Lesson
18

WORDS TO LEARN

accurately
carrier
catalog
fulfill
integral
inventory
minimize
on hand
remember
ship
sufficiently
supply

Shipping

Study the following definitions and examples.

1 **accurately** adv., correctly; without errors
   a. To gauge these figures accurately, we first need to get some facts from the shipping department.
   b. The container company must balance the load accurately or there could be a disaster at sea.

2. **carrier** n., a person or business that transports passengers or goods
   a. Lou, our favorite carrier, takes extra care of our boxes marked "fragile."
   b. Mr. Lau switched carriers in order to get a price savings on deliveries out of state.

3. **catalog** n., a list or itemized display; v., to make an itemized list of
   a. The upcoming fall catalog shows a number of items from Laos that Mr. Lau has never before been able to offer.
   b. Ellen cataloged the complaints according to severity.

4. **fulfill** v., to finish completely
   a. The engineers fulfilled a client's request for larger display screens.
   b. Her expectations were so high, we knew they would be hard to fulfill.

5. **integral** adj., necessary for completion
   a. Good customer relations is an integral component of any business.
   b. A dependable stream of inventory is integral to reliable shipping of orders.

6. **inventory** n., goods in stock; an itemized record of these goods
   a. The store closes one day a year so that the staff can take inventory of the stockroom.
   b. Their inventory has not changed much over the years.

7. **minimize** v., to reduce; to give less importance to
   a. The shipping staff minimized customer complaints by working overtime to deliver the packages quickly.
   b. To keep the customers happy and to minimize the effect of the carrier strike, we shipped orders directly to them.

8. **on hand** adj., available
   a. We had too much stock on hand, so we had a summer sale.
   b. The new employee will be on hand if we need more help with shipping orders.

9. **remember** v., to think of again; to retain in the memory
   a. I remembered the delivery clerk's name as soon as I got off the phone.
   b. I will remember the combination to the safe without writing it down.

10. **ship** v., to transport; to send
   a. Eva shipped the package carefully, since she knew the contents were made of glass.
   b. Very few customers think about how their packages will be shipped, and are seldom home when the packages arrive.

11. **sufficiently** adv., enough
   a. The boxcar was sufficiently damaged that it could not be loaded on the truck.
   b. We are sufficiently organized to begin transferring the palettes tomorrow.

12. **supply** n., stock; v., to make available for use; to provide
   a. By making better use of our supplies, we can avoid ordering until next month.
   b. Gerald supplied the shipping staff with enough labels to last a year.

LIVEWORKSHEETS

WORDS IN CONTEXT

Read the following passage and write the words in the blanks below.

accurate	fulfill	minimize	shipping
carrier	integral	on hand	sufficient
catalog	inventory	remember	supplies

For Mr. Park's Asian housewares store, shipping is an (1) _____ part of the business. Many customers need to send their purchases to friends or relatives who live far away. Other customers, who do not live near one of his stores, shop by (2) _____ and need their orders sent by mail.

(3) _____ is, of course, the process of getting goods delivered to a customer, but it is more than just getting a box in the mail. Goods must be packaged carefully to (4) _____ breakage and ensure that they arrive safely. Staff members must keep (5) _____ records of the inventory shipped, so Mr. Park knows at all times the answers to these questions: When did a box leave the store? Who was the (6) _____ who delivered it? When did it arrive at its destination? Customers will have confidence in Mr. Park's business when he can give quick and accurate answers.

The shipping process must be tied to the store's (7) _____. When orders are taken, the shipping staff must know that there is (8) _____ inventory of the product on hand to (9) _____ the request. If a product is on order, the sales staff should advise the customer to expect a delay. When orders are shipped out, they must be deleted from the inventory records so Mr. Park knows exactly how many items are (10) _____ in his warehouse. It takes a good computer program to keep track of the additions and deletions to the inventory.

Sales staff must (11) _____ to charge for shipping and appropriate taxes. Mr. Park must keep good records on the cost of the shipping and packing materials and other (12) _____, the cost of the carriers, and staff time to assess whether he is billing enough to cover his shipping expenses.

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WORD FAMILIES

noun	accuracy	His firm was well known for its accuracy in predicting how long shipping would take.
adjective	accurate	Don't forget to keep accurate records; you will need them when you have your annual inventory.
adverb	accurately	The in-depth shipping records made it possible for Max to accurately estimate when the mixing bowls would arrive in the store.

verb	fulfill	We take pride in fulfilling customers' unusual requests.
gerund	fulfilling	Fulfilling the requirement of the contract will necessitate hiring extra staff.
noun	fulfillment	Fulfillment of duties can be tedious, but job satisfaction demands attention to detail.

adjective	integral	This paperwork is integral to our ability to track packages.
verb	integrate	The new foreman is unable to integrate information about shipping perishables.
noun	integration	His full integration into the team could take weeks.

verb	minimize	To minimize any potential risk of injury, all workers must wear closed-toed shoes in the stockroom.
adjective	minimal	Luckily, the leak from the roof did only minimal damage to the inventory in the stockroom.
noun	minimum	The minimum is $50; orders of less will be assessed a shipping charge.

verb	ship	We ship all orders within 24 hours of your phone call.
noun	shipper	We can rely on our shipper to pack large, fragile items carefully.
noun	shipment	The shipment from the supplier was short a number of items, so we complained.

adverb	sufficiently	If you are sufficiently certain that the crate is in this room, I will check them one by one.
adjective	sufficient	The postage on that box is not sufficient to get it to its destination.
verb	suffice	Will this much Styrofoam suffice?

LIVEWORKSHEETS

WORD PRACTICE

LISTENING COMPREHENSION

CD1
Track 18

Part 1 Photo

Look at the picture and listen to the sentences. Choose the sentence that best describes the picture.



1. Ⓐ Ⓑ Ⓒ Ⓓ

Part 2 Question–Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. Ⓐ Ⓑ Ⓒ

3. Ⓐ Ⓑ Ⓒ

Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best response.

4. What is the problem?
   (A) There aren't enough boxes.
   (B) The addresses were lost.
   (C) The packages need repair.
   (D) The wrong materials were shipped.

5. Who is responsible for the problem?
   (A) The woman.
   (B) The man.
   (C) The packers.
   (D) The suppliers.

6. When should the boxes be shipped?
   (A) Today.
   (B) Tomorrow.
   (C) By Friday.
   (D) On the weekend.

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

7. What is the topic of the talk?
   (A) Company mottos.
   (B) High prices.
   (C) Customer loyalty.
   (D) A weak point in the catalog.

8. What is the company's basic philosophy?
   (A) Unsurpassed customer service.
   (B) A good catalog can sell anything.
   (C) Outperform the competition.
   (D) High quality at low cost.

9. When will the catalog show a comparison of prices?
   (A) January.
   (B) May.
   (C) September.
   (D) December.

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READING

Part 5 Incomplete Sentences

Choose the word that best completes the sentence.

10. To assure that your order is _____ filled, it will be checked by a two-person team.
    (A) accurately (C) accurate
    (B) accurateness (D) accuracy

11. The suppliers have _____ the terms of our agreement and are now our supplier of choice.
    (A) fulfilling (C) fulfilled
    (B) fulfillment (D) fulfill

12. Scanning the shipment number is an _____ part of tracking these containers.
    (A) integral (C) integrating
    (B) integrate (D) integration

13. Keeping customer complaints to a _____ is the job of everyone who works in the store.
    (A) minimum (C) minimize
    (B) minimal (D) minimally

14. To keep distribution costs low, we have selected only two _____ firms for the region.
    (A) ship (C) shipping
    (B) shipment (D) shipper

15. Based on their credit check, it seems likely that they have _____ funds to cover this order.
    (A) suffice (C) sufficiently
    (B) sufficient (D) sufficed

Part 6 Text Completion

Packing Guidelines

In order to __16__ breakage of merchandise and loss of shipments and to ensure accurate fulfillment of orders, please observe the following guidelines when preparing packages for shipment:

1) Check the order form carefully to make sure the item number matches the item number and description in the catalog.
2) Make sure that the address label has been __17__ filled out, and particularly that names have been spelled correctly.
3) Each box must be __18__ filled with packing material to protect the contents from damage.
4) Packages must be ready to be picked up by the carrier before 3:30 p.m. daily.

Following these guidelines is of the utmost importance. Lost and damaged shipments cost the company valuable time and money.

16. (A) minimum
    (B) minimize
    (C) minimal
    (D) minimally

17. (A) acutely
    (B) accessibly
    (C) actively
    (D) accurately

18. (A) sufficiently
    (B) sufficient
    (C) suffice
    (D) suffuse

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Part 7 Reading Comprehension

Questions 19–23 refer to the following letter.

April 15

Customer Service Department
Fleetwood Fashions
21986 North Featherstone Avenue
Hiawatha, MN

Dear Customer Service,

I am writing about an order I made from the Fleetwood Fashions catalog over a month ago, which I have not yet received. When I called to order two new purses and several spring shirts, the customer service representative assured me that there was sufficient inventory on hand to fulfill the order. He told me that it would be shipped before the end of the week and that I would receive it within ten days. When I still had not received the shipment after 14 days, I called the company. The customer service representative checked the ordering information on the computer, and we discovered that my address had not been accurately recorded. He promised to reship the order with my correct address and told me I would receive it within ten days. That was over two weeks ago, and I still have not received the shipment. I cannot understand this. Perhaps the carrier that you use is not reliable. In any case, I am tired of waiting for my order and would like to cancel it. I am not sure whether I will make an order from your company again. This is unfortunate since it is one of the few places that carry dresses and shoes in my size and at a reasonable price. However, this is the second time I have had a problem with an order, and I don't want this to happen again. Please cancel my order #20857631. Thank you.

Sincerely,

Lucinda Walker

19. When did Lucinda Walker make an order from Fleetwood Fashions?
    (A) Last week.
    (B) Ten days ago.
    (C) Fourteen days ago.
    (D) Last month.

20. What did she order?
    (A) Purses.
    (B) Skirts.
    (C) Shoes.
    (D) Dresses.

21. What is the problem with her order?
    (A) The price is unreasonable.
    (B) The dress size is wrong.
    (C) She hasn't received it yet.
    (D) It contained the wrong merchandise.

22. The word *fulfill* in line 3 is closest in meaning to
    (A) pay for
    (B) complete
    (C) send
    (D) receive

23. The word *carrier* in line 8 is closest in meaning to
    (A) communication
    (B) employee
    (C) transporter
    (D) operator

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