to suit your shipping needs.

E.

Match the beginnings of the sentences (1–6) with the endings (a–f) to make definitions of more key terms.

- | | |
|--|--------------------------|
| 1 Lead time is the time | ☐ |
| 2 Procurement is | ☐ |
| 3 A retailer is a business | ☐ |
| 4 Customer order cycle time is the time | ☐ |
| 5 A wholesaler is | ☐ |
| 6 JIT – just in time is a concept | ☐ |

- a customers are prepared to wait for the delivery of their order.
- b of reducing inventories by co-ordinating the delivery of materials just before they are needed.
- c it takes to produce and supply a product.
- d an intermediary between manufacturers and retailers which buys in large quantities and resells in smaller quantities.
- e that buys products from wholesalers or manufacturers and resells them to the ultimate consumer.
- f the purchasing of goods (materials, parts, supplies, equipment) required to run an enterprise.

F.

Here are some more inventory management techniques. Complete the sentences with the passive form of the verbs in brackets.

- 1 A system in which the inventory _____ (monitor), planned and managed by the manufacturer on behalf of the customer (often a retailer).
- 2 A system which is similar to CRP. It _____ (use, often) for products that need to be supplied frequently and in small batch sizes.
- 3 It means that orders _____ (transfer) electronically to the manufacturer. Then they _____ (deliver) to the retail store.
- 4 Real-time demand _____ (identify) by electronic cash register and the product movement _____ (co-ordinate) from supplier to the retail store.
- 5 Products that have similar characteristics regarding their selling profile _____ (categorize) into 'families'.

G.

Complete the job advertisement for a corporate procurement manager with words from the box.

fulfilment • negotiation • 3PL providers • procurement • command • vendors
• supply chain • relationship

We are looking for a proactive and dynamic professional to take care of our strategic procurement and supplier _____¹ management.

Reporting to the Director of Corporate Procurement, the successful applicant will be responsible for managing both internal and external customers and for working with the appointed _____². While liaising with the _____³ team, _____⁴, and related stakeholders, you will also be involved in providing business support to optimize finance-logistics processes, order _____⁵, and logistics costs.

Other responsibilities include providing initiatives to help maximize company business profitability and efficiency.

The ideal candidate should have a degree in _____⁶ management or logistics management with a deep understanding and knowledge of the China logistics market. You should have at least 5 years' experience in a multinational company and you should possess outstanding _____⁷ skills. Based in Macau, excellent _____⁸ of English and Cantonese is a must with Mandarin an advantage.

If you are interested in this role, please send your CV in Word format to ...

H.

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.

I.

Here is an extract from a manual providing rail loading instructions. Complete the sentences with words from the box.

carefully • attention • overhanging • sure • place • examine • secure • instructions
• fit • distribute • exceeded • diagonally

- 1 _____ vehicle carefully.
- 2 Do not place items _____ across the wagon.
- 3 When loading is complete, ensure that it fully complies with the _____ given in our Rail Instructions Manual.
- 4 Examine load carefully and make _____ it is undamaged and suitable for loading.
- 5 _____ longer, heavier pieces on the bottom of the load.
- 6 Make sure that load is _____.

- 7 Ensure vehicle is _____ to be loaded.
- 8 Strap _____ loads.
- 9 When checking the vehicle, give special _____ to door securing mechanisms.
- 10 Examine vehicle and load _____ after loading.
- 11 _____ load as evenly as possible and make sure wheels are evenly loaded.
- 12 Check whether vehicle capacity has not been _____.

J.

Put the words in the order they are mentioned in the dialogue. Then listen again to check.

- 1 really / here / I think / a problem / we've / got
- 2 use / this shipment / our / for / one / unfortunately / we can't / of / regular forwarders
- 3 we / smaller / this / deliveries / means / partial / that / would / have several
- 4 have to / a lot more / and / as / we'd / pay / a result
- 5 Saturdays and Sundays / because of / deliver / we / can't / at the weekend / driving ban / on / the HGV
- 6 problems / this delivery / no idea / I / would / cause / so many / had