# Review 3



## Reading

**1** 43 **Read the report. Write T (true), F (false) or DS (doesn't say) next to each statement.**

### Report on service provided by Simplicity ImpExp

by Elaine Smithers

**Introduction**

In order to get our most recent range of golf clubs produced quickly and at a low cost, we decided to seek out a manufacturer in China. To help us do this, we engaged the services of a sourcing company that is based in China. It's called Simplicity ImpExp and is run by an Englishman called Shane Winstone.

**Finding suppliers**

Simplicity ImpExp agreed to take on the task of finding the supplier that we needed for a very reasonable rate. This was very important to us because reducing costs was the main reason for having the clubs made in China.

**Negotiations**

A few members of our team have done business in China before and found that the bureaucracy and the language barrier can make it very difficult. Using the services of Simplicity ImpExp meant that we were not faced with these difficulties. Shane Winstone is fluent in Chinese, and he did all the negotiations for us. On several occasions, Mr Winstone was able to get a potential supplier to reduce their initial quote by around 20%.

**Factory visits**

Visiting the factories in China ourselves to see if they meet our requirements would have been very difficult and very expensive. Mr Winstone and his colleagues visited potential suppliers for us instead and reported back on what they found.

**Quality control**

Once we had identified a supplier that we wanted to use and production had started, the Simplicity ImpExp team visited regularly to ensure that everything was being done correctly. When there was a problem early on, it only took Mr Winstone an hour to get to the factory to resolve it.

**Shipping**

Simplicity ImpExp also organised for a shipper to transport the clubs to Europe and the USA. This shipper proved to be 100% reliable. In addition, there was never any damage to any of our orders, or any losses.

**Recommendation**

The savings that Simplicity ImpExp allowed us to make more than covered the cost of their services. I believe that we would not have been able to deliver this project on schedule, on budget and to such a high standard without their assistance. For all of these reasons, I would recommend Simplicity ImpExp for any future projects involving China.

..... 1. Speed was one of the reasons why Elaine's company chose to get a Chinese company to make the golf clubs.

..... 2. Elaine Smithers negotiated a low price from Simplicity ImpExp.

..... 3. Shane Winstone acted as a translator for Elaine in negotiations.

..... 4. Elaine's company had to spend a lot of money flying to China to visit potential suppliers.

..... 5. Mr Winstone realised that the manufacturer was making a mistake.

..... 6. Simplicity ImpExp is also a shipping company.

..... 7. Nothing was broken in any of the shipments from the factory.

..... 8. Elaine is very happy with the quality of the clubs.

## Writing

**2 You are going to be in a meeting all day tomorrow and you have made a list of some tasks you want the administrative assistant to do for you. Write an e-mail explaining the tasks you want him to do.**

Include:

- Office supplies: check and order what we need
- Mailroom: box with 30 brochures – post to Newcastle branch
- Laptop: take to IT for new software

**Useful Language**

**Hi [Name],**
**I hope you're ... .**
**I've got a few tasks I need you to do.**
**Please can you ... ?**
**I also need you to ... .**
**Let me know if you have any questions.**
**Thanks,**



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