

Worksheet 11: Clarifying and checking understanding

- 1 How much does your company rely on transportation (for goods and/or for people)? Is someone in charge of organizing the transportation?
- 2 These words are connected with transportation. Group the words into the categories in the table. Which are relevant to transportation at your company?

packing list	warehouse	shipper	distribution center	bill of lading
shipment	courier	delivery note	consignment	carrier
				depot

DOCUMENTATION	PLACES	TRANSPORTATION COMPANY	THE GOODS

- 3 Complete these explanations of the words in each category.

- 1 A packing list and delivery note arrive with the delivery, but the shipper signs the _____ when they arrive for transportation.
- 2 A _____ is a warehouse where you store goods in transit. When they arrive at a company's _____ they can be split up and delivered to different outlets.
- 3 A courier transports small items but a _____ arranges transportation of goods; for example, they might use a _____ to take goods overseas.
- 4 A _____ is another word for items which are ordered and delivered. When it involves a ship, they can also be referred to as a _____.

- 4 Read the emails about a shipment. Number them in the correct order from 1 to 8.

Hi Lana. I'm just writing to confirm that we have now dispatched the shipment of items, order no. HD-112X. My carrier estimates about two weeks for arrival in Southampton. They'll update me nearer the time so your carrier can collect it. A copy of the packing list is attached. Best, Aidan

A 1

Thanks. I got it this time. There's one other thing. You mention that the goods arrive in Southampton and our carrier can collect it. I don't follow you. Do you mean your carrier isn't going to deliver it directly to our depot in Wolverhampton?

E

Thanks Aidan but there's nothing attached. Can you send it again?

B

My apologies. It's attached now.

F

But that was when we thought the shipment would arrive this week. Given the delay I'm not sure about this now. Let me get back to you later today. Lana.

C

That's right. We agreed that you would deal with delivery at your end because you already have a collection from Southampton and it reduces the transportation costs.

G

Hi again. About delivery, I'm afraid we won't have anyone near Southampton for another month. Can you arrange for your carrier to bring the consignment to our warehouse?

D

OK. I'll contact our carrier and ask them to handle it. We'll also cover the extra cost this time and sorry for the misunderstanding. Aidan.

H 8

5 Read the emails again and answer these questions *Yes, No, or Don't know.*

- 1 Have the goods left the supplier?
- 2 Does the shipping company have the bill of lading?
- 3 Does the carrier plan to deliver the goods to the buyer's depot?
- 4 Is Lana surprised by the news about the carrier?
- 5 Is the shipment late already?
- 6 Was the mistake Aidan's fault?

6 Read these phrases from emails for clarifying, checking understanding and avoiding misunderstandings. Match the phrases to expressions from the emails in Exercise 4.

- 1 This is to let you know that ... _____
- 2 You didn't attach anything. _____
- 3 I need to check this. _____
- 4 I'll email you again later. _____
- 5 Safely received. _____
- 6 I don't understand. _____
- 7 Are you saying that ... _____
- 8 Correct. _____
- 9 Sorry. Here it is. _____

7 Work in pairs. Write a series of 12 short emails to each other. Take turns to write and send your short emails.

Student A

- You are the customer. Ask when your order is going to arrive.
- You placed it ten days ago.
- Send it.
- Send it again.
- The delivery note says it went to the Manchester warehouse. You think you asked for the London warehouse.
- Suggest a solution.

Student B

- You are the supplier. Ask when the order was made.
- Ask for the original order form.
- There's nothing attached.
- The order was dispatched five days ago. Attach a copy of the delivery note.
- You think Student A said it was the Manchester warehouse.
- Reply.

I CAN	
clarify and ask for clarification in emails	<input type="checkbox"/>
check understanding and avoid misunderstandings	<input type="checkbox"/>