Lesson
20

WORDS TO LEARN

adjustment
automatically
crucial
discrepancy
disturb
liability
reflection
run
scan
subtract
tedious
verify

Inventory

Study the following definitions and examples.

1. **adjustment** n., a change in order to match
   a. With these adjustments to the numbers of screws and nuts, we are close to having an accurate count.
   b. An adjustment to the number of damaged items would help us align our figures.
2. **automatically** adv., independently, without outside prompting
   a. The program automatically sends an e-mail response to all messages while she's out of town.
   b. The door opens automatically.
3. **crucial** adj., extremely significant or important
   a. Knowing how many products we have in stock is crucial to our shipping procedures.
   b. Inventory is a crucial process and must be taken seriously by all staff.
4. **discrepancy** n., a divergence or disagreement
   a. We easily explained the discrepancy between the two counts.
   b. Unless you catch the error immediately, the discrepancy gets entered into the computer and becomes very difficult to correct.
5. **disturb** v., to interfere with; to interrupt
   a. Let's see how many products we can count in advance of inventory so we disturb fewer customers.
   b. I hope I'm not disturbing you, but I need to ask you to move so I can record the products behind you.
6. **liability** n., an obligation; a responsibility
   a. The store's insured liability protects against theft and damaged inventory.
   b. The slippery steps were a terrible liability for the store.
7. **reflection** n., a likeness, an image
   a. She saw her reflection in the mirror.
   b. The reflection in the glass made it hard for her to distinguish how many were on the shelf.
8. **run** v., to operate
   a. As long as the computer is running, you can keep adding new data.
   b. We'll be running inventory next weekend, so don't make any other plans.
9. **scan** v., to look over quickly
   a. The computer's optical disk scanned in the price and ordering information.
   b. Jasmine quickly scanned the list to see if any information was missing.
10. **subtract** v., to take away; to deduct
    a. Once you ring up an item, the computer automatically subtracts it from the inventory log.
    b. Whoever did the inventory forgot to subtract the items that arrived damaged and were never put into the stockroom.
11. **tedious** adj., tiresome by reason of length, slowness, or dullness; boring
    a. This may be tedious work but you will be glad the inventory is accurate when you hit the busy holiday sales season.
    b. Counting merchandise all weekend is the most tedious job I can imagine.
12. **verify** v., to prove the truth of
    a. I can't verify the accuracy of these numbers, since I was not present for inventory weekend.
    b. The inventory process verifies that you have accounted for all the items that are supposed to be in the store.

LIVEWORKSHEETS

WORDS IN CONTEXT

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

adjusted	discrepancies	reflect	subtracts
automatically	disturbances	running	tedious
crucial	liability	scanning	verifies

In a retail business, inventory has multiple meanings. Inventory means all the goods that a company has on hand or available to it in a warehouse. Inventory also means the process by which the business (1) _____ the number of goods. An accurate account of the inventory available is (2) _____. The amount of stock is a (3) _____ because it is already owned by the business.

Taking an inventory is a physical count of the inventory holdings. Today, almost every business keeps a (4) _____ inventory count by having its sales records tied by computer to its inventory. When a customer makes a purchase, the computer system tied to the register (5) _____ the purchase from the inventory records. If a customer makes a return or an exchange, the inventory numbers will be (6) _____ by the computer (7) _____. That's often why (8) _____ the bar code is so important in stores. If merchandise is broken or damaged in the stockroom or on the sales floor, the manager will ask the sales and stock help to change the stock holdings to (9) _____ the loss.

As good as the computer records may be, they are just an estimate. At least once a year, most businesses do an actual physical count of the inventory. This process can be (10) _____ but it is necessary as there are always (11) _____ between what the computer says you own and what your physical count says. Often stores close for a day, or at least close early, so that staff can perform the inventory without (12) _____.

LIVEWORKSHEETS

WORD FAMILIES

verb	adjust	After you've verified the quantities in the stockroom, I'll adjust the numbers in the computer.
noun	adjustment	While the adjustments are being made to the computer inventory, the computer will be off-line and unavailable for use.
adjective	adjustable	The height of the shelves is adjustable, which makes it easier to reach and count the merchandise.

noun	automation	Computers have brought a heightened level of automation into the retail industry.
adjective	automatic	The automatic updating of the inventory is convenient, but always a day behind.
adverb	automatically	After every cash register transaction, the computer automatically updates the inventory record.

verb	disturb	Count as many of the items on the salesroom floor as you can without disturbing the customers.
noun	disturbance	After considering all the options, Ellen decided that closing the store a day to do the annual inventory would cause the least amount of disturbance for customers.
adverb	disturbingly	The computer count and the physical count were disturbingly incongruous, which distressed the store manager.

verb	reflect	The numbers in the computer log should accurately reflect the actual numbers available on the shelf or in the warehouse.
noun	reflection	Upon reflection, the supply clerk decided that there was an error in the inventory.
noun	reflector	Reflectors were attached to the corners of the shelves to alert the clerks that the shelf edges were sharp.

verb	scan	Scan the aisles and see if you find the missing carton.
noun	scanner	We will install a scanner at two of the computer terminals.
adjective	scanned	These scanned documents need to be returned to their original owners.

verb	subtract	Subtract 50 from the total—I just found an unusable box.
noun	subtraction	If you feel confident doing basic addition and subtraction in your head, you don't have to carry the calculator with you.
adjective	subtracted	These subtracted figures don't add up to the total that was supposed to be subtracted.

LIVEWORKSHEETS

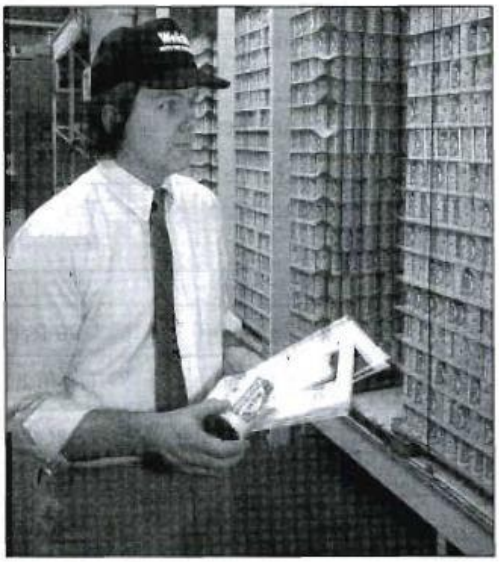
WORD PRACTICE

LISTENING COMPREHENSION

CD1
Track 20

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 information does the man want to verify?
   (A) The size of the bedspreads.
   (B) The number of bedspreads on hand.
   (C) The reason for the discrepancy.
   (D) The number of bedspreads the customer needs.

5. According to the computer, how many bedspreads are there?
   (A) Three.
   (B) Five.
   (C) Seven.
   (D) Eleven.

6. Where are the bedspreads?
   (A) In a box.
   (B) On a shelf.
   (C) On the bed.
   (D) In the stockroom.

Part 4 Talk

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

7. What happens every year in January?
   (A) They adjust the file drawers.
   (B) They record the audio portion.
   (C) They delete unnecessary computer files.
   (D) They do a physical count.

8. What is one problem with their work?
   (A) It consumes too much time.
   (B) Nobody appreciates it.
   (C) The hourly rate is low.
   (D) It's boring.

9. How many days does it take to complete the work?
   (A) Two.
   (B) Three.
   (C) Four.
   (D) Eight.

LIVEWORKSHEETS

READING

Part 5 Incomplete Sentences

Choose the word that best completes the sentence.

10. The computer's inventory figures will be considered inaccurate until the store manager enters the data from the physical count and _____ the figures.
    (A) adjustment (C) adjustable
    (B) adjusts (D) adjusted

11. Inventory control cannot be performed _____, but must be done by physically counting the merchandise.
    (A) automatically (C) automation
    (B) automatic (D) automated

12. Do not _____ the staff when they are counting the items; they need to concentrate.
    (A) disturb (C) disturbing
    (B) disturbance (D) disturbingly

13. Having an accurate inventory count is a good _____ on a competent store manager.
    (A) reflectively (C) reflect
    (B) reflective (D) reflection

14. In order to scan the bar code, you need to sweep the bar code directly in front of the _____.
    (A) scan (C) scanning
    (B) scanned (D) scanner

15. If we _____ the damaged merchandise from the inventory, our figures will accurately reflect what we have on hand.
    (A) subtract (C) subtracted
    (B) subtracting (D) subtraction

Part 6 Text Completion

Notice

Our new cash registers will be installed over the weekend so that we can start using them next week. The main reason we have bought these new machines is that they will make it easier to keep track of our inventory. When you __16__ customer's purchase into the machine, it will automatically record the purchase in the inventory files of our computer. This will help us track sales and reorder items promptly. It will save us the __17__ work of manually entering data into the computer and ensure that our numbers are accurate. All staff members are required to attend a training session on Friday afternoon during which you will learn how __18__ the new cash registers. See you there.

16. (A) scan
    (B) will scan
    (C) scanned
    (D) are going to scan

17. (A) tedious
    (B) tedium
    (C) tenacity
    (D) tenacious

18. (A) running
    (B) to run
    (C) runs
    (D) run

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Part 7 Reading Comprehension

Questions 19–23 refer to the following memo.

To: All store staff
From: Bill Jones, manager
Re: Next week

This is a reminder that we will be closing the store for two days at the end of next week, Friday and Saturday, for inventory. This is a long and tedious job, and we will need the assistance of each and every one of you to get it done. Therefore, no vacation days will be granted during that time. During the inventory process, we will verify the numbers in our computer files, clear up any discrepancies we may find, and adjust our records as necessary. We need to make sure that our records accurately reflect the stock that we actually have on hand. When you report to work on Thursday, your supervisor will give you your assignment. Some of you will be required to work in the stockroom taking a physical count, and others will be asked to work in the office entering data on the computers. We won't reopen the store until the following Tuesday since Monday is a national holiday. I hope that will give you a chance to rest up a bit after the big job. Thank you in advance for your assistance with this crucial work.

19. Why will the store close next week?
    (A) Everyone will be on vacation.
    (B) They need to count their stock.
    (C) The staff members need a rest.
    (D) There will be a computer training session.

20. Who will give the assignments?
    (A) The manager.
    (B) The assistants.
    (C) The supervisors.
    (D) The record keeper.

21. When will the store open again?
    (A) Monday.
    (B) Tuesday.
    (C) Thursday.
    (D) Friday.

22. The word *adjust* in line 7 is closest in meaning to
    (A) enter
    (B) write
    (C) change
    (D) create

23. The word *crucial* in line 16 is closest in meaning to
    (A) important
    (B) boring
    (C) difficult
    (D) lengthy

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