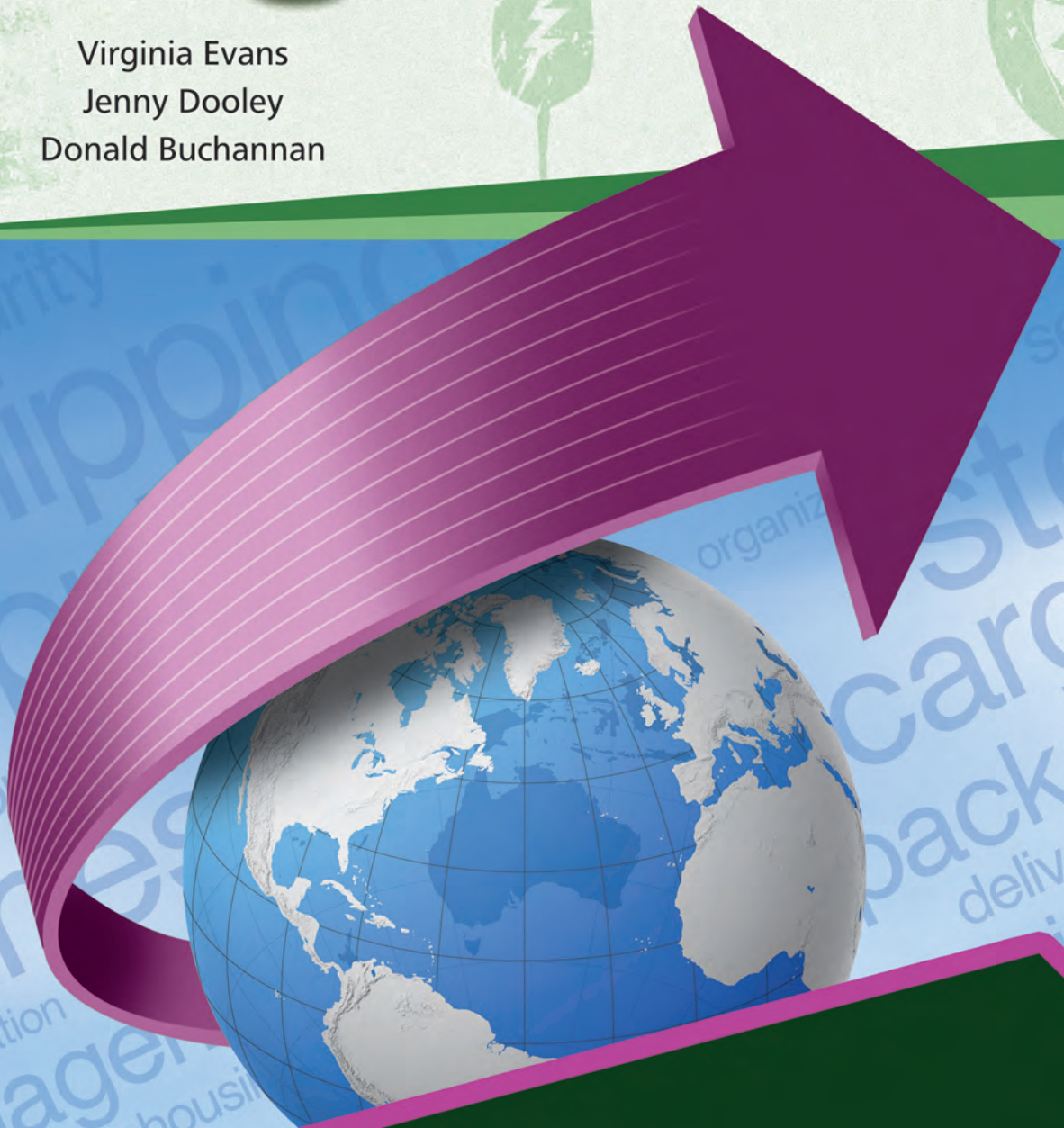


**CAREER
PATHS**

Logistics

Virginia Evans
Jenny Dooley
Donald Buchannan



Express Publishing

**CAREER
PATHS**

Logistics

Book

1

Virginia Evans
Jenny Dooley
Donald Buchannan



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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Logistics	Occupational manual	analyze, associate's degree, bachelor's degree, consumer, coordinate, fast-paced, industry, logistician, supplier, supply chain	Describing job duties
2	Logistics Jobs 1	Job advertisement	analyst, consultant, customer service manager, international logistics manager, inventory control manager, logistics engineer, logistics manager, logistics services salesperson	Talking about experience
3	Logistics Jobs 2	Employee profile	logistics software manager, materials manager, production manager, purchasing manager, supply chain manager, systems support manager, transportation manager, vendor managed inventory coordinator, warehouse operations manager	Arranging a meeting time
4	Employment Opportunities	Webpage article	consulting, education, freight, government agency, industrial, manufacturing, merchandising, passenger, retailer, service institution, transportation	Discussing options
5	Basic Math	Chart	add, comes to, divided by, equals, hundred, is, less, minus, multiplied by, over, plus, subtract, times	Talking about measurements
6	Measurements	Manual excerpt	convert, cubic meter, foot, imperial system, inch, kilogram, kilometer, meter, metric system, mile, pound, ton, volume weight	Giving a reminder
7	Safety Issues	Manual excerpt	accident, electrocution, fall, fatality, first aid kit, injury, lockout/tagout, malfunction, personal protective equipment, risk, safety, slip, spill, trip	Expressing disbelief
8	Customer Service	Company webpage	assistance, complaint, customer, customer service, expectation, friendly, inquiry, make it right, order, polite, return, satisfaction, update	Making an apology
9	Supply Chain	Textbook excerpt	delivery, invoice, manufacture, order, plan, production, purchase, quantity, supply, transport	Requesting more information
10	Supplier Planning	Email	consumption, container, lead time, long run, lot size, replenishment, shipment, short run, transit time, transport mode	Clarifying information
11	Types of Inventory	Manual excerpt	consignment, distribution inventory, finished goods, finished parts, inventory, MRO supplies, nonproduction, raw materials, service parts, spare parts, work in process	Confirming details
12	Inventory Costs	Memo	acquisition cost, carrying cost, depreciation, handling cost, inspection cost, insurance, interest, material overhead cost, obsolescence, storage cost	Discussing options
13	Third-Party Logistics	Article	courier, customer adapter, customer developer, freight forwarder, non-asset based, on-demand transport, outsource, service developer, standard provider, subcontractor, third-party logistics provider (3PL)	Expressing confidence
14	Inbound Logistics	Manual excerpt	check out, distribute, facility, inbound logistics, inventory, plant, receive, receiving area, staff, store, track down	Describing a process
15	Outbound Logistics	Manual excerpt	authorize, credit card, deliver, document, objective, order processing, outbound logistics, ship, timely, verify	Giving a reason

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Procurement Logistics	Job advertisement	contract, export, import, negotiate, procurement, purchase, regulation, request for proposal (RFP), service provider, strategic, tactical	Stating requirements (for the position)
2	Production Logistics	Article	assembly line, automation, bottleneck, control, machine, material flow, movement, point of use, process, streamline, technology, track and trace, work station	Describing benefits
3	Distribution Logistics	Manual excerpt	caution, cost fulfillment, damage, delivery fulfillment, flexibility, handling, load, order fulfillment, pack, quality, quality fulfillment, reliability, sort, timing	Introducing a problem
4	Disposal Logistics	Company policy	directive, disposal, harmless, hazardous, landfill, minimize, production waste, recycle, recycling bin, reuse, separate, waste	Stating possibilities
5	Food Logistics	Journal article	cold chain, contamination, food distributor, fresh, humidity, perishable, refrigerated, shelf life, shrink, specialty foods, spoil, temperature	Explaining what is needed
6	Reverse Logistics	Article	defective, pick up, recall, recapture, refurbish, repair, return, reverse logistics, scrap, sold off, tag, track, triage, warranty	Giving a compliment
7	Emergency Logistics	Webpage	cargo, charter, critical, deadline, emergency, expedite, overnight, point-to-point, rapid response, required, same day, urgent	Expressing urgency
8	Ordering and Scheduling	Email	consequence, consign, consolidate, corrective action, dock, frequent, infrequent, irregular, kit, milk run, scheduling, sequence, stock-out, title	Describing benefits
9	Planning Information	Checklist	arrival time, calendar, consumption rate, fixed, holiday, hours of operation, interval, opportunistic, pattern, pre-established, round, safety stock, shutdown, variable	Discussing risk
10	Material Handling Systems	Textbook excerpt	combined pick and deliver, decoupled delivery and replenish, decoupled pick and deliver, destination, direct system, drop zone, indirect system, movement system, one-size-fits-all, origin, predetermined, supermarket, system	Checking for understanding
11	Material Handling Equipment	Manual excerpt	complex equipment, complex handling, complex travel, condition, physical characteristic, pickup, set-down, shape, simple equipment, simple handling, simple travel, size, suitability, weight	Disagreeing with an opinion
12	Material Transport Units	Email	arm's reach, bulk, by hand, capacity, chute, contained, conveyor, group, individual, move, pipe, pneumatic tube, transport unit	Suggesting changes
13	Storage Areas	Letter	automated storage and retrieval system (AS/RS), central storage, centralized, continuous, convenient, decentralized, dispense, floor stock, in-line storage, periodic, point-of-use storage, temporary, vertical space	Stressing a point
14	Storage Analysis	Textbook excerpt	accumulation, allowance, complex staging, expandability, handling cost, high-density storage, holding cost, housekeeping, intangible, live storage, occupancy cost, simple storage, versatility	Explaining a term
15	Storage Equipment	Webpage	basket, bin, box, cabinet, cart, carton, crate, drum, mezzanine, pallet, rack, shelf, tub	Making an apology

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3

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Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Information Systems	Manual excerpt	automatic, bar code, data acquisition, data entry, identification, label, manufacturing execution system (MES), radio frequency identification (RF/ID), real-time, scanner, terminal, WMS	Asking for repetition
2	Warehouse Management Systems	Journal article	accuracy, arrangement, decode, helium neon laser, infrared, interpret, laser diode, product tracking, reflect, transmission, unique, update, wireless	Discussing features
3	Distribution Centers	Email	break up, distribution center, hauler, loader, lumper, order filler, putaway driver, receiver, replenishment driver, retail distribution, direct-to-customer, serve, unloader, vendor	Making predictions
4	The Loading Dock	Poster	approach, apron space, dock bumper, dock leveler, dock light, dock seal, landing strip, traffic light, trailer creep, trailer stand, vehicle restraint, wheel chock, wheel riser	Giving instructions
5	Customs	Webpage	authority, clearance, cross border, customs area, customs broker, customs, delay, duty, entry, excise, seizure, tariff	Giving a compliment
6	Cargo Insurance	Brochure	claim, clause, compensation, coverage, deductible, exclusion, fault, insure, liability, premium, protection, settlement	Ending a conversation
7	Shipping Documents	Manual excerpt	airway bill, bill of lading, certificate of inspection, certificate of origin, clean bill of lading, consular invoice, customs invoice, dangerous goods declaration, insurance certificate, letter of credit, packing list, unclean bill of lading	Expressing relief
8	Transportation Load Planning	Advertisement	backhaul, collaboration, compliance, configuration model, consolidation, continuous move, cost optimization, deadhead leg, diagram, load, load diagrammer, load match, load planning software	Describing plans/ schedules
9	Air Freight Transportation	Brochure	aircraft, airspace, aviation, belly hold, combination service, dedicated cargo operator, flight, freight integrator, impediment, passenger operator, specialized operator, time sensitive, valuable	Giving an estimate
10	Rail Freight Transportation	Textbook excerpt	boxcar, car, container on flat car (COTC), double-stack car, flat car, locomotive, piggyback, rail yard, railway, roll on-roll off (RO-RO), station, terminal, track, trailers on flat car (TOFC), train, unit train	Asking for clarification
11	Motor Freight Transportation	Pamphlet	box trailer, car carrier, common carrier, curtain sider, double decker, flatbed trailer, haul, less than truckload (LTL), long haul, reefer, semi-trailer, short haul, tractor, truckload (TL)	Expressing confidence
12	Ocean Freight Transportation	Webpage	break bulk port, cargo port, container port, container ship, dry bulk carrier, freighter, general cargo vessel, multi-purpose vessel, port, reefer ship, shipping line, tanker ship	Estimating time
13	Logistics Problems	Article	breakdown, competition, compound, default, disruption, indicator, instability, natural disaster, shut down, strike, troubleshoot, unforeseen, unpredictable	Talking about future events
14	Security	Article	alarm, background check, collusion, dishonest, external, fraud, internal, kickback, loss, monitor, security, security camera, security guard, theft	Discussing risk
15	Sustainability	Advertisement	alternative fuel, carbon dioxide, carbon footprint, efficiency, emissions, empty miles, environment, global warming, green, hybrid, pollution, renewable energy, sustainability	Describing progress

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machine

work station

assembly line

The Importance of Production Logistics

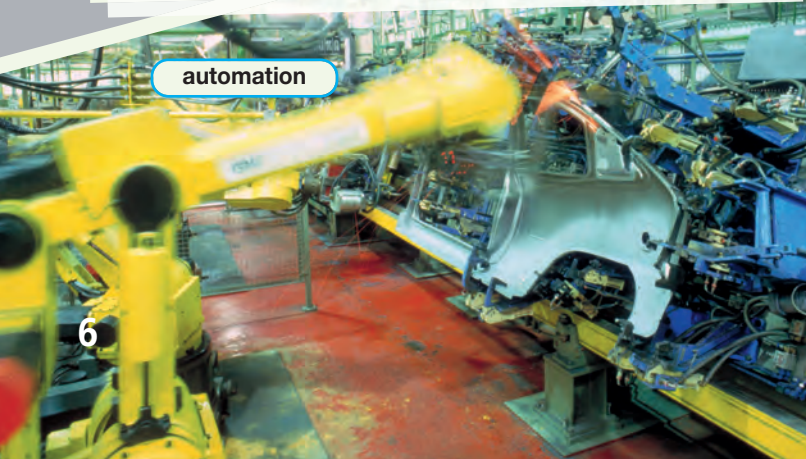
By Leonard Harris

Production logistics are all about inventory **control**. Good production logistics create a lean manufacturing process. This, in turn, helps manufacturers cut production costs.

Production logistics ought to involve the latest **technology**. This ensures proper **movement** along the supply chain. Manufacturers need to have the most efficient **machines**. Orderly **processes** also ensure that each **work station** gets the proper materials. These standards prevent a **bottleneck** on the **assembly line**.

The goals of production logistics are simple. First, it wants to **streamline material flow**. This guarantees that all raw materials and components are used properly. Second, it manages inventory up to the **point of use**.

When done properly, production logistics drastically reduces supply chain costs. Often, logisticians will require the use of detailed procedures and **automation**. Automation helps things get done more quickly. However, more detailed procedures require human workers. People are necessary on every assembly line. They can watch for slow-downs or errors in production.



automation

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What is the purpose of production logistics?
- 2 What is “track and trace,” and when is it used?

Reading

2 Read the article. Then, mark the following statements as true (T) or false (F).

- 1 ___ Orderly processes and good technology can prevent bottlenecks.
- 2 ___ Production logistics manage inventory up to the assembly line.
- 3 ___ Automation and human labor are necessary on an assembly line.

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|---------------------|-----------------------|
| 1 ___ streamline | 5 ___ automation |
| 2 ___ bottleneck | 6 ___ work station |
| 3 ___ point of use | 7 ___ assembly line |
| 4 ___ material flow | 8 ___ track and trace |

- A a system of machines, workers, and equipment
- B to determine the previous and current locations of an item
- C something that slows or stops the progress of materials
- D an assigned space in which an employee performs daily operations
- E to organize and bring up to date
- F the control of a device or system using mechanical or electronic tools
- G the transportation of raw materials, parts, and products down a supply chain
- H the place at which a product is implemented

4 Fill in the blanks with the correct words: *machine, process, technology, movement, control*.

- 1 Our production department examined the efficiency of each _____ in the factory.
- 2 Rand Systems uses the latest _____ for data processing.
- 3 Logisticians _____ the flow of materials from warehouses to loading docks.
- 4 Human labor is essential to the _____ of creating new products.
- 5 Outdated systems are often to blame when the _____ of materials slows down.

5 Listen and read the article again. Why are laborers needed on the assembly line?

Listening

6 Listen to a conversation between a logistician and a production manager. Choose the correct answers.

- 1 Why does the woman want to track and trace products?
 - A It doesn't incur higher costs.
 - B It will be easier to control products.
 - C Materials need tracking numbers.
 - D Money will be saved by using a machine.
- 2 What can be inferred from the man's last comment?
 - A He wants to start tracking and tracing.
 - B He wants to hire additional labor.
 - C He is worried about higher costs.
 - D He likes the idea of using barcodes.

7 Listen again and complete the conversation.

Logistician: I think it might be a good idea to start 1 _____ our products.

Manager: Oh? Why do you say that?

Logistician: Well, it'll help us better 2 _____.

Manager: True. We have had some trouble in the past with materials getting lost.

Logistician: Right. We can't afford any disruption in the 3 _____.

Manager: But how will this 4 _____ work?

Logistician: Each product is assigned a tracking number and a barcode. The barcode is scanned before the product leaves our warehouse.

Manager: Can we assign that task to 5 _____, or will we require human labor?

Logistician: I think a 6 _____ can perform that task.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I think it might be a good idea to start ...

It'll help us better control ...

Can we assign that task to ... or will we require ...?

Student A: You are a logistician. Talk to Student B about:

- track and trace
- why the new process is needed
- using automation or human labor

Student B: You are a production manager. Talk to Student A about implementing track and trace.

Writing

9 Use the conversation from Task 8 to fill out the memo from a production manager to employees regarding track and trace.

To: All Employees

Date: _____

From: _____, Production Manager

Hello All,

memo

3

Distribution Centers



loader

putaway driver



To: JMetcalf@VGDistributionCenter.com

From: RaulS@LogiCare.com

Subject: Upcoming holidays

Jessica,

As you know the holiday season is approaching. This means increased inventory at the **distribution center**. I have just finished analyzing data for past holiday seasons. I wanted to share my findings with you. My goal is to increase efficiency. This will enable us to better **serve** our customers.

I would like to recommend hiring additional seasonal help. I know that you always hire temporary workers. However, my data has identified a number of understaffed areas. This season we need more: **unloaders, receivers, lumpers, and loaders**. These are the most urgent deficits we need to fix. In addition, it might be advisable to hire **putaway drivers** and **haulers**. We could also use more **order fillers** and **replenishment drivers**.

Previously, the distribution center has focused on **retail distribution**. This holiday season more consumers are shopping online. Therefore it would be wise to expand **direct-to-customer** services.

Finally, according to **vendor** feedback, delivery times are too slow. I would suggest **breaking up** shipments. That way, if one item is delayed, part of the shipment arrives on time.

Let's talk in a few days to discuss the details.

Raul

order filler

unloader

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What happens at a distribution center?
- 2 Who works at a distribution center?

Reading

2 Read the email. Then, choose the correct answers.

- 1 What is the main purpose of the email?
 - A to identify areas where fewer workers are needed
 - B to improve overall efficiency at the warehouse
 - C to change the customer service department
 - D to remind workers that the busy season is coming
- 2 Which of the following types of workers does the distribution center NOT need to hire?

A vendors	C lumpers
B receivers	D unloaders
- 3 How can delivery times be improved?
 - A by asking vendors for feedback
 - B by filling online orders first
 - C by breaking up shipments
 - D by retraining putaway drivers

Vocabulary

3 Place the words or phrases from the word bank under the correct headings.

Word BANK

lumper loader receiver
order filler unloader

Unpacks Trucks	Inventories Items	Works on Orders
_____	_____	_____
_____	_____	_____

- 4 Fill in the blanks with the correct words or phrases from the word bank.

Word BANK

break up direct-to-customer
distribution center hauler putaway driver
replenishment driver retail distribution
served vendors

- The _____ used his forklift to place the goods into the rack.
- The distribution center focused on _____ orders rather than retail orders.
- The distribution center _____ a number of major retail stores.
- The _____ transferred the products from the receiving dock to the storage racks.
- The worker needed to _____ the large shipment into smaller ones.
- The _____ served many branches of the same store.
- Large stores often sell products that come from hundreds of different _____.
- The warehouse did not deal with direct-to-consumer shipments, just _____.
- The _____ moved products from the racks to the 'pick slot'.

- 5 Listen and read the email again. In what area could the distribution center expand?

Listening

- 6 Listen to a conversation between a manager and a logistician. Mark the following statements as true (T) or false (F).

- ___ The woman found the email useful.
- ___ The distribution center needs replenishment drivers more urgently than haulers.
- ___ The main priority is hiring loaders, unloaders, lumpers, and receivers.

- 7 Listen again and complete the conversation.

Manager: Hi, Raul. I wanted to talk about the email you sent.

Logistician: Good to hear from you, Jessica. So what did you think about 1 _____?

Manager: Well, things are always hectic here 2 _____.

Logistician: I 3 _____.

Manager: We definitely need to 4 _____ . Your email helped me prioritize the positions. So thank you.

Logistician: I'm glad it was useful. Did you have any questions?

Manager: Actually, I did. You identified the key understaffed areas. But can you expand on the 5 _____ hires?

Logistician: Sure. I know there are always 6 _____ . If money is tight, hire the putaway drivers and haulers first.

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What did you think ...?

Can you expand on ...? / I predict that ...

Student A: You are a manager. Talk to Student B about:

- the recommendations
- workers to be hired
- order of urgency

Student B: You are a logistician. Talk to Student A about the email.

Writing

- 9 Use the email and the conversation from Task 8 to write an employment advertisement for the distribution center. Include details about the distribution center, descriptions of the positions available, and the nature of the positions.



Glossary

- customs invoice** [N-COUNT-U7] A **customs invoice** is a document that is required by customs in which the exporter gives information about the goods so that customs can determine the value of the shipment.
- dangerous goods declaration** [N-COUNT-U7] A **dangerous goods declaration** is a document that certifies that the hazardous cargo being transported has been packaged, labeled, and declared according to shipping regulations.
- data acquisition** [N-COUNT-U1] **Data acquisition** is the process of collecting and converting real-world data for use in computer information systems.
- data entry** [N-COUNT-U1] **Data entry** is the process of entering information into a computerized information system.
- deadhead leg** [N-COUNT-U8] A **deadhead leg** is a trip that is made without any goods in transport.
- decode** [V-T-U2] To **decode** a message is to convert it from a code or signal into a format that others can read.
- dedicated cargo operator** [N-COUNT-U9] A **dedicated cargo operator** is a company that only transports cargo.
- deductible** [N-COUNT-U6] A **deductible** is a set amount of money a person or company pays before an insurance company pays out a larger sum in compensation for loss or damage of property.
- default** [V-I-U13] To **default** is to not fulfill an obligation.
- delay** [N-COUNT-U5] A **delay** is the period of time that someone or something is slowed down, causing a late arrival.
- diagram** [N-COUNT-U8] A **diagram** is a drawing that shows the layout of something.
- direct-to-customer** [ADJ-U3] If something is **direct-to-customer**, it is sent straight to the customer rather than being sent to a retail store which then sells the item to the customer.
- dishonest** [ADJ-U14] If someone is **dishonest**, he or she does not tell the truth.
- disruption** [N-COUNT-U13] A **disruption** is an unexpected break in a process.
- distribution center** [N-COUNT-U3] A **distribution center** is a type of warehouse or specialized building that is used to store products before they are sent to retailers, wholesalers, or consumers.
- dock bumper** [N-COUNT-U4] A **dock bumper** is a piece of rubber along the sides and top of a bay door to prevent damage to the dock or truck trailers.
- dock leveler** [N-COUNT-U4] A **dock leveler** is a platform that can be raised or lowered which serves as a bridge between the truck and the dock.
- dock light** [N-COUNT-U4] A **dock light** is a movable light which is used for illuminating the interior of a truck trailer during loading.
- dock seal** [N-COUNT-U4] A **dock seal** is a foam block which a truck trailer presses against during loading which helps keep out cold, rain, or snow when exterior bays are used.
- double decker** [N-COUNT-U11] A **double decker** is a trailer that has a second floor space allowing for more cargo to be loaded and transported.
- double-stack car** [N-COUNT-U10] A **double-stack car** is a railroad car designed to carry two shipping containers stacked one on top of the other.
- dry bulk carrier** [N-COUNT-U12] A **dry bulk carrier** is a ship that is used to transport coal, grain, or other loose substances.
- duty** [N-COUNT-U5] A **duty** is a tax placed on goods, especially ones that are imported or exported.
- efficiency** [N-UNCOUNT-U15] **Efficiency** refers to the ratio of the useful output compared to the energy input needed to operate a machine or system.
- emission** [N-COUNT-U15] An **emission** is a substance such as a gas or fluid that is discharged into the air from a living organism or a machine.
- empty miles** [PHRASE-U15] **Empty miles** are miles driven by an empty cargo transport vehicle.
- environment** [N-COUNT-U15] The **environment** includes all air, soil, and water conditions surrounding a living creature, company, or community.
- excise** [N-COUNT-U5] An **excise** is a tax placed on domestic goods within a country.
- exclusion** [N-COUNT-U6] An **exclusion** is something that is not covered by an insurance policy.

Career Paths: Logistics is a new educational resource for logistics professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Logistics** addresses topics including handling materials, shipping equipment, tracking inventories, warehousing, and career options.

The series is organized into three levels of difficulty and offers a minimum of 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Book** contains a full answer key and audio scripts.

The **Teacher's Guide** contains detailed lesson plans, a full answer key and audio scripts.

The **audio CDs** contain all recorded material.



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