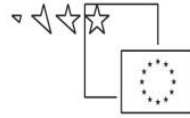




REPUBLIKA SLOVENIJA
MINISTRSTVO ZA ŠOLSTVO IN ŠPORT



Naložba v vašo prihodnost
OPERACIJO DELNO FINANCIRA EVROPSKA UNIJA
Evropski socialni sklad

STROKOVNA TERMINOLOGIJA V TUJEM JEZIKU – ANGLEŠČINA

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Učbenik: Strokovna terminologija v tujem jeziku – angleščina
Gradivo za 1. letnik

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Vsebina tega dokumenta v nobenem primeru ne odraža mnenja Evropske unije. Odgovornost za vsebino dokumenta nosi avtor.

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PREDGOVOR

'Learning is what most adults will do for a living in the 21st century.'
Perelman

Pred vami je gradivo za predmet Strokovna terminologija v tujem jeziku – angleščina v višješolskem študijskem programu logistično inženirstvo.

Namen dela, ki ga imate pred seboj, je po svoji zvrsti tako gradivo kot študijski priročnik. Namenjen je predvsem slušateljem, ki bodo v tem gradivu našli izhodišča za utrjevanje in usvajanje bralnega razumevanja in pisnega izražanja. Gradivo:

- podaja zglede jezika stroke kot nadgradnjo splošnega jezika, ki se od njega ne ločuje, temveč se z njim neprestano prepleta,
- se osredinja na primere poslovne korespondence ključne za sporazumevanje/izražanje v ciljnem jeziku in
- nakazuje slušateljem pot do drugih virov znanja in jih spodbuja k samostojnemu spopolnjevanju.

Primeri nalog (Revision) služijo za utrjevanje in ponavljanje. Zavedati se je potrebno, da ima utrjevanje ključni pomen, če želimo biti usposobljeni in pripravljene za komunikacijsko rabo angleškega jezika v poklicnem in strokovnem okolju.

Izbrane vaje za utrjevanje, so stvarne, življenjske in vsakdanje. Vsebujejo poluradna, uradna in poslovna pisma, faks sporočila in memorandume ter preverjajo jezik stroke. Seveda je za uspešno reševanje le-teh nujno poznavanje strukture tako strokovne terminologije kot pisnega sporočanja.

Pri reševanju večine nalog boste imeli možnosti izražati svoje vrednote, stališča, pa tudi miselne navade, predvsem svoj, tudi kritični odnos do jezika. Tako boste poleg komunikacijskih sposobnosti lahko dokazali svojo poklicno zrelost, dobro pa boste pripravljene za (pisno) izražanje v in izven Evropske unije.

Dokazovanje vseh naštetih sposobnosti ne le pri izpitu, temveč tudi v vsakdanjem življenju in poklicnem delu, nadaljnjem študiju oz. vseživljenjskem učenju omogoča z učenjem pridobljeno znanje. A ne le jezikovno znanje, temveč tudi splošno vedenje o učenju. Ne nazadnje je nujno okvirno poznavanje obravnavanih učnih vsebin oz. tem, kamor sodi tudi poznavanje strokovne terminologije ciljnega jezika, poseben poudarek pa velja nameniti tamam v zvezi s strokovnim področjem vašega poklica.

Manca Omahen Majnardi

1 INTRODUCTION TO LOGISTICS

After this unit you will be able to:

- Talk about logistics industry;
- Use key words needed in logistics;
- Write about the role of logistics.

Speaking. **Try to make a list of all different areas of logistics. Write down your ideas.**

Example: transport, traffic, etc.

Read **the list below to check your answers.**

DIFFERENT LOGISTICS AREAS:

Purchasing is a logistics area dealing mainly with buying of goods.

Procurement is the process of getting supplies.

Transport is the act of moving different kind of goods from one place to another.

Distribution is the process of giving, spreading and supplying goods to **different** customers/suppliers.

Freight forwarding is the process of carrying goods/cargo (freight) from one place to another using different means of transport such as plane, ship, train, truck or other means necessary.

Warehousing is the act of storing goods in a large building.

Inventory management is the process of controlling and supervising the flow of goods in a storage.

1.1 LOGISTICS

Read the following definitions about logistics and try to answer the following questions:

- What is logistics?
- Which areas does it define?
- Think of different definitions. Why do you think they occur?
- Be aware of the highlighted items. Why are they important?

Logistics is the management of the flow of the goods, information and other resources in a repair cycle between the point of origin and the point of consumption in order to meet the requirements of customers. Logistics involves the integration of information, transportation, inventory, warehousing, material handling, and packaging, and occasionally security. Logistics is a channel of **the supply chain** which adds the value of time and place utility.

The *Oxford English Dictionary* defines logistics as "the branch of military science having to do with procuring, maintaining and transporting materiel, personnel and facilities." Another dictionary definition is "**the time-related positioning of resources.**" (<http://en.wikipedia.org/wiki/Logistics>, 7. 2. 2011)

The New Penguin English Dictionary defines logistics as "the work of planning and organizing the details of a large and complex operation; the **management of the flow of materials through an organization or manufacturing process.**"

(The New Penguin English Dictionary, 2000)

Logistics describes the **organised movement of physical materials** in a factory. It is usually subdivided into:

- **materials management**, which is control of the efficient and effective flow of materials in the factory, from the arrival of raw materials to the packaging of the product and
- **distribution management**, which includes the storage of goods and their transportation to distributors and customers.

At the same time efficient logistics needs efficient **documentation flow** for the *goods* from *storage* to destination. The process of distribution involves **different means of transportation** and requires **secure packaging**. It ensures economical support for manufacturing products. As well as that it also analyses customer data (specifications, logistic changes, ...). Successful documentation should also strive for resolving any logistic problems which may occur during the process. Thus it develops a **contractual commitment** between a seller and a buyer.

DOCUMENTATION	GOODS
bill of lading delivery note envelope packing list picking list	cargo consignment freight shipment

STORAGE	DISTRIBUTION	MEANS OF TRANSPORT
depot distribution centre forklift truck pallet warehouse	carrier carriage deliver channel dispatch delivery forward export import haul lading in transit shipper load unload	air freight lorry ship tanker truck van

Slika 1: Logistics network
(Brieger in Pohl, 2002)

Reading. Read the following extract from the delivery note and translate it.

Handyman Hardware Store		Delivery Note	: IN000001
27 Olifants Road		Page	: 1
Emmarentia		Date	: 05/03/2005
Johannesburg		Customer Tax Ref.	: 336012345
2195		Your Reference	: 3542
Tel : (011) 310-1390			
Fax : (011) 310-2000			
E-Mail :			
Delivery Address:		Delivery Address	
Mr Mike Davies		333 De Villiers Street	
P O Box 333		Halfway House	
Halfway House			
	1685		
Stock Code	Description	Unit	Quantity
3COMP	Compressor	Each	1.00
30 days money back guarantee. Please use high pressure sprayguns with compressor.			
30 Days Nett		Delivery Note Accepted	
Ref:QU000001		Name	_____
Company Reg. No. :		Date	_____
VAT Registration : 446010111		Signature	_____

Slika 2: Delivery note

(<http://www.turbocashuk.com/Help/ViewPrintedDeliveryNotes.htm>, 5. 2. 2011)

Reading. Read the delivery note again and try to answer the following questions:

- Who is the shipper?
- What's the supplier's address?
- What's the quantity needed?
- What's the reference number?
- Are there any special customer's requirements?

Vocabulary builder. Choose the word or phrase from the box below to describe the items needed in logistics. You don't need to use all of them! Use a glossary or a dictionary.

Freight, shipment, picking list, packing list, delivery note, depot, warehouse, import, carrier, delivery, bill of lading, cargo

- a contract with a shipper to transport goods _____
- goods usually transported by air _____
- to sell goods from another country _____
- a person in charge of transporting goods _____
- a place where perishable goods are stored _____
- goods carried by ship _____
- a piece of document showing items removed from stock _____

- extension of a commercial invoice used by customers to control outgoing and ingoing cargo _____
- a shipping document used for the shipment of cargoes _____
- the process of bringing goods _____

Vocabulary builder. **Five people are talking about logistics. Complete their sentences using the words from the box. You may use them more than once.**

Supply, logistics engineer, provision, management, materials, stock

- 1 I oversee the _____ of import and export at Luka Koper.
- 2 When are you planning to _____ the warehouse with extra deliveries?
- 3 Sadly enough, these printers have been out of _____ for a week. We are currently waiting for a new _____ .
- 4 I am in charge of the _____ management; I control the materials from their arrival to their economical and effective dispatch.
- 5 I direct and coordinate management and customers with logistics technology. I'm a _____ .

Writing. Try to think of all the task a traffic engineer would be in charge of. Write a paragraph of about 150 words.

1.2 WORD FORMATION

The word-formational process is called derivation. The word resulting from it is called a derivate. Prefixes and suffixes are used to form a new word.

Prefix: **un**happy, **il**logical, **in**formal, **im**moral,

Suffix: management**ment**, kindness**ness**, power**less**,

Whenever doing word formation, try to use a dictionary to help you solve the problem. (Klinar, 1996)

Word formation. **Complete the text below using the correct word.**

LOGISTICS·LOGISTICAL·LOGISTICALLY

- 1 I think the movement will need some knowledge from the _____ field.
- 2 Organising transportation overseas presents a huge _____ problem.
- 3 It was _____ impossible to operate such a huge crane from the ground.

EMPLOYS·EMPLOYER·EMPLOYEE

Torrevento is the main employer in this region of Italy. It has 300 _____ here and _____ another 150 people in its factory near Naples.

PRODUCES·PRODUCTION·PRODUCER

Montichino is a _____ of bottled mineral water. It _____ 150 million of bottles a year. Most of its _____ is for the Italian market.

EXPORT·EXPORTERS·SUPPLY·SUPPLIERS·IMPORT·IMPORTERS

My company makes fruit juice. We buy most of the fruit from local _____ in the summer, but in winter they cannot _____ us with fruit, so we _____ fruit from Israel and Egypt. Today we are big _____ of fruit juice. We _____ most of the juice to Holland and the UK. We sell our juices direct to large food _____ in those countries.

Vocabulary builder. Circle the correct answer

- Nokia (advertisements/advertises) on buses in China.
- Nokia has (advertises/advertisements) on buses in London.
- Nokia (products/produces) mobile phones.
- The C7 is Nokia's (product/produces).
- Siemens (sales/sells) a lot of telephones in Europe.
- Siemens has largest (sales/sells) in Japan.
- There are 3, 000 (employers/employees) in our company.
- The company (employs/employees) 3, 000 people.
- My (employer/employee) is responsible for 3, 000 (employees/employers).
- Interspar is Mercator's (competitor/competes).
- Interspar and Mercator (compete/competitor) in the food market.
- Which is your biggest (supply/supplier)?
- Gorenje (suppliers/supplies) the Russian market with kitchen appliances.

SUMMARY

Logistics often refers to the movement of goods by using different means of transport. It involves people and materials for successful transportation of goods from suppliers to customers. It involves transportation, logistic services, inventory management, planning and arranging transport, documentation and storage.

2 TRANSPORT DOCUMENTATION AND FINANCE

After this unit you will be able to:

- Define and denote transport documentation;
- Submit an order and deal with accompanying finance;
- Define Incoterms.

Here are some abbreviations. They all relate to documentation and finance. Do you know their meaning?

B/L B ___ l of l _____

D/A D _____ against acc _____

CWO C ___ with or ___

COD C ___ on de _____ y

CAD C ___ against doc _____

FOB Fr ___ on b ___ d

CIF C ___ t, ins _____ e, fre ___ t

B/E B ___ l of Exc _____ e

ISO Inter _____ l Sta _____ ds Org _____

RORO R ___ on R_ll off

Vocabulary builder. **Complete the list of transport documentation with the missing words from the box.**

contract • invoices • evidencing • shipper • board • order • countersigned • receipt • readiness • issued

1 Cargo plan

A document of the ship showing holds with detailed distribution of all cargoes on _____ for use by Chief Officer, customs and port workers.

2 Shipping order

A note made out by the agent of the ship to the _____ .

3 Bill of Lading

A document made out between a carrier and shipper. It serves as a _____ for goods carried. Given return to the shipper for a shipping order.

4 Bill of Exchange

Written, unconditional _____ by one party to another to pay a certain sum, either immediately (the sight bill) or on a fixed date (the term bill), for payment of goods and/or services received.

5 Time Sheet

Records kept by the owners, masters or agents telling the time of arrival. A document of _____ .

6 Consignment note

Document prepared by a consignor and issued by the carrier as a proof of receipt of consignment for delivery at the destination. Used as an alternative to bill of lading (especially in inland transport), it is generally neither a _____ of carriage nor a negotiable instrument.

7 Pro forma invoice

Abridged or estimated invoice sent by a seller to a buyer in advance of a shipment or delivery of goods. Commonly used as preliminary _____ with a quotation, or for customs purposes in importation.

8 Airway Bill

A document _____ by Airlines assuring you that they have received your goods.

9 Carrier’s Certificate

A document _____ by a carrier providing the particulars of a shipment and designating to customs who may make a customs entry on that shipment.

10 Document of ownership

Document _____ title to an asset, such as a share certificate.
(<http://www.businessdictionary.com/definition/transport-document.html>, 6. 4. 2009)

Vocabulary builder. **International shipping. Here are the instruction for placing an order when dealing with international shipping, delivery and supply. The list of instructions also provides some information on writing an enquiry and/or quotation. Put the words in the correct order. The first has been done for you.**

To ensure a successful order placement, please read the following instructions:

1 Supply /details/all/necessary/the/product/with

2 Require /the/all/shipping/and/packaging/about/ the /specifications

3 Place /for/an/order/quantity/discounts/on/exceeding/orders/100 units.

4 Submit/various/offer/an/to/and/suppliers/distributors.

5 Prepare /order/a trial/beforehand7show/ and/it/your superior/to.

6 Demand/for/product/your/ competitive/fair/and/ prices.

7 Include/data/company’s/ effective

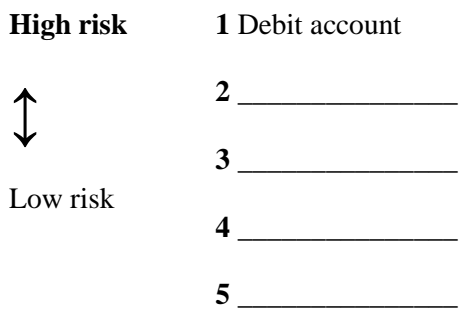
Vocabulary builder. **Match the payment method with its definition.**

Payment method	Definition
1 COD	A Payment in a number of successive payment to clear debt.
2 CAD	B is the part of a due sum that is paid in advance for goods or services, while the balance included in the invoice will only follow the delivery. It is called a prepaid expense.

answers
1E
2

3 Advance payment	C a type of transaction in which the title for purchased goods is released to the buyer after the total sale price is paid using cash. Usage of the cash against document method is commonly employed with transactions that involve the purchase of exports.	3
4 Payment in instalments	D Funds are withdrawn directly from either the bank account, or from the remaining balance on the card.	4
5 Debit account	E A type of transaction in which payment for a good is made at the time of delivery. If the purchaser does not make payment when the good is delivered, then the good will be returned to the seller.	5

Vocabulary builder. **Which method is the safest? Can you tell why? How would you rank the payment methods on a risk scale? How can you secure the payment?**



Speaking. **Read the following statements and try to decide whether they are true (T) or false (F).**

- ✓ Payment in instalments is good for the buyer.
- ✓ CAD is a very secure method of payment.
- ✓ Credit account is more secure than debit account.
- ✓ An open account has zero credit balance.
- ✓ Nowadays it's difficult to get a bank guarantee to secure your investments.
- ✓ If your delivered goods are faulty you should reimburse advance payment.

Speaking. **When handling payment one has to be extra careful with the register used. Try to match the beginning of the sentence with its ending.**

- | | |
|--|--|
| <p>1 We are pleased to enclose</p> <p>2 Please let us have your order as soon as possible</p> <p>3 Your bank account overdraft</p> <p>4 Sadly, we have to inform you that</p> <p>5 Please let us know</p> <p>6 We are kindly informing you that the desired amount</p> <p>7 The price list and quantity discount are subject to</p> <p>8 Please do not put off</p> <p>9 Please find attached</p> <p>10 As agreed, we are sending you</p> | <p>A your open bank account cannot be subject to credit.</p> <p>B when we can transfer the money.</p> <p>C has been credited to your savings account.</p> <p>D change if you revoke you offer.</p> <p>E paying the final instalment.</p> <p>F since supplies are limited.</p> <p>G the invoice and price list.</p> <p>H cannot be extended.</p> <p>I a pro-forma invoice with tomorrow's post.</p> <p>J our latest price list of goods you enquired about.</p> |
|--|--|

1 J 2 3 4 5 6 7 8 9 10

2.1 INCOTERMS

Read the text **INCOTERMS** very carefully. Should you have any problems consult 'Trgovinske klavzure' (where you will be able to find Slovene definitions) and/or 'Incoterms 2011'.

WHAT are they? A set of international rules used in foreign trade used in international and domestic contracts for the sale of goods to help parties avoid misunderstandings by clearly identifying the obligations of the buyer and seller.

PURPOSE? They define obligations of sellers (exporters) and buyers (importers) regarding cargo during its transport. They carefully and accurately state where exactly the liability passes from the seller to the buyer.

WHO SET THEM UP? International Chamber of Commerce in 1936. To keep up with the rapid expansion of world trade and globalization, the Incoterms rules are revised about once a decade. Since the last revision in 2000, much has changed in global trade and the current revision will take into account issues such as developments in cargo security and the need to replace paper documents with electronic ones.

The International Chamber of Commerce (ICC) announced that Incoterms® 2010 launched in September 2010, come into effect on 1 January, 2011. All participants involved in logistics should get familiar with the new Incoterms unless they want to renegotiate contracts that may be affected by the changes.

Whilst Incoterms 2000 had four categories, Incoterms® 2010 only has two categories. The Incoterms® 2010 are arranged in two categories as follows:

	Rules for Any mode of Transport		Rules for sea and Inland Waterway transport Only
EXW	Ex works	FAS	Free Alongside Ship
FCA	Free carrier	FOB	Free On Board
CPT	Carriage Paid To	CFR	Cost and Freight
CIP	Carriage and Insurance Paid	CAF	Cost, Insurance, Freight
DAT	Delivered At Terminal		
DAP	Delivered At Place		
DDP	Delivered Duty Paid		

In addition to the 11 rules, Incoterms® 2010 includes:

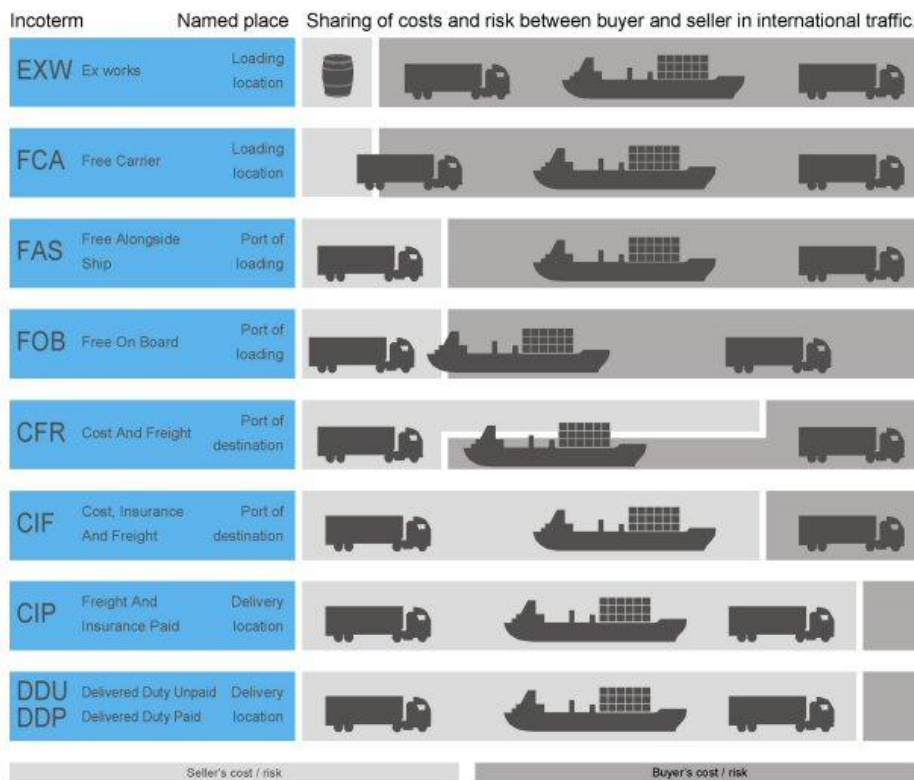
- Extensive guidance notes and illustrative graphics to help users efficiently choose the right rule for each transaction;
- New classifications to help choosing the most suitable rule in relation to the mode of transport;
- Advice for the use of electronic procedures;
- Information on security-related clearances for shipments;
- Advice for the use of Incoterms® 2010 in domestic trade.

Featuring the two new rules, the Incoterms® 2010 edition reflects advances in international trade over the last decade, and is an essential tool for trade. Used in both international and domestic contracts for the sale of goods, the rules simplify the drafting of such contracts and help avoid misunderstandings by clearly setting out certain obligations of buyers and sellers.

The new Incoterms® 2010 will be in use from 1st January 2011. The 2010 edition includes 11 terms instead of the 13 in the previous edition. The following terms from Incoterms 2000 have been deleted from the list: DAF, DES, DEQ and DDU. Two new terms have been added to the list: DAT and DAP. DAT replaces Incoterms 2000 rule DEQ. DAP replaces Incoterms 2000 rules DAF, DES and DDU.

(<http://www.import-export-made-easy.com/new-incoterms-2010-come-into-effect-1january2011.html>, 8. 2. 2011)

(http://www.europacific.si/Trgovinske_klavzule-p12, 8. 2. 2011)



Slika 3: Incoterms

(<http://www.google.si/imgres?imgurl=http://euport.nl/img/IncotermsgraphicA.jpg&imgrefurl>)

Listening. Watch a video **and listen to ‘Incoterms 2010 Videos Part 1’** on (www.import-export-made-easy.com/new-incoterms-2010-come-into-effect-1january2011.html and, 8. 2. 2011) **and try to decide whether the following statements are true (T) or false (F).**

TRUE	FALSE	
		There are three deleted items on the Incoterm 2011 list.
		The categories of Incoterms have been increased to four.
		There are thirteen replacement terms in Incoterms 2011.
		Incoterms are reviewed every decade to avoid any trade misunderstandings.
		As the EU functions as a border free unit, some Incoterms may not apply.
		Incoterms refer to international trade only.

Watch a video ‘Incoterms 2010 Videos Part 1’ again and listen. Put a tick next to the things you learn about in the video.

<input type="checkbox"/>	New revision of 2010 Incoterms
<input type="checkbox"/>	Purpose for deleted 2000 Incoterms
<input type="checkbox"/>	Explanation of Incoterms groups
<input type="checkbox"/>	History of Incoterms
<input type="checkbox"/>	Current and present structure of Incoterms
<input type="checkbox"/>	Function of ICC

Vocabulay builder. **Try to find an equivalent translation for every Incoterm. Add an abbreviation as well. Write your answers in the column then check them with a partner or on line.**

1 FREE ALONGSIDE SHIP (named port of shipment)	A dobavljeno na terminal (obala, skladišče, železniški in/ali letališki) /ocarinjeno/ (označena namebnost terminala)	1 D /FAS
2 FREE ON BOARD (named port of shipment)	B stroški, zavarovanje in prevoznina (označena namembna luka)	
3 COST INSURANCE FREIGHT (named port of destination)	C stroški in prevoznina (označena namembna luka)	
4 DELIVERED DUTY UNPAID	D franko ob ladijski bok (označena odprema luka)	
5 COST AND FREIGHT (named port of destination)	E dobavljeno neocarinjeno	
6 DELIVERED AT TERMINAL	F franko tovarna (označeni kraj)	

7 EX WORKS (named place)	G franko ob ladijski krov (označena odpremna luka)	
8 DELIVERED AT PLACE	H dobavljeno na kraju	

2.2 TRANSPORT DOCUMENTATION

Transport documents define the load of cargo carried by a mode of transport (vehicle). Further more, they provide essential instructions to the carrier what should be done with cargo. They can also pass responsibility and ownership for the goods during transportation. They may also be important in payment procedures. Therefore, drivers must ensure that shipping documents are stored safely in a cabin ready for inspection by an authorised person or persons.

The main Transport documents are as follows:

Bill of Lading (B/L)

A shipping document issued by a carrier to the shipper is regularly used for the shipment of cargoes from one port to another or others involving at least two different transport modes. It serves as a receipt for goods carried. Signed by the master or agents and also signed by the shipper, it serves as evidence of a contract of freight between the carriers and the shippers mutually agreeing to the clauses appearing in it.

Cargo plan

A sketch or a plan of the ship showing holds with detailed distribution of all cargoes on board for use by Chief Officer, customs and port workers. It enables anyone to know the cargo distribution in the holds. This is one of the essential conditions for good storage and easy reference regarding the delivery of various cargoes in every port of discharge.

Shipping order

A note made out by the agent of the ship to the shipper. It is presented to the Chief Officer when merchandise is loaded on board. It is signed by the Chief Officer or other responsible officer and is given to the Shipper as a receipt that the goods are on board. In return to this shipping order the Shipper is given a Bill of Lading.

Time Sheet

Records kept by the owners, masters or agents telling the time of arrival; letter of readiness, loading and/or discharging, time of completion and sailing. The time sheet plays an important role in trading.

Air waybill (AWB)

Air Waybill (AWB) or air consignment is issued by an International airline serving as a receipt/proof for goods and an evidence of the contract of carriage, but it is not a document of title to the goods. It includes conditions of carriage that define (among other terms and conditions) the carrier's limits of liability and claims procedures, a description of the goods, and applicable charges. Unlike a bill of lading, an AWB is a non-negotiable instrument, does not specify on which flight the shipment will be sent, or when it will reach its destination.

Export Booking form

Based on the information you provide in this form, your freight forwarder will prepare most of the documents necessary for shipment, such as a Bill of Lading. Typically, an Export Booking form will detail: shipper, consignee, notify party, marks and numbers, description of goods, weight/kg, measure/volume, buying terms, value, Letter of Credit (yes or no), country of origin, hazardous (yes or no), insurance (yes or no) and drawback (yes or no).

(http://en.wikipedia.org/wiki/Air_waybill, 8. 2. 20011)

(<http://www.businessdictionary.com/definition/air-waybill-AWB.html>, 8. 2. 2011)

(<http://www.helpdeskgonorth.eu/index.php?id=260>, 8. 2. 2011)

2.3 CMR CONVENTION

The **CMR** Convention (full title Convention on the Contract for the International Carriage of Goods by Road) is an United Nations convention signed in Geneva on 19 May 1956. It relates to various legal issues concerning transportation of cargo, predominantly by lorries, by road. It has been ratified by the majority of European states (meaning all European countries are members of this Convention).

Outside Europe, countries such as Lebanon and Iran are members. Based on the CMR, the International Road Union (IRU) developed a standard CMR waybill. The C.M.R. waybill is prepared in three languages. On the back is the text again in three languages. This ensures that this letter be accepted and recognized throughout Europe. Checked by customs and police, a transport document required to be present when the shipment is transported.

This consignment is completed by the sender. The consignment should only be completed with a ballpoint pen, typewriter or computer. The driver who uses the consignment, should be able to inform the recipient about the importance of the various topics on the waybill.

The CMR consignment consists of the following parts:

Part 1: red printing for sender.

Part 2: blue print for receiver.

Part 3: green imprint on carrier.

Part 4: black print on second carrier (if present).

(http://en.wikipedia.org/wiki/CMR_Convention, 15. 2. 2011)

Reading. **CMR. Try to match the correct Chapter with the appropriate Article. You may need to go to <http://www.jus.uio.no/lm/un.cmr.road.carriage.contract.convention.1956/doc.html> for any additional help.**

1 Chapter I	Scope of application	A	The consignment note should contain: date of the consignment, address of both sender and carrier, place and date of taking over,
2 Chapter II	Persons for whom the Carrier is Responsible	B	The Convention shall be ratified.
3 Chapter III	Conclusions and Performance of the Contract of the Carriage	C	For the purpose of this Convention the carrier shall be responsible for the acts of omissions of his agents and servants and of any other persons of whose services he makes use for the performance of the carriage, when such agents, servants or any other persons are acting within the scope of their employment, as if such acts or omissions were his own.
4 Chapter IV	Liability of the Carrier	D	In particular, a benefit of insurance in favour of the carrier or any other similar clause, or any clause shifting the burden of proof shall be null and void.
5 Chapter V	Claims and Actions	E	If carriage governed by a single contract is performed by successive road carriers, each of them shall be responsible for the performance of the whole operation, the second carrier becoming a party to the contract of carriage, under the terms of the consignment note, by reason of his acceptance of the goods and the consignment note.
6 Chapter VI	Provisions relating to carriage performed by successive carriers	F	Security for costs shall not be required in proceedings arising out of the carriage under this Convention from nationals of contracting countries resident or having their place of business in one of those countries.
7 Chapter VII	Nullity of stipulation contrary to the Convention	G	The burden of proving that loss, damage or delay was due to one of the specified in article 17, par. 2, shall not rest on the carrier.
8 Chapter VIII	Final provisions	H	For the purpose of this Convention, 'vehicles' means motor vehicles, articulated vehicles, trailer and semi-trailers as defined in the article 4 of the Convention on Road Traffic dated 19 September 1949.

(<http://www.jus.uio.no/lm/un.cmr.road.carriage.contract.convention.1956/doc.html>, 12. 2. 2011).

1 H; 2 __, 3 __, 4 __; 5 __; 6 __; 7 __; 8 __ .

Read the text LISBON AGENDA below. You will be asked to answer questions.

Lisbon agenda

On 2 February 2005 the new Barroso Commission launched a package of measures designed to give new impetus to the Lisbon agenda, the ten year program to reform and renew the European economy. The Lisbon Agenda aims to give a decisive boost to growth and job-creation in Europe by strengthening the European internal market and improving Europe's competitiveness in the global economy.

International trade is a key part of this. Compared to its size, the EU is one of the most outward-oriented economies in the world. EU trade in goods and services accounts for 15% of its GDP (that is 3 points above the US or Japan) and the share of industrial export in industrial added value is more than twice as high as this figure. The EU is the first exporter of goods and services and the first investor abroad.

In many sectors (such as textiles or automotive), extra-EU liberalisation has been a major factor in reinforcing competitive disciplines in the EU economy, even as compared with the effects of internal liberalisation.

Open and fair trade

An open and fair international trading system is a major contribution to Europe's competitiveness. When tariff or non-tariff barriers block the flow of primary goods into Europe or the access of European companies to markets outside Europe, Europe's competitiveness suffers. Competitive means open to the world, and the world open to us.

Europe's market must be open to cheap supplies of intermediary goods and raw materials for European producers of value-added products. Restricting this flow of goods raises costs for European companies, making them less competitive: we need to import so as to export. The EU has consistently removed these barriers to its own economy and now has one of the most open markets in the world. Moreover, internal and external openness are linked. The further internal liberalisation within the Single Market that the new Lisbon agenda, the so-called Growth and Jobs Strategy, prioritises will create a common set of rules for 400 million plus people and encourage overseas entry into these markets. To be welcomed not feared. Will improve European competitiveness.

At the same time, Europe has to focus on what it does well. The EU has a strong *global export* profile in high-quality and high-tech products and services, which now account for about half European exports and a third of world demand. However, and the EU position is at risk, because the European industry is losing ground in high technology products.

Trade Agenda

Europe has to become much more successful at anticipating and managing the transitional effects of trade opening in order to facilitate and accelerate economic change. This implies a push for more flexible labour markets and active safety nets within the EU.

Adjustment to the dynamics of the Single Market was the key reason for the inception of cohesion policy at the end of the 80's: the adjustment to changes induced by international trade opening and the division of labour should be part of today's justification for a modern cohesion policy.

(http://europa.eu/legislation_summaries/employment_and_social_policy/growth_and_jobs/c11325_en.htm, 5. 7. 2008)

Discuss the following topics:

- EUROPE > European Commission > EU and the world > External Trade
- Intellectual property
- Market Access policy
- Trade and Competition
- Trade facilitation
- Trade and investment

Vocabulary builder. With the help of the text above, complete the following word formation table:

verb	noun	adjective
compete		
	practice	

		supplied
economise		
	access	
		strong

Read **the text again**. Which words do these definitions refer to? Use **underlined words in the text to help you find them**. Write your answers on the line provided.

1 The American government will *impose a complete new group of rules*.

2 European textile industry is *in great danger* due to low import fares.

3 It seems that European Union will *be defeated* in high technology products.

4 Completely new *standards* are being presented *to stimulate* production.

5 Living standards improved rapidly after the post-war *boom*.

6 The modern trade agenda will make trading *easier* and thus increase economy.

7 The climate of political confusion has only *made* the country's economic position *stronger*.

8 The *particular amount of money* (£1,000,000) spent on country's logistics is very high.

SUMMARY

Transportation documents are very important when it comes to shipping. The most important being B/L, AWB, import/export documentation, As well as documentation, finance also defines the area of transportation.

Incoterms are important set of international rules used in foreign trade. They define exporters' and importers' obligations.

In this unit we discussed transportation documents and finance.

3 COMPANY INFORMATION

After this unit you will be able to:

- Talk about company structure;
- Describe a (logistics) company;
- Write about your role in a company;
- Write formal letters.

Speaking. **Work with a partner and have conversations about people you know.**

Job: conductor

Place of work: Bus/train

A friend/sister/brother works for.....

B Sorry, who does he/she work for?

AThey're in thebusiness.

B I see. And what does he/she do?

A He/she's a/an.....

B Sorry, what does he/she do ?

A He/she's a/an.....

He/she

Speaking. **A visitor comes to your company. How do you greet him/her? What do you say?**

Vocabulary builder. **Read the statements very carefully. Add the most appropriate answer.**

- | | | | |
|----|--|---|--|
| 1 | See you next week. Bye. | A | Pleased to meet you. I'm May Bell, personal assistant to John Mc Greggor |
| 2 | Pleased to meet you, Mr. Cho. | B | Thank you. I hope to see you again sometime. |
| 3 | How do you do? I'm John Dixon, Sales director of STU Ltd. | C | Simone, I'd like to introduce you to Lee Cho from our Hong Hong office. |
| 4 | Hi Sammy. I'm fine, thanks. And you? | D | Yes, see you on Thursday. Bye. |
| 5 | Likewise. | E | Good morning, Ms Loll. |
| 6 | Hello, Frank. Nice to see you again. | F | Hello, John. How are you? |
| 7 | Yes. And you must be Eva Lund. | G | Nice to meet you. I'm SamanthaWood. Please call me Sam. |
| 8 | Have a nice trip. | H | Naomi Wine? |
| 9 | Good morning, Mr. Broon. | I | It's been nice meeting you. |
| 10 | My name is Patricia Brown. Please call me Pat. It's much easier. | J | Hugh! It's lovely to be back again! |

1 **D**; 2___; 3___; 4___; 5___; 6___; 7___; 8___; 9___; 10___.

Vocabulary builder. **Complete the word formation table.**

VERB	NOUN
Design	
Produce	
Buy	
Manufacture	
Supply	
Export	
Import	
Employ	
Sell	

Speaking. **Paul Smith works for a big depot centre. Write questions to ask him about his company. Ask and answer questions with your partner.**

the location of the company

the number of employees

the number of products his company sells

the number of customers

the main export markets

the number of crates his company stores

Read **about the people working for IBM and answer the questions below.**

Patrick Mulligan is the Purchasing Manager. He's responsible for distributing products to stores. He's also responsible for quality control.

Moira Thompson is the Personnel Manager. She's responsible for recruiting and training staff for the stores.

Brendan Glass is the head of the Special Projects Team. His team is responsible for choosing sites for new stores.

Jane O'Connor is the Head of the Information Systems Department. She's responsible for IBM computer systems.

- Who is the Personnel Manager?
- Who's responsible for quality control?
- Who distributes products?
- Who is in charge of training new staff?
- Who deals with computer software?

What words in the descriptions tell you

1. somebody's position in the company? _____
2. about somebody's responsibilities? _____

3.1 COMPANY PROFILE

Company profiles are reports that provide an overview of the history, current status, and future goals of a business. A business company profile can be as short as a single page, or contain enough data to fill several pages. While there are a number of different formats that businesses use to create these profiles, a few types of information are considered essential.

With just about any type of company profile report, contact information is included. The contact information may be nothing more than the physical and mailing addresses for the corporation headquarters, or it may include the names and mail drops of specific officers and executives employed with the company. It is not unusual for a telephone and fax number to be included in this basic contact data. In recent years, the inclusion of at least a general information email address is also considered essential for any company profile.

Along with contact information, the company profile usually includes some historical background on the business. This includes data on when the company was formed, the names of the founders, and how the company fared in its earliest days. Often, the historical narrative continues on to the present day. While not an exhaustive history, it is often enough to give the reader a sense of how the company has grown over the years.

It is not unusual for a company profile to include at least some general statistics relating to the current status of the business. This can include information such as the number of plants, offices, or other operations that the company current owns. Often, the total number of employees is mentioned, along with rounded figures about revenue generated during the latest fiscal year.

The company profile can also include data regarding the future plans of the business. A profile may discuss plans for future expansion in terms of locations, new products or services that are anticipated to be offered in the near future, or plans to restructure the operation as part of the strategy for ensuring the continued success of the business. However, a company profile is not likely to include information on any plans that have not been discussed and approved by shareholders and other leaders in the company. All the data found in a company profile is considered to be in the public domain, and freely available to anyone.

Most companies update their profiles at least once a year. This is important, since officers can retire or choose to leave the business, or locations can open and close over a period of several months. By keeping the data, the profile can be utilized by people who are considering purchasing stock issued by the company or possibly considering employment with the business.

Discuss. **After reading about company profiles discuss the comments posted on the internet. Do you dis/agree?**

2

@FernValley A company profile provides some useful information, however I also rely a lot on their profiles at other sites, especially review websites, when trying to decide between businesses; these profiles do not offer much in the way of pros and cons, while review sites often give many of these.

- hyrax53

1

When considering things like what bank to use or what place to buy a large purchase like a car, I find it very useful to be able to view company profiles. Just knowing that a place with which I want to do business has made sure their profile is clear and informative makes me better trust them than a company that has not.

- FernValley

(<http://www.wisegeek.com/what-is-a-company-profile.htm>, 6. 2. 2011)

Reading comprehension. **Now read the text again and decide whether the following statements are true (T) or false (F).**


TRUE	FALSE

- 1 The company profile rarely includes data about future plans.
- 2 A company profile includes data on project likely to happen.
- 3 Usually company profiles include general statistics.
- 4 A company profile may be very short, giving just basic information.
- 5 Company profiles aren't updated throughout the year.

Vocabulary builder. **When talking about a company profile one must mention:**

- ✓ Location of the company (The company is located in London, yet the Headquarters are based in New York.),
- ✓ History of the company (The company was founded by Smith brothers. It was established in the late 1920.),
- ✓ Philosophy of the company (The strategy has always been gaining foreign markets. Our future goal is to set up as many subsidiaries as possible abroad.),
- ✓ Structure of the company (The company consists of several departments. Main being Shipping, Logistics and Warehousing.),
- ✓ Turnover (The total business last year exceeded £ 1, 000, 000. We rank as one of the top marketing companies providing a unique service to all our customers.),
- ✓ Personnel (The number of employees is 1, 209. Most of them hold a permanent position, the rest part-time.),
- ✓ Management structure (CEO, The Board, General Manager, Managing Directors, Department Managers, ...) and
- ✓ Other useful information (The company is one the best known in the business. We rank among Top 5 in our region.).

Read about Mobitel company profile. Think of the above mentioned information. Can you answer all the questions above? Is the profile sufficient enough? Do you think it needs more information? Why? Discuss your answers with a partner.



Company profile
[Mission, Values and Vision](#)
[Management](#)
[Mobitel's Annual Reports](#)
[Subsidiaries](#)
[Milestones in development](#)
Press
Social responsibility
ECO Care

The establishment of Mobitel represents the first Slovenian steps into the world of digital telecommunications. Mobitel is the leading provider of advanced mobile telecommunication solutions of the Slovenian market. It is increasingly asserting itself also as a supplier of extensive and converging offers, created in collaboration with other members of the Telekom Slovenia Group. In spite of an intense competition, Mobitel's market share exceeds 60%, which shows that users appreciate a professional approach and high quality services at reasonable prices.

Useful information:

- Chief executive officer: **Zoran Janko.**
- Court registration number **SRG 1/13447/00. District Court of Ljubljana**
- Founding capital: **252.171.256,89 EUR**
- VAT number: **SI64679438.**
- Company registration number: **5524598**
- Transaction account: **SI56 0292 2001 1058 965, NLB, d. d.**

Public relations Office
 E-mail: pr@mobitel.si

Telephone.: +386 (0) 1 47 28 300
 Fax: +386 (0) 1 47 22 922

Customer care:
 E-mail: info@mobitel.si

Toll free number (subscribers): 041 700 700
 Toll free number (pre-paid users): 121
 Telephone: +386 (0) 1 47 22 255
 Fax: +386 (0) 1 47 22 295

General contact:
 MOBITEL, Telecommunication Services, Inc.
 Vilharjeva 23
 SI - 1537 Ljubljana

Phone: +386 (0) 1 47 22 200
 Fax: +386 (0) 1 47 22 990
 E-mail: info@mobitel.si

(<http://www.mobitel.si/splosno/o-podjetju.aspx?en=1>, 7. 2. 2011)

Vocabulary builder. Look at the table below. Can you match the company's departments and responsibilities? Think of more departments and their responsibilities. Which do you think is the most important and why?

DEPARTMENT	RESPONSIBILITY
1 PRODUCTION	A Is responsible for recruiting, training and welfare of the staff.
2 LOGISTICS	B Finishing, packing and storing products according to customer's specifications.
3 SHIPPING	C Coordinates the products ready to be shipped.
4 WAREHOUSING	D Complete process involving planning, managing and controlling the flow of goods and services, information, real-time data and

		human resources from the point of origin to the point of destination.
5 MARKETING	E	Improves, adapts and changes the products and works to make technical plans for production in the future.
6 SALES	F	Invoices are processed in this department.
7 LEGAL	G	Analyses the end of year results, sets short- and long-term loans.
8 PERSONNEL	H	Pays salaries, employs staff and keeps files on the employees.
9 PURCHASING	I	Compares prices and discounts from the suppliers and buys material.
10 ACCOUNTS	J	Interprets and reads documents connected with the law.
11 FINANCE	K	Handles orders for the company's products.
12 RESEARCH AND DEVELOPMENT	L	Decides where to sell the products, how to advertise them and the price.
13 HUMAN RESOURCES	M	Manufactures products which are later sold.
14 DISTRIBUTION	N	Publicises a company, is in charge of company's PR.
15 PUBLICITY	O	Distributes products.

1_M; 2_; 3_; 4_; 5_; 6_; 7_; 8_; 9_; 10_; 11_; 12_; 13_; 14_; 15_.

Discussion.

- Think of more departments and their responsibilities.
- Which do you think is the most important and why? Example: I think legal department is the most important department in a company. Without it a company simply could not exist. I disagree ...
- Where would you like to work? Which department do you work in presently?

Speaking. Complete these sentences about you or ask your partner. Share your ideas with the rest of the group.

1. I work in The Dispatch Company. I work in the Department. I'm the head of the Department. I'm responsible for.....
2. I work in P&P-it's a big export company. I work in the Department. I'm the head of theDepartment. I'm responsible for.....
3. I work at the airport. I work in the Department. I'm the head of theDepartment. I'm responsible for.....
4. I work for Viator & Vector. I work in the Department. I'm the head of the Department. I'm responsible for.....
5. I work for a big logistics company. I work in the Department. I'm the head of the Department. I'm responsible for
6. I work in the warehouse. I'm responsible for
7. I work with logistics documentation. I'm in charge of
8. I work in Petrol. I work in the Department. I'm the head of theDepartment. I'm responsible for.....

9. I'm a cargo pilot. I'm responsible for

Vocabulary builder. **What are people's jobs/responsibilities? Choose the correct answer.**

- I organise training courses for members of the staff. I'm a (training officer/managing director).
- I set up the equipment and do experiments and tests. I'm a (personal assistant/laboratory technician).
- I'm a senior executive. I'm the (managing director/purchasing manager).
- I check that the products are made to the right standard. I'm the (quality control manager/marketing director).
- I visit customers and try to increase business. I'm a (marketing director/sales representative).
- I work with the Managing Director. I'm responsible for his diary, organising his travel, and taking calls for him. I'm his (secretary/PA).
- I buy everything the company needs. I'm the (accounts manager/purchasing manager).
- I deal with salaries, fees and accounts. I'm the (accounts manager/purchasing manager).
- I'm in charge of the parent company and its subsidiaries. I'm the (managing director/CEO).
- I'm concerned with obtaining the public's approval of what my company does. I'm its (PA/PR).

3.2 WRITING FORMAL LETTERS

Have a look at the correct **layout** of a formal letter. Pay special attention to the register used.

Your address
The date

Name and address
of the company you are writing to

Greeting

Dear Mr/Mrs/Ms ..., (if you know their name)
Dear Sir/Madam, (if you don't know their name)

Paragraph 1

Simply state your reasons for writing

I am writing with reference to...

I am interested in applying for the job of .../ I'm writing to apply for the job of ...

I enclose a copy of my CV.

Paragraph 2

Explain why you are interested in the job

I would like to work for you as I am very interested in ...

I would also like to learn about ... Could you tell me more about ...

I feel that ... is very important.

Paragraph 3

Give examples to show your personal qualities

I think I am a ... person. For example, I have ...

I also feel that I can ... / Finally, I am familiar with .../ I am good at ...

Paragraph 4

Write about your qualifications and skills

I think I would be a good logistic engineer due to my extensive experience./ I am a competent ... as I have completed a course in .../ I am fluent in written and spoken ...

In addition, I hold a certificate in ...

Formal ending

I look forward to hearing from you soon.

Yours sincerely, (when you know the person's name)

Yours faithfully, (when you don't know the person's name)

Your signature

Print your name

(<http://www.inter-es.si/met/index.php?id=0&tecajId=22>, 6. 2. 2011)

1 Try to match the words in the left column with the corresponding LAYOUT in the right column.

FORMAL LETTER	LAYOUT
1 The sender	A Left hand side
2 The receiver	B Right hand side
3 Sender's address	C Ending
4 5 th paragraph	D Say why you are applying
5 1 st paragraph	E Say why you are interested in the job
6 2 nd paragraph	F Personal qualities
7 3 rd paragraph	G Describe your skills, qualifications
8 4 th paragraph	H Formal ending

1 **B**; 2 ___; 3 ___; 4 ___; 5 ___; 6 ___; 7 ___; 8 ___.

2 The use of correct REGISTER when writing business letters is extremely important. Try to use formal language as much as possible. Where would you use these words/phrases?

- ✓ We are in the market of ...
- ✓ We require for immediate delivery of ...
- ✓ An early answer would be appreciated.
- ✓ Thank you in advance for any given information.
- ✓ Please let us know about your order, as supplies are limited.
- ✓ Packing is included in the price.

3 THE BODY OF THE LETTER puts special emphasis on your personal qualities, qualifications and skills. Read the following sentences carefully. Choose the most appropriate answer. Choose from the prepositions in the box. How would you put the sentences in the correct order? Which of these express and/or denote:

- ✓ Asking for information/makes enquiries,
- ✓ introducing the subject matter,
- ✓ making further suggestions,
- ✓ giving additional information,
- ✓ apologizing/ declining an offer,
- ✓ making an offer/replies.

to · for · jobs · with · skills · experience · position · in · include · of · fluent · jobs

1. I am writing with reference _____ the advertisement in the latest Dnevnik edition.
2. I am applying _____ the job of a traffic technician.
3. I would like to work for you because I am very interested _____ the field of logistics.
4. I would also like to make a firm offer _____ mobile telephones.
5. Finally, I am familiar _____ operating heavy machinery.
6. I am _____ in spoken and written French.
7. I am a competent worker as I have completed a course _____ finance.

8. I have the required _____ and the experience for this job.
9. I am interested in your part-time _____ for a truck loader.
10. I was responsible _____ all aspects of store management.
11. My work skills _____ data entry, planning and computing skills.
12. I would appreciate the opportunity _____ discussing this position with you.
13. I am enclosing the latest price list _____ goods.
14. I am currently employed in a logistics environment _____ a large independent security company.
- 15 We are sorry _____ inform you that we have chosen another candidate for the post offered.

3.3 WRITING A CURRICULUM VITAE (CV)

A CV (curriculum vitae) usually describes your education, work experience and skills. You should also include your personal data, additional skills hobbies and/or awards. Read the instructions and write your own CV. Use the internet link provided.

Why do you think it is so important to have a good CV?

Opening doors to learning and working in Europe

What is **Europass**

Whether you are planning to enrol in an education or training programme, looking for a job, or getting experience abroad, it is important to be able to make your skills and competences clearly understood.

Europass is a new way of helping people to:

- make their skills and qualifications clearly and easily understood in Europe (European Union, EFTA/EEA and candidate countries);
- move anywhere in Europe.

Europass **consists of five documents:**

- two documents (Europass curriculum vitae (CV) and Europass Language Passport) you can fill in yourself; and
- three other documents (Europass Certificate Supplement, Europass Diploma Supplement and Europass Mobility) filled in and issued by competent organisations.

Europass is **supported by a network of National Europass Centres.**

Europass has *been established by the Decision No 2241/2004/EC of the European Parliament and the Council of 15 December 2004 on a single transparency framework for qualifications and competences.*

(<http://europass.cedefop.europa.eu/europass/home/hornav/Introduction.csp>, 6. 2. 2011)

SUMMARY

If we summarize, we can say that main sectors of the company have several departments. They are all equally important. We also learnt how to describe the company you work in and the accompanying responsibilities.

In this unit we also dealt with writing formal letters which prove as a very important communications means in the business world.

4 TRAFFIC AND TRANSPORT

After this unit you will be able to:

- Discuss the topic of traffic and transport;
- Talk about the importance of traffic and transport;
- Comprehend the transport industry;
- Talk about dis/advantages of traffic and transport in your town/city/country.

Read the definitions of traffic and transport. Try to decide which is which.

DEFINITION	TRAFFIC	TRANSPORT
The movement of ships, trains, aircraft along a particular route.	✓	
The movement of people and goods from one place to another.		
Vehicle and/or method of travelling.		
Means of transportation used for carrying people, cargo, etc.		
To take something from one place to another in a vehicle		

(Oxford Advanced Learner's Dictionary, 2005)

Vocabulary builder. Try to complete the following compound nouns with traffic and/or transport. Sometimes both are possible. Be careful with the change of meaning.

Heavy _____	_____ warden	Means of _____
_____ congestion	Road _____	Mass/public _____
_____ police	Air _____	_____ cone
_____ circle	Sea _____	_____ island
_____ route	On-line _____	_____ signs
_____ system	_____ jam	_____ union
_____ lights		

(<http://www.thefreedictionary.com/transport>, 10. 1. 2011)

(<http://www.lixiaolai.com/ocd/results.php>, 10. 1. 2011)

4.1 THE TRANSPORT INDUSTRY

The transport industry is made up of two parts:

- the *infrastructure* and
- what actually *moves* on it.

Infrastructure includes roads, railway tracks, seaports and airports, the electricity and gas grids and the water mains and sewers. Telephone and radio form the infrastructure for the conveyance of messages, including the Internet. Cars and buses, trains and lorries, ships and aircrafts, messages, all move over the infrastructure, and if it fails there are serious consequences; a familiar one is the lack of electricity when the cables are down.

But it is *the movement industry* that we mostly think of when we talk about transport. That is why we speak of the *movement of goods* or the *movement of people*. And the efficiency of the industry is of vital importance, for the economy as a whole, and for the business that depend upon us.

Business logistics, which is about the efficient management of the *supply chain* and of distribution, could not function without reliable transport and information. It includes many other activities, such as purchasing, packaging, advertising and cost accounting, but without transport it would have no function.

Transport is equally essential for tourism, which is the fastest growing industry in the world. Yet tourism is also dependent upon efficient logistics, in the movement of people and the goods necessary for hospitality management.

A The transport industry includes many scientific and economic fields. Read the text and find the terms that fall into the group of:

- civil engineering _____
- mechanical engineering _____
- management _____
- telecommunications _____
- computer science _____

B Find synonyms for

- movement of goods _____
- movement of people _____
- supply chain _____

(Hibbs, 2000)

4.2 CLASSIFICATION OF TRANSPORT

Mode of transport (or means of transport or transport mode or transport modality or form of transport) is a term used to distinguish different ways to perform transport. The most dominant modes of transport are aviation, rail transport, road transport and water transport, but other modes also exist, including pipelines, cable transport, space transport and off-road transport. All modes are suitable for transporting goods, and most are suitable for transporting people.

Each mode of transport has a fundamentally different technological solution and some require a separate environment. Each mode has its own infrastructure, vehicles, and operations, and often has unique regulations. Transport using more than one mode can be described as intermodal.

4.2.1 Air transport

A fixed-wing aircraft, commonly called airplane, is a heavier-than-air craft where movement of the air in relation to the wings is used to generate lift.

Two things necessary for aircraft are air flow over the wings for lift and an area for landing. The majority of aircraft also need an airport with the infrastructure to receive maintenance, restocking, refueling and for the loading and unloading of crew, cargo and passengers. While the vast majority of aircraft land and take off on land, some are capable of take off and landing on ice, snow and calm water.

The aircraft is the second fastest method of transport, after the rocket. Commercial jets can reach up to 875 kilometres per hour (544 mph), single-engine aircraft 175 kilometres per hour

(109 mph). Aviation is able to quickly transport people and limited amounts of cargo over longer distances, but incur high costs and energy use; for short distances or in inaccessible places helicopters can be used. WHO estimates that up to 500,000 people are on planes at any time.

4.2.2 Rail transport

Rail transport is where a train runs along a set of two parallel steel rails, known as a railway or railroad. The rails are anchored of timber, concrete or steel, to maintain a consistent distance apart, or gauge. The rails are placed on a foundation made of concrete, or compressed earth and gravel in a bed of ballast.

A train consists of one or more connected vehicles that run on the rails. Propulsion is commonly provided by a locomotive, that hauls a series of unpowered cars, that can carry passengers or freight. The locomotive can be powered by steam, diesel or by electricity supplied by trackside systems. Alternatively, some or all the cars can be powered, known as a multiple unit. Also, a train can be powered by horses, cables, gravity, pneumatics and gas turbines. Railed vehicles move with much less friction than rubber tires on paved roads, making trains more energy efficient, though not as efficient as ships.

Intercity trains are long-haul services connecting cities; modern high-speed rail is capable of speeds up to 350 km/h, but this requires specially built track. Regional and commuter trains feed cities from suburbs and surrounding areas, while intra-urban transport is performed by high-capacity tramways and rapid transits, often making up the backbone of a city's public transport. Freight trains traditionally used box cars, requiring manual loading and unloading of the cargo. Since the 1960s, container trains have become the dominant solution for general freight, while large quantities of bulk are transported by dedicated trains.

4.2.3 Road transport

A road is an identifiable route, way or path between two or more places. Roads are typically smoothed, paved, or otherwise prepared to allow easy travel; though they need not be, and historically many roads were simply recognizable routes without any formal construction or maintenance. In urban areas, roads may pass through a city or village and be named as streets, serving a dual function as urban space easement and route.

The most common road vehicle is the automobile; a wheeled passenger vehicle that carries its own motor. Other users of roads include buses, trucks, motorcycles, bicycles and pedestrians. As of 2002, there were 590 million automobiles worldwide.

Automobiles offer high flexibility and with low capacity, but are deemed with high energy and area use, and the main source of noise and air pollution in cities; buses allow for more efficient travel at the cost of reduced flexibility. Road transport by truck is often the initial and final stage of freight transport.

4.2.4 Water transport

Water transport is the process of transport a watercraft, such as a barge, boat, ship or sailboat, makes over a body of water, such as a sea, ocean, lake, canal or river. The need for buoyancy unites watercraft, and makes the hull a dominant aspect of its construction, maintenance and appearance.

In the 1800s the first steam ships were developed, using a steam engine to drive a paddle wheel or propeller to move the ship. The steam was produced using wood or coal. Now most ships have an engine using a slightly refined type of petroleum called bunker fuel. Some ships, such as submarines, use nuclear power to produce the steam. Recreational or educational craft still use wind power, while some smaller craft use internal combustion engines to drive one or more propellers, or in the case of jet boats, an inboard water jet.

Although slow, modern sea transport is a highly effective method of transporting large quantities of non-perishable goods. Commercial vessels, nearly 35,000 in number, carried 7.4 billion tons of cargo in 2007. Transport by water is significantly less costly than air transport for transcontinental shipping; short sea shipping and ferries remain viable in coastal areas.

4.2.5 Other means of transport

Pipeline transport sends goods through a pipe, most commonly liquid and gases are sent, but pneumatic tubes can also send solid capsules using compressed air. For liquids/gases, any chemically stable liquid or gas can be sent through a pipeline. Short-distance systems exist for sewage, slurry, water and beer, while long-distance networks are used for petroleum and natural gas.

Cable transport is a broad mode where vehicles are pulled by cables instead of an internal power source. It is most commonly used at steep gradient. Typical solutions include aerial tramway, elevators, escalator and ski lifts; some of these are also categorized as conveyor transport.

Space transport is transport out of Earth's atmosphere into outer space by means of a spacecraft. While large amounts of research have gone into technology, it is rarely used except to put satellites into orbit, and conduct scientific experiments. However, man has landed on the moon, and probes have been sent to all the planets of the Solar System.

In short, a transport mode is a combination of the following:

- Traffic infrastructure: traffic routes, networks, nodes (stations, bus terminals, airport terminals), etc.
- Vehicles and containers: trucks, wagons, ships, aircraft and trains.
- A stationary or mobile workforce
- Propulsion system and power supply (traction)
- Operations: driving, management, traffic signals, railway signalling, air traffic control, etc.

Worldwide, the most widely-used modes for passenger transport are the Automobile (16,000 bn passenger km), followed by Buses (7,000), Air (2,800), Railways (1,900), and Urban Rail

(250). The most widely used modes for freight transport are Sea (40,000 bn ton km), followed by Road (7,000), Railways (6,500), Oil pipelines (2,000) and Inland Navigation (1,500).

(http://en.wikipedia.org/wiki/Mode_of_transport, 7. 2. 2011)

Reading. After reading the text, try to match a correct definition with a suitable means of transport.

- | | |
|---------------|---|
| 1 liner | A A vessel used for transporting passengers or vehicles across water |
| 2 coach | B Police van used to transport prisoners |
| 3 tanker | C Streetcar running on track |
| 4 lorry | D An aircraft propelled by more engines |
| 5 ferry | E Large truck designed to carry heavy goods; usually without sides |
| 6 Black Maria | F Ship, plane, truck constructed to transport liquids |
| 7 tram | G Long distance bus |
| 8 jet | H A ship/boat travelling a particular route carrying cargo/passengers |

1_H; 2__; 3__; 4__; 5__; 6__; 7__; 8__;

Pair work. Tell the difference between the following pairs of words. Discuss your answers with a partner.

- 1 Vessel and vehicle
- 2 Truck and tanker
- 3 Lorry and van
- 4 Freight and cargo
- 5 Subway and submarine
- 6 Product and goods
- 7 Passenger and cargo transport
- 8 Perishable and non perishable goods
- 9 Airplane and aircraft
- 10 Road and route

Pair work. There are 34 words in this grid in the following directions: ←, ↑, → and ↓. Try to find as many vehicles and vessels in the grid. There are also some essential parts of the vehicles and vessels. Which ones?

			V	A	N					N		W	H	E	E	L				Y	
R	O	T	C	A	R	T	S			I	B	I	C	Y	C	L	E			R	
C	A	R	A	V	A	N	U			A	H	E	L	I	C	O	P	T	E	R	
	E	N	G	I	N	E	B	F		R	E	S	T	A	T	E	C	A	R	O	
C	O	M	P	A	R	T	M	E	N	T			R	E	D	I	L	G		L	
C						B	O	R		C	O	N	V	E	R	T	I	B	L	E	
A	C	O	A	C	H	O	A	R		S	P	E	E	D	B	O	A	T			
R	C	A	R			A	R	Y	T	A	O	B	G	N	I	L	I	A	S		
T						T	S	Z	E	L	C	Y	C	R	O	T	O	M			
	N	O	G	A	W					S	V	E	H	I	C	L	E				
A	I	R	P	L	A	N	E	G	H	E	J	R	E	L	I	A	R	T			
	P	E	D	A	L	S				I	S	L	O	C	O	M	O	T	I	V	E
R	E	N	I	L						P	S	K	S	U	B	M	A	R	I	N	E
B	L	A	C	K	M	A	R	I	A	E	T	A	O	B	E	U	S	C	E	R	
										L											

Vocabulary builder. **Effective transport involves efficient TRANSPORT PERSONNEL. Choose the correct word from the box to finish the sentence. Try to think of more transport participants.**

- | | | | |
|----|---|---|--|
| 1 | Captain | A | Some people feel safer when driving if there's a PASSENGER in the car. |
| 2 | Crew | B | If you are walking down the street (as a _____) you simply cannot cross it due to so much traffic. |
| 3 | Guard | C | As I am a _____ I am upset if the train is late every morning. |
| 4 | Pedestrian | D | Jim works as a _____ in a local garage. |
| 5 | Chauffer | E | The bus mounted the pavement and injured a _____ . |
| 6 | Cyclist | F | Eddie is a keen _____ and rides his bike to work every day. |
| 7 | Mechanic | G | There isn't a _____ on the bus, you pay the driver. |
| 8 | Flight attendant /steward/stewardess | H | When I got on the ship, one of the _____ helped me to my cabin. |
| 9 | Conductor | I | Before take-off, the _____ asked me to fasten my seat belt. |
| 10 | Driver | J | Hilary was given a parking ticket by a _____ . |
| 11 | Motorist | K | The train couldn't leave until the _____ waved his green flag. |
| 12 | Traffic warden | L | The four passengers on the ship had dinner with the _____ . |
| 13 | Hitch hiker | M | The police wanted me to describe the _____ of the car. |
| 14 | Passenger | N | When my car broke down a passing _____ towed it to a garage. |
| 15 | Commuter | O | The company chairman has a Rolls-Royce driven by a _____ . |

SUMMARY

Traffic and transport play an important role in logistics engineering. There are several transport modes passengers can use to move around. Participants choose the most appropriate ones for private needs as well as transportation of cargo.

5 TRAVEL AND MOVEMENT

After this unit you will be able to:

- Discuss the topic of travel and movement;
- Talk about the importance of different modes of public transport;
- Comprehend the transport industry;
- Talk about dis/advantages of traffic and transport in your town/city/country.

Public transport (also **public transportation**, **public transit**, or **mass transit**) is a shared passenger transportation service which is available for use by the general public, as distinct from modes such as Taxicab and car pooling which are not shared by strangers without private arrangement.

Public transport modes include buses, trolleybuses, trams and trains, 'rapid transit' (metro/subways/undergrounds etc) and ferries. Intercity public transport is dominated by airlines, coaches, and intercity rail. High-speed rail networks are being developed in many parts of the world.

Most public transport runs to a scheduled timetable with the most frequent services running to a headway. Share taxi offers on-demand services in many parts of the world and some services will wait until the vehicle is full before it starts.

Urban public transport may be provided by one or more private transport operators or by a transit authority. Public transport services are usually funded by fares charged to each passenger.

All public transport runs on infrastructure, either on roads, rail, airways or seaways; all consists of interchanges and way. The infrastructure can be shared with other modes of transport, freight and private transport, or it can be dedicated to public transport. The latter is especially true in cases where there are capacity problems for private transport. Investments in infrastructure are high, and make up a substantial part of the total costs in systems that are expanding. Once built, the infrastructure will further require operating and maintenance costs, adding to the total costs of public transport. Sometimes governments subsidize infrastructure by providing it free of charge, just like is common with roads for automobiles.

5.1 AIRLINE

An airline provides scheduled service with aircraft between airports. Air travel has high up to very high speeds, but incurs large waiting times prior and after travel, and is therefore often only feasible over longer distances or in areas where lack of ground infrastructure makes other modes of transport impossible.

5.2 BUS AND COACH

Bus services use buses on conventional roads to carrying numerous passengers on shorter journeys. Buses operate with low capacity (i.e. compared with trams or trains), and can operate on conventional roads, with relatively inexpensive bus stops to serve passengers. Therefore buses are commonly used in smaller cities and towns, in rural areas as well for shuttle services supplementing in large cities. Bus rapid transit is an ambiguous term used for

buses operating on dedicated right-of-way, much like a light rail. Trolleybuses are electric buses that employ overhead wires to get power for traction. Online Electric Vehicles are buses that run on a conventional battery, but are recharged frequently at certain points via underground wires.

Coach services use coaches (long-distance buses) for suburb-to-CBD or longer distance transportation. The vehicle are normally equipped with more comfortable seating, a separate luggage compartment, video and possibly also a toilet. They have higher standards than city buses, but a limited stopping pattern.

5.3 TRAINS

Passenger rail transport is the conveyance of passengers by means of wheeled vehicles specially designed to run on railways. Trains allow high capacity on short or long distance, but require track infrastructure and stations to be built. Urban rail transit consists of trams, light rail, rapid transit, people movers, commuter rail and funiculars.

5.3.1 Commuter, intercity and high-speed rail

Commuter rail is part of an urban area's public transport; it provides faster services to outer suburbs and neighboring towns and villages. Trains stop at all stations, that are located to serve a smaller suburban or town center. The stations often being combined with shuttle bus or park and ride systems at each station. Frequency may be up to several times per hour, and commuter rail systems may either be part of the national railway, or operated by local transit agencies.

Intercity rail is long-haul passenger services that connect multiple urban areas. They have few stops, and aim at high average speeds, typically only making one of a few stops per city. These services may also be international.

High-speed rail is passenger trains operating significantly faster than conventional rail; typically defined as at least 200 kilometres per hour. The most predominant systems have been built in Europe and Japan, and compared with air travel, offer long-distance rail journeys as quick as air services, have lower prices to compete more effectively and uses electricity instead of combustion.

5.3.1.1 Trams and light rail

Trams are railborne vehicles that run in city streets or dedicated tracks. They have higher capacity than buses, but must follow dedicated infrastructure with rails and wires either above or below the track, limiting their flexibility.

Light rail is a modern development (and use) of the tram, with dedicated right-of-way not shared with other traffic, step-free access and increased speed.

5.3.1.2 Metro/Underground/Rapid transit

A rapid transit Metro/Underground/Elevated railway operates in an urban area with high capacity and frequency, and grade separation from other traffic.

Systems are able to transport large amounts of people quickly over short distances with little land use. Variations of rapid transit include people movers, small-scale light metro and the commuter rail hybrid S-Bahn. More than 160 cities have rapid transit systems, totalling more than 8,000 km of track and 7,000 stations. Twenty-five cities have systems under construction.

5.4 FERRY

A ferry is a boat or ship, used to carry (or *ferry*) passengers, and sometimes their vehicles, across a body of water. A foot-passenger ferry with many stops is sometimes called a water bus. Ferries form a part of the public transport systems of many waterside cities and islands, allowing direct transit between points at a capital cost much lower than bridges or tunnels, though at a lower speed. Ship connections of much larger distances (such as over long distances in water bodies like the Mediterranean Sea) may also be called ferry services.

5.5 CHARACTERISTICS OF URBAN PUBLIC TRANSPORT

In the developed countries there is a great increase in the number of car owners, but there will always be a great number of people who won't be able to afford a car and will depend on other some ways of urban transit.

If they want to satisfy their need to move, and they have no car because they are either too old or too young, or can not drive because of illness, cannot afford a car, or simply because another member of the family is using it, they have to be able to get access to the wanted activities.

Five main forms of passenger transport are used in urban environment: walking, cycling, motorcycling, driving by passenger car or some other form of public transit.

In order to reduce the use of cars in urban public transit, it has to have some operative characteristics that provide it with advantages compared to cars. These desired characteristics can be defined as:

- Convenience;
- Image;
- Information;
- Security.

Convenience or the suitability of service in public transit is reflected in the transport (from origin to travelling destination which one changes most). Pedestrian crossings have to be attractive, well maintained.

Frequency of service has to be sought to insure acceptable waiting time ranging form 5 to 7 minutes.

The service must be reliable, times of arrivals and departures have to be on schedule.

Travelling time, including arrivals and departures, have to be competitive to car travelling time.

The impression left by bus urban transit is that it is old-fashioned, obsolete and shabby. In order to change this impression, the following has to be improved:

- Public transport has to be comfortable, with adequate seats, enough leg space.
- The vehicle has to be clean so that its design provides the impression of modern service.
- The stops have to be well planned and set at busiest times, well equipped for waiting and protected from bad weather. Set at walking distances from 5 to 10 minutes with secondary transport lines or parking lots where passengers leave their vehicles to change to public transport.
- Stops have to be clean, undamaged and without graffiti
- Attitude and kindness of personnel.

Information is very important in order to adapt the traffic system to users. It is necessary to emphasize the frequency of services, time and prices need to be presented clearly and in an available manner, as well as updated. It has to be available at every stop, providing current mini-information about real time and the time of the next vehicle.

Public transport infrastructure, including access roads, has to be well lit and continuously monitored by closed circuit television cameras, in order to reduce the risk of passenger assaults and to make traveling feel safer.

Walking and motorcycling are adequate for shorter relations and form a relatively small number of travelling. The main competition in urban environment occurs between passenger cars and certain kinds of public transit. Increased car travel has numerous harmful consequences:

- Traffic jams,
- Air pollution,
- Energy consumption,
- Reduced safety.

Traffic jam is a characteristic of urban regions. It occurs both in peak and off-peak hours. Negative effects are reflected in the increased visual and noise pollution, diverging traffic to unsuitable roads when motorists try to find alternative routes.

The duration and unreliability of travelling is increased as well as the unacceptable condition of stress and frustration. The traffic jam is reducing the speed of service provided by bus transit.

Air pollution occurs in cities as a consequence of car travelling. It is estimated that 88% of CO₂ emission and 37% of volatile organic compounds come out of road vehicle exhaust pipes. Catalytic converters whose help in reduction of these exhausts are less efficient in short urban drives and do not reduce CO₂ emission which in turn results in greenhouse effect. The importance of this problem requires urgent solution if health of people and the planet is going to be saved.

Cars consume fossil fuels, petrol, of limited reserves. In spite of continuous development in increasingly efficient engines, relative energy consumption by various modes of transport favours public transport. Table I presents relative energy consumption according of the type of travelling.

Although car travelling has brought many benefits to urban population, it has reached such a level that traffic is jammed even outside the traditional morning and evening peaks and increases both the lack of reliability for travelling time and safety.

Introducing a satisfactory and reliable public transit service and the possibility of change from car to public transit would increase the use of public transportation. In this way higher risk of traffic accidents would be reduced, especially for vulnerable traffic users such as motorcyclist, cyclists and pedestrians.

Consumption of energy according to transportation means:

Transportation means	Consumption (%)
petrol car	1
diesel car	0,875
fast train	0,8
diesel train	0,48
local electrical train	0,375
interurban train	0,375
classical bus	0,375
double-decker	0,182

Generally speaking, there is a continuous need for movement. Reduced travelling by public transport vehicles means reduced revenue for the operator, who in turn reduces the frequency of providing service or higher prices. This leads to reduced number of passengers and great use of passenger cars. The result is higher traffic, travelling by means of public transport becomes slow and unreliable, the energy consumption increases as well as air pollution, and the risk of accidents is higher.

Increased use of public transport compared to passenger cars necessarily requires the need to improve operative characteristics which result in the increase of travelling speed, reliability and quality of services.

(http://en.wikipedia.org/wiki/Mode_of_transport, 7. 2. 2011)

Read the text about ‘Ticket and faring’ carefully and answer the questions below. Write your answers on the lines provided.

Par. 1 Most, but not all, public transport required the purchase of a ticket to generate revenue for the operators. Tickets may either be bought in advance, at the time of the ride, or the carrier may allow both methods. Passengers may be issued with a paper ticket, metal or plastic token, or an electronic card (smart card, contactless smart card). Sometimes a ticket has to be validated, e.g. a paper ticket that has to be stamped, or an electronic ticket that has to be checked in.

Par. 2 Tickets may be valid for a single (or return) trip, or valid within a certain area for a period of time. The fare is based on the travel class, either as a function of the traveled distance, or based on a zone pricing.

Par. 3 They may have to be shown or checked automatically at the station platform or when boarding, or during the ride by a conductor. Operators may choose to control all riders, allowing sale of the ticket at the time of ride. Alternatively, a proof-of-payment system allows riders to enter the vehicles without showing the ticket, but riders may or may not be controlled by a ticket controller; if s/he fails to show proof of payment, the operator may fine the rider at the magnitude of the fare. It is usually quite high, a few hundred pounds.

(http://en.wikipedia.org/wiki/Mode_of_transport, 7. 2. 2011)

1 Which words do these definitions refer to? Use paragraph numbers to help you find them. Write your answers on the line provided.

0 ‘transport relating to public use’ (Par. 1) _____ *PUBLIC* _____

1 ‘income of a payment for public expenses’ (Par. 1): _____

2 ‘transporting or conveying/employed to carry goods’ (Par. 1) _____

3 ‘any pocket-sized card with embedded integrated circuits’ (Par 1) _____

4 'person or person in charge of controlling passengers' (Par. 3) _____

5 'money paid for a ride' (Par. 3) _____

6 'having legal force/effective' (Par. 2) _____

2 Which information in the text do these words relate to? Use paragraph numbers to help you find them. Write your answers on the line provided.

0 **them** (Par. 1): _____ *the tickets* _____

1 **s/he** (Par. 3): _____

2 **it** (Par. 3): _____

Read the text about problems of Public transport in cities.

In most capital cities, which were built long before the heyday of the private car, there is rarely enough space for moving traffic, and certainly not enough for parked vehicles. Buses move slowly because of the volume of traffic thus encouraging more commuters to abandon public transport. Banning traffic from some areas may help, but such a solution may not actually diminish the number of cars coming into the city. What has happened in effect is that the needs of the private car have become the number one priority, and the older functions of the city centre as meeting place and focus for social life have been lost. The new city cannot survive without a series of ring roads. Giant car parks are its new places and cathedrals. During the working hours of the day, there is the constant din of traffic, but at night the centre is almost empty, apart from a few homeless in the doorways. Most people commuted back to the suburbs, and very few of those who live in the centre have cars, for often there's nowhere to park them. The old city, with its narrow streets, may still retain a lively role but that may be because it exists as an island, where no cars are permitted. Unless the local authorities have not yet plucked up the courage to ban most traffic from the streets, in which case the city centre is congested by day, and a gigantic car park by night.

Almost 400 million vehicles fill the world's roads. Over 30 million come from the factories each year. There are 20 million cars in Britain. During the past five years traffic on Britain's roads has increased by 27%.

Cars have claimed one third of all land area in the world's cities. However, two thirds of Los Angeles are motorways, roads and car parks.

Cars create more pollution than anything else in the world. Pollution from car kills up to 30,000 people a year in the USA. Carbon monoxide from cars causes headaches. Hydrocarbons from cars cause cancer. Nitrogen oxide from cars causes bronchitis and lung disease. It also causes acid rain which kills trees, rivers and lakes.

Discussion. After reading the text, answer the following questions:

- Why do people travel?
- Which are the most popular means of transport?
- What does transport produce? What are its disadvantages? Are there any advantages?
- Is there a solution to an increasing trend of abandoning public transport?
- How do modern cities survive?

Discussion. Discuss these topics with your partner and share your opinions with a group.

- Which means of transport do you use for everyday travel? Specify its dis/advantages?
- Which means of transport cause the most pollution? Why? What can you do to prevent it?
- Which different means of transport can be found in UK yet not in Slovenia? Why? What are their dis/advantages?
- Think of American and British public transport. Are there any differences? Name them.

5.6 TRAFFIC SAFETY

Read the text below and answer the questions.

- Think of key elements in traffic promoting safety.
- What is the main reason for car accidents?

When driving people SHOULD NOT:

- drink _____
- take _____
- _____ drugs.

But there are many drivers who do not consider the above rule. They drive under the influence of different narcotics. They road traffic safety concerns all participants in traffic. Despite new updated European legislation, mortal traffic accidents remain acute. Approximately 1.3 million road accidents occur, 25 % ending in death. Speed is a key element is collisions. The impact of over speeding and unnecessary overtaking can be grave. Modern road designs have adapted to powerful cars, yet it seems that the drivers haven't. They are nervous, impatient and inattentive in the cars consequently causing fatal accidents.

The safest travelling is perhaps by land, by trains, although accidents can happen anywhere. Travelling by car can be dangerous especially in the summer or in the winter.

(http://ec.europa.eu/health-eu/my_environment/road_safety/index_sl.htm, 6. 2. 2011)

Speaking. Try to answer the following question. Share your answers with the rest of the group.

- Are the laws in Slovenia too lenient or too liberal?
- Is the police strict enough? Is the new law effective? Does it minimise fatal accidents?
- Who are the potential victims?
- What's a casualty department / emergency unit? Have you ever been there? Why?
- Are driver education lessons effective?
- Do you like travelling?
- Do you have any experiences with travelling?
- Do you travel a lot? Describe on of your journeys. Talk about dis/advantages. What kind of a driver are you?
- Where do you prefer to travel? Abroad?
- What would your dream journey be like?

5.6.1 Traffic signs

Traffic signs or road signs are signs at the side of roads providing information to road users. With traffic volumes increasing over the last eight decades, many countries have adopted pictorial signs or otherwise simplified and standardized their signs to facilitate international travel.

Traffic signs can be grouped into several types. For example, Annexe 1 of the Vienna Convention on Road Signs and Signals (1968), which at 30 June 2004 had 52 signatory countries, defines eight categories of signs:

- Danger warning signs;
- Priority signs;

- Prohibitory or restrictive signs;
- Mandatory signs;
- Special regulation signs;
- Information, facilities, or service signs;
- Direction, position, or indication signs;
- Additional panels.

(http://en.wikipedia.org/wiki/Traffic_sign, 7. 2. 2011)

Pair work. **Work with a partner. Have a look at the traffic signs below. Which group do they belong to? What do they mean? If you have any problems consult ‘Standard Sign Shapes and Their Meanings’ or ‘Manual of Traffic Signs’.**



Slika 4: Traffic signs
(http://en.wikipedia.org/wiki/Traffic_signs, 15. 4. 2009)

Pair work. **Observe different sign shapes. How are they called? Match a sign and its shape. Choose from the words in the box.**

Circle rectangle diamond octagon triangle



Slika 5: Traffic signs and their shape

Vocabulary builder. **Try to describe the shape of traffic signs. Derive adjectives from nouns.**

- ✓ The STOP sign is _____ . (octagon)
- ✓ The GIVE PRIORITY sign is _____ . (triangle)
- ✓ The VEHICLES PROHOBITED IN BOTH DIRECTIONS sign is _____ . (circle)
- ✓ The PARKING LOT/TAXIES sign is _____ . (square)

Vocabulary builder. **Apart from traffic signs, there are other safety features protecting active and passive participants in traffic. Think of as many as possible.**



Slika 6: Traffic safety

CAR SAFETY FEATURES: airbags, _____

MOTORCYCLE SAFETY FEATURES: helmet, _____

PEDESTRIAN SAFETY FEATURES: _____

BICYCLE SAFETY FEATURES: _____

Read the following statements often seen as slogans in commercials to promote traffic safety. Do you dis/agree? Say why.

- ✓ Vehicle insurance is not a choice. It's a must.
- ✓ Breaking rules while driving is a sign of illiteracy.
- ✓ I don't break rules. I brake for people!

Vocabulary builder. **Word formation. Read the text 'Development of Transport' below and complete it with the correct form of the word given on the right.**

DEVELOPMENT OF TRANSPORT

A hundred years ago most people travelled on foot, by train, or on horse back. The *transportation* was extremely time consuming and even _____1_____. Railways had made it possible to travel _____2_____ over long distances. Bicycles were also becoming popular, after the invention of the air-filled tyre, which made cycling a lot more _____3_____.

Buses, trams and underground railways had already been invented, and cities all over the world already made traffic jams. There were very few private cars, and city streets were still full of horses. What a _____4_____ a hundred years have made! Nowadays we have got used to the problem of private cars, and some cities are very noisy and the level of _____5_____ is so high that in many places vehicles have been banned from the city centre. How will be travelling in a hundred years' time? Perhaps by then there will be only _____6_____ helicopters. There may be no need to commute to work or school in the future, since everyone will have a computer at home. There might even be more people walking and horse riding, for _____7_____ and exercise.

0 TRANSPORT

1 DANGER

2 RAPID

3 COMFORT

4 DIFFERENCE

5 POLLUTE

6 PERSON

7 PLEASE

Vocabulary builder. **Travel and Movement. Multiple choice. Choose the most suitable word or phrase to complete each sentence.**

1. The ship stopped because two passengers had fallen**B**.....
2. The was crowded with passengers waiting for the train.
3. We had to stop for petrol at a filling.....
4. Mary looked up the fastest train to Glasgow in the
5. The train was very crowded because there were only four
6. Peter's car off the icy road and fell into a ditch.
7. I dropped my wallet from the boat but luckily it
8. Everything went dark when the train entered a/an
9. David missed his train because of the queue in the ticket
10. To get to our hotel we had to cross the railway

1	A upside down	B overboard	C upside down	D inside out
2	A platform	B quay	C runway	D pavement
3	A garage	B service	C pump	D station
4	A catalogue	B timetable	C dictionary	D programme
5	A coaches	B waggons	C trucks	D cars
6	A crashed	B collided	C hit	D skidded
7	A drifted	B floated	C sank	D rescued
8	A underground	B tunnel	C tube	D metro
9	A office	B agency	C room	D lounge
10	A road	B route	C rails	D line

Read the text **THE ICELAND VOLCANO PROBLEM** and answer the questions below.

The Iceland volcano ash problem: European flight disruption

Thousands of planes across Europe remain grounded for a second day after the Eyjafjallajökull eruption on Wednesday. Updates are expected throughout the day. Follow the latest here:

7.44am:

Flights remain cancelled across much of Europe this morning, as volcanic ash continues to drift across northern parts of the continent. Overnight National Air Traffic Services has extended the flying restriction imposed over much of the UK's airspace. Yesterday it imposed a flying ban until 7am this morning, later extending that to 1pm. However at 2.30am this morning it announced restrictions will remain in place until 7pm tonight "at the earliest", although stressed some services might be allowed to run to and from Northern Ireland and Glasgow and Prestwick.

Following a review of the latest Met Office information, NATS advises that restrictions will remain in place in UK controlled airspace until 1900 (UK time) today, Friday 16 April, at the earliest.

However, flights in Northern Ireland and the Western Isles of Scotland to and from Glasgow and Prestwick may be allowed up to 1300 (UK time) today, subject to individual co-ordination. North Atlantic traffic to and from Glasgow, Prestwick and Belfast may also be allowed over the same period. We will review further Met Office information and at 0830 (UK time) we will advise on the arrangements that will be in place until 0100 (UK time) on Saturday, 17 April.

In general, the situation cannot be said to be improving with any certainty as the forecast affected area appears to be closing in from east to west. We continue to work closely with airports, airlines, and the rest of Europe to understand and mitigate the implications of the volcanic eruption.

In Europe a number of countries' airports remained off-limits last night. Authorities in Ireland, Denmark, Norway, Sweden, Finland and Belgium closed their airspace, while France shut down 24 airports, including the main hub of Charles de Gaulle in Paris.

Germany's Berlin and Hamburg airports were shut on Thursday evening, and several flights out of the US had to double back.

(<http://www.guardian.co.uk/world/blog/2010/apr/16/volcano-ash-airspace-flights-iceland>, 16. 4. 2010)

Discussion.

- ✓ What are the main logistics problems mentioned in the text? Are there any solutions provided? What can passengers do if stranded in similar situation?
- ✓ Have you ever experienced similar airport problems?
- ✓ How important is airport logistics? How does it influence our daily lives?
- ✓ Try to find out more. What was the estimated loss of business during the Ash cloud period? What were the consequences?

Reading comprehension. **Matching. Read AIRBAG Q&A carefully. Write down the answers by writing the paragraph letter best denoting the given sentence.**

- 1 If I'm in a car equipped with airbags, am I not perfectly safe even without seatbelts?
- 2 How long does it take for an airbag to inflate?
- 3 What are the chances that the airbag will inflate when it should not, or fail when it should perform?
- 4 The passenger side has a bigger airbag than the driver's. Why is that?
- 5 What causes the airbag warning lamp to light?
- 6 Will seat position or body size affect the airbag's effectiveness?
- 7 What happens to airbags when the car is disposed of?

Airbag Q&A

Adapted from the brochure SRS airbag Information, Toyota motor Company, 2002

- A** In an accident the greatest risk to the driver is from an impact with the steering wheel, which is relatively close. On the other hand, the passenger is further away from the dashboard, so a large bag is required.
- B** Because the airbag is such an important part of the occupant safety system, we go to great lengths to design sensors that are extremely accurate in their collision-detection capacity. We conduct a number of test on the sensors, including collision and temperature.
- C** In a collision equivalent to a car running into a barrier head-on 50km/h, a bag will complete its inflation within 40ms (0.04 seconds) of impact, and will deflate within 0.2 seconds of the impact. Testing has been conducted on cars with their windows both opened and closed, and these test confirm that the noise does not reach harmful levels.
- D** When you turn the key to the ACC or ON position, the computer runs a six-second diagnostic test on the airbag system. In the event that it detects something wrong during this test, the warning lamp comes on. Even if there's nothing wrong initially the computer continues running periodic diagnostic tests, and if it detects a problem, it lights the warning lamp. If the lamp is on, it means the airbag will not function properly, and you should take your car to the nearest Toyota dealer to have it checked.
- E** We have checked airbags for all typical body sizes and seating positions, and confirmed that they work to provide overall occupant protection satisfactorily. It is possible that the airbags will not work effectively when the seat is in an unusual position, so drive in an appropriate posture and, of course, fasten your seat belt.
- F** If a car has inactivated airbags, it needs to be processed before being crushed. Bring your car to a Toyota dealer, which can handle this. The speed at which the airbag inflates may cause bruising or abrasions by an airbag even if you are fastened properly. We have folded the airbag in a special way that it helps control the development pattern, to minimize the chance of being hurt to the extent possible.
- G** Airbags are meant to complement seatbelts, not replace them. In addition, seatbelts can provide protection in many different types of accidents where the airbags may not deploy. So you must always fasten your seatbelt. The car performs a self-diagnostic test every time you turn on ignition, so periodic inspections are not needed. However, if the self-diagnostic tests do not detect a problem, you should take your car to the nearest Toyota dealership promptly to have it inspected.

(Predmetni izpitni katalog, 2005)

Vocabulary builder. **Match the words with the correct mode of transport. The first one has been done for you.**

Mode of transport		
1 PLANE	1 a	
	2	a) Land
	3	b) Railway station
	4	c) Coach
	5	d) Check-in desk
	6	e) Luggage
	7	f) Platform
	8	g) Carriage
	9	h) Lorry
	10	i) Van
2 TRAIN	1	j) Motorbike
	2	k) Boarding pass
	3	l) Baggage claim
	4	m) Ticket office
	5	n) The underground
3 ROAD	1	o) Helmet
	2	p) Bike
	3	q) Car/scooter
	4	r) Take off
	5	s) Gate
	6	t) Suitcase
	7	u) Aisle
	8	v) Tram
	9	w) motorway
	10	

Vocabulary builder. **Complete the following compound nouns. Use the words from the box.**

Area belt crash fine hour jam lane lights crossing Limit park rank station transport works sign

- 1 **Petrol** _____ is a place where you get petrol, often with a shop or cafe
- 2 **Traffic** _____ happens when there's so much traffic that vehicles cannot move
- 3 **Seat** _____ is a safety feature in every vehicle
- 4 **Taxi** _____ is a place where taxis wait for customers
- 5 **Rush** _____ is a time of the day when there is a lot of traffic (ex.: 7am, 3 pm)
- 6 **Car** _____ happens when two or more cars crash
- 7 **Parking** _____ money you pay for parking illegally
- 8 **Traffic** _____ regulates traffic
- 9 **Speed** _____ is regulated by signs
- 10 **Public** _____ : bus, taxi, coach, tram, train, ...
- 11 **Pedestrian** _____ is specially marked so pedestrians know where to cross the
- 12 **Cycle** _____ narrow part of road reserved for cyclists



13 **Road** _____



14 **Traffic** _____

Vocabulary builder. **Travel. Insert the correct word in the sentences provided.**

Flight journey trip travel cruise

- 1 A _____ is when you travel from one place to another by plane.
- 2 A _____ is when you travel from one place to another by car, train, plane, bus,
- 3 He's going on a business _____ to Tokyo.
- 4 She's going on a _____ around the Mediterranean for her spring break.
- 5 I _____ a lot in my line of business.
- 6 Have a safe _____! I'll meet you at Heathrow when you land.

Speaking. **Form sentences using the following words. The first one has been done for you.**

Brake	<u>Slam on the brakes or we are going to crash!</u>
Puncture	_____
Reverse	_____
Overtake	_____
Run out of petrol	_____
Fill up petrol	_____
Collide	_____
Crash	_____

Speaking. Read **all the following questions then use them to begin a conversation with your partner.**

- 1 Which type of transport do you think is the most/the least dangerous? Make a list, then explain your opinions to your partner.
- 2 Can you ride a horse/motorbike/bike? Drive a lorry? Do you think it's difficult to learn to do that? Explain why.
- 3 How old do you have to be to drive in your country? Where and how do you learn how to drive?
- 4 Are there enough car parks in your country? How difficult is it to find a parking space? Why is there a shortage of parking spaces?
- 5 Which annoying habits do drivers have? Which annoy you?
- 6 Do you think that motor racing (F1, Moto GP) encourages people to drive faster? Why/not?
- 7 Do you prefer travelling by public or private transport?
- 8 Would you like to fly in a hot air balloon? Why/not?
- 9 What modes of transport do you think will become more important in the future?
- 10 Do you enjoy travelling by boat? Do you get seasick?

Speaking. **Explain the difference between**

- A carriage and a compartment
- A coach and a bus
- A season and a return ticket
- A bus driver and a bus conductor
- A commuter and a passenger

SUMMARY

There are also different types of public transport. Users choose the most appropriate ones for private needs as well as transportation of cargo. We have also discussed traffic safety which is very important when travelling.

6 WAREHOUSING AND STORAGE

After this unit you will be able to:

- Define and describe containers;
- Talk about warehousing;
- Discuss warehouse equipment.

Read **the text and answer the following questions:**

- What is the main purpose of warehousing?
- How has warehousing changed over the years? What was the biggest influence?
- Can you explain the following abbreviations: FIFO, LIFO, WMS and JIT? What do they stand for?
- Which are the main warehouses in your country? What are their functions? How do they operate?

Warehouses are used by manufacturers, importers, exporters, wholesalers, transport businesses, customs, etc. offering service in co-packing, repair and kitting. Major warehousing processes include: receiving, put away, order preparation / picking, shipping and inventory management (cycle counting, addressing...).

They are usually large plain buildings in industrial areas of cities and towns. They usually have loading docks to load and unload goods from trucks. Sometimes warehouses load and unload goods directly from railways, airports, or seaports. They often have cranes and forklifts for moving goods, which are usually placed on ISO standard pallets loaded into pallet racks.

Material direction and tracking in a warehouse can be coordinated by a Warehouse Management System (WMS), a database driven computer program. Logistics personnel use the WMS to improve warehouse efficiency by directing putaways and to maintain accurate inventory by recording warehouse transactions.

Some warehouses are completely automated, and require no workers inside. Pallets and product move on a system of automated conveyors, cranes and automated storage and retrieval systems coordinated by programmable logic controllers and computers running logistics automation software.

For a warehouse to function efficiently, the facility must be properly slotted. Slotting addresses which storage medium a product is picked from (pallet rack or carton flow), and how they are picked (pick-to-light, pick-to-voice, or pick-to-paper). With a proper slotting plan, a warehouse can improve its inventory rotation requirements, such as first in, first out (FIFO) and last in, first out (LIFO), control labor costs and increase productivity.

Traditional warehousing has declined since the last decades of the 20th century, with the gradual introduction of Just In Time (JIT) techniques. The JIT system promotes product delivery directly from suppliers to consumer without the use of warehouses.

(<http://en.wikipedia.org/wiki/Warehouse>, 11. 2. 2011)

6.1 CONTAINERIZATION

Read **the text and answer the following questions:**

- How has containerization changed over the years? What started the process of containerization?
- Which institution defines containers? Why is that important?
- What are the standard measure units of containers?
- How can containers be transported and what do they mainly contain?

Historically, it is claimed that containerization has its origins in early coal mining regions in England and Germany from the late 1700s on. The global standardization of containers and container handling equipment was an important innovation in 20th century logistics.

In 1955, businessman (and former trucking company owner) Malcolm McLean worked with engineer Keith Tantlinger to develop the modern intermodal container. The design incorporated a twist-lock mechanism atop each of the four corners, allowing the container to be easily secured and lifted using cranes. Helping McLean make the successful design, Tantlinger convinced McLean to give the patented designs to the industry; this began international standardization of shipping containers.

Four important ISO (International Organization for Standardization) recommendations standardized containerization globally:

- January 1968: **R-668** defined the terminology, dimensions and ratings
- July 1968: **R-790** defined the identification markings
- January 1970: **R-1161** made recommendations about corner fittings
- October 1970: **R-1897** set out the minimum internal dimensions of general purpose freight containers

The widespread use of ISO standard containers has driven modifications in other freight-moving standards, gradually forcing removable truck bodies or swap bodies into the standard sizes and shapes (though without the strength needed to be stacked), and changing completely the worldwide use of freight pallets that fit into ISO containers or into commercial vehicles.

Improved cargo security is also an important benefit of containerization. The cargo is not visible to the casual viewer and thus is less likely to be stolen and the doors of the containers are generally sealed so that tampering is more evident. This has reduced the "falling off the truck" syndrome that long plagued the shipping industry.

Use of the same basic sizes of containers across the globe has lessened the problems caused by incompatible rail gauge sizes in different countries. The majority of the rail networks in the world operate on a 1,435 mm (4 ft 8½ in) gauge track known as standard gauge but many countries (such as Russia, India, Finland, and Lithuania) use broader gauges. The use of container trains in all these countries makes trans-shipment between different gauge trains easier.

There are five common standard lengths, 20-ft (6.1 m), 40-ft (12.2 m), 45-ft (13.7 m), 48-ft (14.6 m), and 53-ft (16.2 m). United States domestic standard containers are generally 48 ft (15 m) and 53-ft (rail and truck). Container capacity is often expressed in *twenty-foot equivalent units* (**TEU**). An equivalent unit is a measure of containerized cargo capacity equal to one standard 20 ft (length) × 8 ft (width) container.

The original choice of 8 foot height for ISO containers was made to suit a large proportion of railway tunnels, though some had to be deepened. With the arrival of even taller containers, further enlargement is proving necessary.

Containers have become a popular way to ship vehicles overseas. Cars can be loaded into 20 or 40 foot containers, loaded onto container ships, and shipped to most countries. Unlike roll-on/roll-off vehicle shipping, personal effects can be loaded into the container with the vehicle, allowing for easy international relocation.

Containerization of cargoes is becoming ever more widespread worldwide and almost all products are now transported by container (approximately 90% of non-bulk cargo worldwide moves by containers on transport ship. As of 2005, some 18 million total containers make over 200 million trips per year.).

(<http://en.wikipedia.org/wiki/Containerization>, 11. 2. 2011)

6.2 TYPES OF CONTAINERS

Containers are increasingly set to replace traditional stowage in holds. Containerization of cargoes is becoming ever more widespread worldwide and almost all products are now transported by container. The cargoes in containers are still exposed to climatic, biological and chemical stresses, such that the causes of losses which previously occurred in the hold still come about with container transport. If transport is to pass off without loss, selection of a suitable container type is fundamental.



Standard container

Ideal for types of general (dry) cargo



High-cube container

used for all types general cargo (dry cargo). However, they are particularly suitable for transporting light, voluminous cargoes and over height cargoes up to a maximum of 2.70 m tall.



Hard top container

Hard-top containers are used for all types general cargo (dry cargo). Their principal uses are as follows: heavy, tall cargo. Loading from above/through doors by crane/crab








Open top container

Dry cargo



Tank container

Used for transportation of mainly liquid cargoes, such as: food (non-alcoholic drinks, spirits, sweet oils, chemicals (hazardous materials (fuels,

		toxic substances, corrosion protection agents).
	Flat rack	Used for heavy lifts, over height, over width cargo
	Platform	Oversized heavy cargo
	Ventilated container	Used especially for cargoes which have to be ventilated in transit. One of the most significant of such commodities is green coffee beans, hence the name coffee container.
	Insulated and refrigerated containers	Used for goods which need to be transported at a constant temperature above or below freezing point (chilled and frozen goods, fruit, vegetables, meat and dairy products)
	Bulk container	Ideal for general cargo

Slika 7: Types of containers
 (http://www.tis-gdv.de/tis_e/containe/inhalt2.htm, 10. 2. 2011)

Vocabulary builder. Look at the ‘Containers type’ table again and try to decide which container type would be best to transport:

Container type	Material to be transported
_____	Fresh tulips from the Netherlands
_____	Cheese and milk from Ireland
_____	Cars from Japan
_____	Petrol from Russia
_____	Whiskey from Scotland
_____	Coals from South Africa

Read an extract from a manual 'Loading instructions for trailers'. Complete the sentences with the words from the box.

secured • sure • fragile • position • load • attention • depending • examine • distributed • strap

- 1 Always _____ the trailer tandem and the pin setting correctly.
- 2 Pay special _____ to the recommended height of a country you are when travelling through.
- 3 _____ 46,100 pounds only if the freight can be _____ evenly over the first 45' of the 53' trailer.
- 4 _____ on the mix of heavy and light product payload may legally fit over the 53 feet of the trailer.
- 5 _____ if the site of the product before loading it.
- 6 Load _____ goods with extra care.
- 7 Make _____ the cargo is safely _____ .
- 8 If the cargo is bulk and loose, _____ it appropriately.

6.3 PACKAGING

Packaging is the science, art and technology of enclosing or protecting products for distribution, storage, sale, and use. Packaging also refers to the *process* of design, evaluation, and production of packages. Packaging can be described as a *coordinated system* of preparing goods for transport, warehousing, logistics, sale, and end use. Packaging contains, protects, preserves, transports, informs, and sells. Package labelling is any written, electronic, or graphic communications on the packaging or on a separate but associated label. The purposes of packaging and package labels have several objectives:

- Physical protection - The objects enclosed in the package may require protection from, among other things, mechanical shock, vibration, electrostatic discharge, compression, temperature, etc.
- Containment or agglomeration: Small objects are typically grouped together in one package for reasons of efficiency.
- Information transmission: Packages and labels communicate how to use, transport, recycle, or dispose of the package or product. With pharmaceuticals, food, medical, and chemical products, some types of information are required by governments. Some packages and labels also are used for track and trace purposes.
- Marketing: The packaging and labels can be used by marketers to encourage potential buyers to purchase the product. Package graphic design and physical design have been important and constantly evolving phenomenon for several decades.
- Security: Packaging can play an important role in reducing the security risks of shipment. Packages can be made with improved tamper resistance to deter tampering

and also can have tamper-evident features to help indicate tampering. Packages can be engineered to help reduce the risks of package pilferage, theft, counterfeit.

- Convenience: Packages can have features that add convenience in distribution, handling, stacking, display,...
- Portion control: Single serving or single dosage packaging has a precise amount of contents to control usage. Bulk commodities (such as salt) can be divided into packages that are a more suitable size for individual households.
- Primary packaging is the material that first envelops the product and holds it. This usually is the smallest unit of distribution or use and is the package which is in direct contact with the contents.
- Secondary packaging is outside the primary packaging, perhaps used to group primary packages together.
- Tertiary packaging is used for bulk handling, warehouse storage and transport shipping. The most common form is a palletized unit load that packs tightly into containers.

(http://en.wikipedia.org/wiki/Packaging_and_labeling, 15. 2. 2011)

Reading. There are different ways of storing/packaging smaller cargo. Try to match English and Slovene expressions.

ENGLISH	SLOVENE
BALE	Bala
BARREL	Skrinja, zaboj
CHEST	Sod
DRUM	Zabojnik
CRATE	Sod (za nafto)
PALLETE	Škatla
BOX	Paleta
CAN	Steklenica
TUBE	Vreča
BAG	Konzerva
BOTTLE	Tuba

Reading. Finish the phrases using the words from previous exercise.

- 1 _____ of crude oil
- 2 _____ of seafood
- 3 _____ of concrete
- 4 _____ of drawers
- 5 _____ of cotton

6.4 WAREHOUSE EQUIPMENT

Speaking. Look at the table below. Try to name the warehouse equipment.



Slika 8: Warehouse equipment
(<http://www.warehouseequipmentstore.com>, 11. 2. 2011)

Read the text about ‘Container Terminal’ and put the verbs in brackets into correct tense.

A container terminal is a facility where cargo containers are 1 _____ (transship) between different transport vehicles, for onward transportation. The transshipment may be between container ships and land vehicles, for example trains or trucks. In such a case the terminal is described as a maritime container terminal. Alternatively the transshipment 2 _____ (modal, be) between land vehicles, typically between train and truck, in which case the terminal is described as an inland container terminal.

Maritime container terminals tend to be part of a larger port, and the biggest maritime container terminals can be found situated around major harbours. Inland container terminals are located in or near major cities, with good rail connections to maritime container terminals.

Both maritime and inland container terminals usually (provide) storage facilities for both loaded and empty containers. Loaded containers are stored for relatively short periods, whilst (wait) for onward transportation, whilst unloaded containers may be stored for longer periods awaiting their next use. Containers are normally stacked for storage, and the resulting stores are known as container stacks.

In recent years methodological advances regarding container terminal operations 3 _____ considerably _____ (improve). Historically, container terminals could be found as early as toward the end of World War II when the United States Army 4 _____ (deal) with specialized containers 5 _____ (speed) the loading and unloading of transport ships.

Theft and damage of wooden crates, 6 _____ (mean) that something had to be done. In 1952 the army 7 _____ (begin) using the term CONEX, short for "Container Express".

(<http://en.wikipedia.org/wiki/Containerization>, 11. 2. 2011)

Vocabulary builder. **Match the warehouse process with its definition.**

1	Repair	A	Identify by a piece of paper
2	Kit	B	Put into a container for storage
3	Pack	C	Fit into assigned place
4	Ship	D	Arrange into groups for efficient processing
5	Put away	E	Arrange according to class, size, ...
6	Sort	F	Put in a specific location
7	Batch	G	Transport
8	Slot	H	Fix what had been damaged
9	Label	I	Individually sort and put related items together into groups
10	Wrap	J	Pack into special protective material

Read the text 'Potholes 'more noticeable in Wales than England' and complete it with the correct form of the word given on the right.

Potholes 'more noticeable in Wales than England'

Adapted from www.bbc.co.uk/news/

Drivers in Wales will be more likely to suffer from potholes than *drivers* in England, says a motoring organisation. The Institute of Advanced Motorists (IAM) said Welsh drivers rely more heavily on main or 'A' roads maintained by local authorities. As councils are facing budget cutbacks the result would be __1__ maintained roads, claimed the IAM. The Welsh Local Government Association said £7m extra assembly government cash, announced last month, would help. In England, main or 'A' roads tend to be dual carriageways and are maintained by the Highways Agency, said the IAM. But many main or 'A' roads throughout Wales are single carriageway and so maintenance is the __2__ of cash strapped local councils. And the number of potholes on Welsh roads has been exacerbated by the snow and ice that hit Wales in December.

0 DRIVE

1 POOR

2 RESPONSIBLE

"More __3__ will suffer worse pothole problems in Wales," said Tim Shallcross, the IAM's spokesman in Wales. "There is a greater number of roads in Wales that are rural, single carriageway roads, maintained by local authorities. "If a road is poorly maintained, then it is not waterproof and when water gets into cracks and freezes it expands, causing even bigger cracks." After the cold snap that gripped the UK throughout December the effect of snow and ice on the roads is obvious for motorists to see and feel, Mr Shallcross warned. He said preventative road __4__ is needed to properly address the problem, rather than short-term quick fixes. "A couple of years ago, Newport Council made an enlightened decision to invest in __5__ road repair and it paid off as they came top of a road industry survey of the best roads in the UK." He advised motorists negotiating potholes firstly "to be aware of them, particularly on rural roads" "And in wet weather be particularly aware of driving through what looks like a puddle, it could in fact be masking a pothole three or four inches deep. "Driving through potholes commonly has the effect of throwing out your tracking or __6__ alignment. "This is a problem as if your tracking is out then it can lead to your tyres becoming worn down unevenly which will end up costing you money in the long run. "So if you've driven through a few potholes it is worth going to a garage and getting your tracking checked. It __7__ costs around £15-£20.

3 COMMUTE

4 MAINTAIN

5 PREVENT

6 STEER

7 NORMAL

(<http://www.bbc.co.uk/news/uk-wales-12110432SUMMARY>, 5. 1. 2011)

SUMMARY

Warehousing is a process enabling storage of shipments. It has evolved over the years and thus became one of the most important processes in logistics; influencing planning as well as storage. It usually involves different types of containers and supportive equipment.

7 ROAD INFRASTRUCTURE

After this unit you will be able to:

- Discuss road infrastructure,
- Tell different types of road;
- Speak about road transport.

CONSTRUCTION: Three elements are essential to a successful traffic engineering program: political approval, media support and public acceptance.

TRAFFIC ENGINEERING: consists of many activities. But its basic function is to solve many types of transportation problems so as to increase safety and efficiency. The engineering approach is to collect data, properly analyse it, formulate a solution acceptable to the user, and finally methodically implement the various aspects of the solution.

UPGRADING TRAFFIC: The first key to advancing traffic engineering improvements to the implementation stage is to base solutions on sound principles of traffic engineering.

PRESENT SITUATION: Traffic problems will certainly continue to become greater as communities grow. The authorities are forced to build new motorways and bypasses to give drivers/commuters more space. Long gone are the days when cycle tracks and footpaths sufficed. Even the street signs have to be altered to guide pedestrians and drivers correctly. Subways, tunnels and undergrounds made transport for pedestrians easier. However, no matter how hard the engineers try to ensure traffic improvement, we, the passengers, do not seem to notice when we are stuck in a traffic jam during rush hour.

Discussion:

- Can you think of any other traffic related problems?
- How do traffic signs regulate traffic?
- How does road infrastructure influence our lives? Can we make it any better/worse?

7.1 ROAD TRANSPORT

Road transport is transport on roads of passengers or goods. Transport on roads can be roughly grouped into two categories:

- transportation of goods and
- transportation of people.

The nature of road transportation of goods depends on the degree of development of the local infrastructure, on the distance the goods are transported by road, the weight and volume of the individual shipment and the type of goods transported.

People (passengers) are transported on roads either in individual cars or automobiles or in mass transit/public transport by bus/coach (vehicle).

To avoid accidents caused by fatigue, truckers have to keep to strict rules for drive time and required rest periods (as drivers working hours). Tachographs record the times the vehicle is in motion and stopped. Some companies use two drivers per truck to ensure uninterrupted transportation; with one driver resting or sleeping in a bunk in the back of the cab while the other is driving.

For transport of hazardous materials truckers need a license, which usually requires them to pass an exam (e.g. in the EU). Liquid goods are transported by road in tanker lorries or special tank containers for intermodal transport.

Today **roadways** are principally asphalt or concrete. Asphalt is known as a flexible pavement, one which slowly will "flow" under the pounding of traffic. Generally, major roads are concrete and local roads are asphalt. Often concrete roads are covered with a thin layer of asphalt to create a wearing surface.

Modern **pavements** are designed for heavier vehicle loads and faster speeds, requiring thicker slabs and deeper subbase. Subbase is the layer or successive layers of stone, gravel and sand supporting the pavement. It is needed to spread out the slab load bearing on the underlying soil and to conduct away any water getting under the slabs. Water will undermine a pavement over time, so much of pavement and pavement joint design are meant to minimize the amount of water getting and staying under the slabs.

Shoulders are also an integral part of highway design. They are multipurpose; they can provide a margin of side clearance, a refuge for incapacitated vehicles, an emergency lane, and parking space.

(http://en.wikipedia.org/wiki/Road_transport, 9. 2. 2011)

7.2 TYPES OF ROAD

Many types of road exist around the world, all of which can be used by motorized traffic. Roads are not necessarily available for use by the general public without permission, highways are available for use by the public, although a toll may be charged.

Arterial road is a high-capacity urban road. The primary function of an arterial road is to deliver traffic from collector roads to freeways, and between urban centres at the highest level of service possible. In many cities, arteries are arranged in concentric circles (commonly referred to as a *ring road*) or in a grid.

Back road is a secondary type of road often constructed of gravel, and are one or two-laned roads off of larger roads such as parkways.

Byway is a less-traveled side road.

Cul-de-sac (literally "bottom of bag") is a word of French, origin referring to a **dead end, close, no through road** meaning dead-end street with only one inlet/outlet.

Highway is a public road, especially a major road connecting two or more destinations. Each country has its own national highway system.

Lane is a part of the carriageway within a road marked out for use by single line of vehicles. Most public highways have at least two lanes, one for traffic in each direction and major highways may have two, or sometime more, carriageways separated by a median, each of which may have multiple lanes. Lanes are used the control and guide drivers so reduce conflicts during passing.

Road is route or a way between two places.

Single carriageway is that part of a road reserved for motorized traffic. A road with no physical separation between lines of traffic is called a single carriageway road.

Dual carriageway is a road with a median between traffic going in opposite directions. Each carriageway may have multiple lanes. In addition to one or more carriageways a road may have one or more sidewalks and grass verge).

Street is a paved public thoroughfare in a built environment. It is public joining buildings in an urban context, on which people may freely assemble, interact, and move about.

Motorway is a dual-carriageway limited access highway with grade separated junctions designed and built solely for motorised traffic.

(http://en.wikipedia.org/wiki/Types_of_road, 9.2 2011)

Speaking. **After reading try to fill in the table below:**

HIGH SPEED ROADS	Freeway,
LOW SPEED ROADS	Back road,

Pair work. **Work with a partner and match expressions with Slovene ones. Try to draw the ones you can.**

1	Roundabout	A	Pločnik
2	Motorway	B	Avtocesta
3	Dual carriageway	C	Križišče
4	Driving lane	D	Stranska cesta
5	T-junction	E	Prednostna cesta
6	Y-junction	F	Glavna prometna žila
7	Pavement	G	Enopasovnica
8	Highway	H	Obvoznica
9	Hard shoulder/emergency lane	I	Obvoz
10	Overtaking lane	J	Vozni pas
11	Detour	K	Prehitevalni pas
12	Ring road	L	Odstavni pas
13	Side road	M	Dvopasovnica
14	Priority road	N	Križišče s stransko cesto
15	Crossroads	O	Prehod za pešce
16	Pedestrian crossing	P	Krožišče
17	Single carriageway		

1_P_; 2_; 3_; 4_; 5_; 6_; 7_; 8_; 9_; 10_; 11_; 12_, 13_; 14_; 15_; 16_ 17_ .

Pair work. **Work with a partner and ask each other questions.**

- ✓ How is road traffic regulated?
- ✓ Which people are involved in road transport?
- ✓ What is the difference between the double and single solid line?
- ✓ What's a broken line?
- ✓ Draw these lines!

Vocabulary builder. **Word formation.** Read the text ‘Heavy snow hits much of England’ below and complete it with the correct form of the word provided on the right.

Heavy snow hits much of England

Adapted from http://news.bbc.co.uk/2/hi/uk_news

The EU has heavily criticised European airports for failing to deal with recent freezing weather, which has left thousands of **travellers** stranded. Around 1,000 flights were cancelled across the continent on Tuesday. European transport commissioner Siim Kallas urged airports to "get serious" about planning, and labelled them a "weak link" in the infrastructure. Weary passengers struggling to reach Christmas destinations are spending a fourth day at airports, where patience with a shortage of both information and basic ___1___ has been wearing thin.

0 TRAVEL

1 SUPPLY

Mass cancellations

Mr Kallas said in a statement that airports in western Europe needed to learn from their counterparts in northern Europe." In recent days, I have become ___2___ concerned about the problems relating to the infrastructure available to airlines - airports and ground handling - during this severe period of snow," he said. "It seems at this stage that this is a 'weak link' in a chain which, under pressure, is contributing to severe ___3___." He said he intended to meet airport officials from around Europe to take a "hard look" at how they can operate more effectively in the future. But the ACI said airports in northern Europe found it easier to cope with severe weather because the temperatures there remained largely below ___4___, so the condition of the runways did not change, whereas fluctuating temperatures in western Europe had caused problems. Key European transport hubs affected:

2 INCREASE

3 DISRUPT

4 FREEZE

UK Heathrow worst-hit airport - more than half of flights cancelled until Wednesday

Germany Almost 300 flights cancelled at Frankfurt on Tuesday after overnight snow; other airports suffering disruption

France Further disruption at Paris's two main airports, Charles de Gaulle and Orly, after weekend ___5___

5 CANCEL

On Tuesday, airports around Europe continued to struggle against the scheduling backlog caused by difficult weather conditions and days of delays. While there was an ___6___ in Paris, Amsterdam, and Brussels through out the day, Frankfurt is faring less well, and expects more delays, says BBC Europe correspondent Matthew Price.

6 IMPROVE

___7___ worst affected was Heathrow, cancelling more than half of its scheduled flights - running 614 flights and cancelling 752. But the airport's operator BAA turned down Army help after days of disruption. Passengers at Europe's busiest airport have been warned there will be a reduced timetable until at least Friday, although Heathrow plans to run two-thirds of scheduled services on Wednesday now that one of its two main runways have reopened. The problems at Heathrow continued to have a knock-on effect at airports around the world.

7 ARGUE

(http://news.bbc.co.uk/2/hi/uk_news/7863374.stm, 21, 12. 2010)

Listening. Watch a video and listen to ‘Heavy snow and ice bring travel chaos across UK’ on (<http://www.bbc.co.uk/news/uk-12025538>, 19. 12. 2010) and try to decide whether the following statements are true (T) or false (F).

	TRUE	FALSE
1 Heavy snow has brought chaos to rail network during busiest weekend.		
2 Road transport in the centre of London hasn't been affected by the weather conditions.		
3 The weather will deteriorate in the following days.		
4 The traffic accidents are in the way of snow ploughs.		
5 BA advised of few disruptions.		

Read the text ‘Jaguar X-type Road test’ carefully. Write paragraph numbers next to the sentences provided.

Jaguar x-type road test

Adapted from <http://www.topgear.com/uk/jaguar/x-type/road-test/2.2d-sovereign>

- A A few years ago, much of the media were saying that Jaguar really needed the X-Type, that Jag would never survive if it couldn't build this sort of popular model to generate the cashflow in order to make halo cars like the XK. But those were the days when quantity counted for more than quality, when Saab was aiming to sell oodles of cars each year, and Jaguar wanted in on the act. Unfortunately, its desperation showed.

- B Now it's been face-lifted. So first, the good news: the engine's not bad. It's a 2.2-litre diesel with 143bhp and 270lb ft, and has been pinched out of the Ford stable. It's fast enough and quiet when you're just cruising around. Press on, though, and refinement begins to suffer.

- C Equally, it's hardly the last word in environmental specs, as it produces 184g/km of CO2. The Germans are far better when it comes all things eco. Still, at least it's got an automatic for the first time, so you can waft OK. The auto has been matched with Jaguar Sequential Shift for the first time, which allows a manual one-touch mode - something that Audi has been doing for years. In reality, you rarely use it.

- D The exterior's been altered as well, with the usual changes to bumpers, wing mirrors and a new grille, but not to the point where some of the XF/XK magic is rubbing off. The interior revisions are limited to some new trims and bits of chrome - in other words, not enough to match what Mercedes has done with the C-Class, for example. The X-Type is still noticeably old-school Jag, and the cosmetic changes don't change that.

- E But the X-Type's biggest problem is the fact that cars like the Mercedes C-Class and BMW 3-Series exist at all. It's simply incomprehensible that these are rivals. The BMW 330d (with a paltry 152g/km of CO2, let's not forget) feels like it was designed by some future species, let

alone another company.

(<http://www.topgear.com/uk/jaguar/x-type/road-test/2.2d-sovereign>, 10. 12. 2010)

1	Professional drivers may find it difficult to compare ‘British’ and ‘German’ cars which seem to lead in design.	<i>E</i>
2	The Germans have made great step forward when it comes to building and designing environment friendly cars.	
3	Gone are the days when quantity overruled quality. Sadly, Jag followed lead.	
4	The new Jaguar has been through a thorough make over.	
5	Redesigning the exterior restored the old-school Jag.	

SUMMARY

This unit summarizes road structure. The later depends gravely on engineering and upgrading traffic. Road transport cannot function without properly maintained roads. We mentioned several types of roads.

8 REVISION

8.1 READING

1 JOB PROFILE. Read about people and their jobs. Fill in the missing words IN or FOR.

Susan: I'm a personal assistant. I work _____ Toyota, a car company. I don't do secretarial jobs; I organise travel for my boss and deal with visitors. I live and work in London.

Tom: I work _____ a big cargo company. I'm a sales representative. I'm _____ New York _____ business. I usually deal with cargo documentation.

Peter: I'm an engineer. I design car chassis. I work _____ BMW _____ the Germany plant.

David: I'm _____ New York _____ holiday. My parents live here. I'm a customs officer. I work _____ the airport.

2 TELLING THE TIME. It's now 9.00 a.m. on Wednesday, 11th September. Write the correct time, day, or date to answer the questions.

1 What was the date yesterday?

- a) 10th September
- b) Tuesday
- c) August

8 What was the time fifteen minutes ago?

- a) 9.15 a.m.
- b) 8.45 p.m.
- c) 8.45 a.m.

2 What is the date tomorrow?

- a) Thursday.
- b) October
- c) 12nd September

9 Write out 1998.

- a) nineteen ninety-eight
- b) ninety nineteen-eight
- c) one thousand nine hundred and ninety-eight

3 What day is it tomorrow?

- a) Thursday
- b) Tuesday
- c) 12nd September

10 Write out £ 132.20.

- a) one hundred and thirty-two pounds two zero
- b) one hundred and thirteen two pound twenty
- c) one hundred and thirty-two pounds twenty

4 What's the time in an hour and a half?

- a) 10.30 a.m.
- b) 10.30 p.m.
- c) 7.30 a.m.

11 How do you say 10.30 a.m. ?

- a) it's half past nine
- b) it's half past ten
- c) it's thirteen past ten

5 What was the date one week ago?

- a) 4th September
- b) 18th September
- c) 4th October

12 How do you say 10. 389?

- a) ten thousand three hundred and eighty-nine
- b) ten point three eight nine

6 What was last month?

- a) August
- b) October
- c) Thursday

13 How do you say 10, 389?

- a) ten thousand three hundred and eighty-nine
- b) ten point three eight nine

7 What's next month?

- a) September
- b) August
- c) October

14 How do you say 78, 340?

- a) seventy-eight point three four zero
- b) seventy-eight thousand three hundred and forty
- c) seventy-eight thousand three hundred and forty

3 Reading comprehension

Interconsult is an international organisation which helps companies to do business in other countries. Marianne Boucher works in their Brussels office. Marianne telephones two people for information about Bratislava, the capital city of Slovakia.

Conversation 1

COMMERCIAL ATTACHÉ: Slovak Embassy, Commercial Department. Can I help you?

MARRANNE BOUCHER: Yes. I have a consultancy company here in Brussels. I do research for companies which want to do business in other countries, and I'd like some information about Bratislava.

COMMERCIAL ATTACHÉ: Fine. What would you like to know?

MARIANNE BOUCHER: First, some general questions. What are the main industries around Bratislava?

COMMERCIAL ATTACHÉ: The main ones are engineering, chemicals and food processing. And of course agriculture is very important.

MARIANNE BOUCHER : And are there any international companies?

COMMERCIAL ATTACHÉ: Yes, there are about twenty international companies. For example, IBM, Hewlett Packard and Siemens have offices there.

MARIANNE BOUCHER: OK. So now some practical information. What are the working hours of companies?

COMMERCIAL ATTACHÉ: Most offices are open from eight to four thirty. Factories usually open earlier, at seven.

MARIANNE BOUCHER: Fine. Thank you. So now I need to know about... .

Conversation 2

MARIANNE BOUCHER: I'm going to Bratislava next week. I know you often go there. Can you give me some help?

DOMINIC WESLEY: Yes, of course. What would you like to know?

MARIANNE BOUCHER: Well, first of all, what's the average cost of a hotel room?

DOMINIC WESLEY: Well, in sterling it's from fifty to a hundred pounds a night.

MARIANNE BOUCHER: Oh, that's quite expensive. And what about getting around the city? Is there an underground?

DOMINIC WESLEY: No, there isn't, but other public transport is good, and taxis aren't expensive.

MARIANNE BOUCHER: OK. I also want to visit some other towns. How much does it cost to rent a car?

DOMINIC WESLEY: For a good car, about forty-five pounds a day.

MARIANNE BOUCHER: Forty-five pounds.

Try to answer the following questions.

1 CITY Bratislava

Industries

electronics

pharmaceuticals

textiles

shipbuilding

brewing

chemicals

food processing

agriculture

International companies? Yes/No

Company working hours? From __ to ____

Transport: underground? Yes/No
 Costs
 a hotel room.....
 to rent a car.....

2 Read the dialogue again. What questions does she ask about

1. the main industries?
2. international companies?
3. the working hours of companies?
4. the average cost of a hotel room?
5. an underground?
6. car rental?

4 BUSINESS CONTACTS. Reading comprehension.

Marianne Boucher phones Akira Nakatane at Interbank in London for some information about working hours and hotel costs in Japan. Read their conversation and answer the questions.

MARIANNE BOUCHER: What about the working hours? When do people start work?

AKIRA NAKATANE: Most Japanese companies are open from nine to five. Some open earlier and some open later, but they don't usually close later than six.

MARIANNE BOUCHER: So the normal hours of business are nine to five?

AKIRA NAKATANE: Yes, that's right.

MARIANNE BOUCHER: I see. Thanks. Now about the costs. What's the average cost of a hotel in Tokyo?

AKIRA NAKATANE: I'm not sure, as I don't live in Tokyo. I suppose about fifteen thousand to thirty thousand yen, but I never stay in hotels so I can't be sure about it.

MARIANNE BOUCHER: So that's fifteen thousand for a good hotel?

AKIRA NAKATANE : No, that's not quite right. For a good hotel you pay about thirty thousand yen, I think.

MARIANNE BOUCHER: I see.

Decide whether the statemnets are true (T) or false. (F)

	TRUE	FALSE
Japanese companies don't close before 6 p.m.		
Most Japanese companies work from 9.00 to 6.00.		
An average hotel costs around 10,000 yen.		
A good hotel costs less than 30,000 yen.		
Marrienne is planning to stay in an average hotel.		

1. Most Japanese companies work from 9.00 to 6.00.
2. Japanese companies don't close before 6 p.m.
3. An average hotel costs around 10,000 yen.
4. A good hotel costs less than 30,000 yen.
5. Marrienne is planning to stay in an average hotel.

5 Complete part A of the table below with this information about Marie Dupuy.

Marie Dupuy

- a job in a big company
- Sales Manager for a small company based in Paris
- to move from Paris
- to use her Italian
- selling personal computers
- French and Italian
- sports
- French
- modern offices

	A Marie Dupuy	B Jean-Luc Pons
1. Nationality		
2. Present job		
3. Responsible for		
4. Languages		
5. He/she wants		
6. He/she likes		

Read the interview with Jean-Luc Pons and complete part B of the table.

A New Job

DAVID MARTIN: OK, Jean-Luc. So you're French and you work in Geneva now. Is that right?

JEAN-LUC PONS: No, that's not quite right. I'm Swiss, but my wife is French and we want to move to France.

DAVID MARTIN: I see. Is French your first language?

JEAN-LUC PONS: Yes, I speak French, German and of course some English.

DAVID MARTIN: OK. And what's your job now?

JEAN-LUC PONS: I work for an International electronics company here in Geneva. I'm a Sales Manager. I'm responsible for sales in Switzerland.

DAVID MARTIN: And what's important for you in a new job?

JEAN-LUC PONS: Well, I want to change industries and I would like a job where I can use my English.

DAVID MARTIN: Yes, your English is very good.

JEAN-LUC PONS: Thank you.

DAVID MARTIN: Anything else?

JEAN-LUC PONS: Well, my wife and I like sports. We often go skiing in the winter. So, good holidays are important for us. We also want to live and work in an old place, not a new town.

DAVID MARTIN: I see.

6 Match the verbs and their meanings.

VERB	MEANING
RETIRE	You go to another location or another company in a different place.
RESIGN	You leave the company, because you are 65.
TRANSFER	You start to work for an organisation.
STAY	You leave your organisation because you want to.
MOVE	You don't leave your organisation.
JOIN	You move to a different job or place, but in the same organisation.

7 Read an interview about David's career development at Astral. What four jobs did he do?

DAVID BELLAN: I joined Astral in nineteen seventy-eight.

INTERVIEWER: Was it your first job?

DAVID BELLAN: No, before that I worked for the government.

INTERVIEWER: I see. And were your responsibilities at Astral very different?

DAVID BELLAN: No, not at first. When I joined Astral, I worked in the Accounts Department, but then I transferred to the international trading company. That was very different.

INTERVIEWER: What did you do there?

DAVID BELLAN: I was responsible for crude oil trading in Europe and America.

INTERVIEWER: Did you enjoy the job?

DAVID BELLAN: Yes, I did. It was a very exciting job.

INTERVIEWER: What was your next job?

DAVID BELLAN: Well, in nineteen eighty-five I changed jobs completely and moved to the UK as a distribution manager, but I didn't stay long because the company offered me a very interesting job abroad, in Barbados. I was responsible for all the company's activities in the Caribbean.

INTERVIEWER: That sounds wonderful. How long did you stay?

DAVID BELLAN: Five years. I didn't want to leave, but I returned to the UK last year.

Match words from A and B to make complete questions.

- | | |
|-----------------|--|
| A | B |
| 1. Was | a) you stay? |
| 2. Were | b) it your first job? |
| 3. What did | c) you enjoy the job? |
| 4. Did | d) your next job? |
| 5. What was | e) your responsibilities at Astral very different? |
| 6. How long did | f) you do there? |

8 COMPANY PROFILE. Which verbs and nouns can go together?

Verb	Noun
Build	Subsidiary
Launch	The production of oil
Merge	An assembly plant
Set up	With other companies
Begin	Another company
Take over	A new product
Take off	Bank
Bankrupt	Business

THE ROAD TO SUCCESS

The first Scania truck left the factory 93 years ago. In 1911, Scania merged with Vabis, another truck manufacturer. Thirteen years later the new company shut Scania's original factory in Sodertalje, near Stockholm. During the Second World War, Scania-Vabis made trucks for the Swedish army. Then in 1957 Scania-Vabis set up a subsidiary in Brasil. This gave Scania-Vabis its first overseas market. In 1964 the company chose Zwolle in the Netherlands for its first assembly plant in the EC. In 1969 Saab merged with Scania-Vabis and the old company became a division of Saab-Scania. They continued to expand and, in 1976, set up a subsidiary in Argentina. In 1984 they launched a new generation of trucks. The following year they began to sell in the North American market. In 1989 Saab-Scania won the award for 'truck of the year'. Three years ago Saab-Scania opened a factory in France. Today Scania is active in over a hundred markets around the world.

1 Match the questions(left column) and answers (right column).

1. When did Scania merge with Vabis?	a) In the Netherlands.
2. Did the company shut the plant in Malmö?	b) For 58 years.
3. When did they open a subsidiary in Brazil?	c) In 1957.
4. Where did they set up their plant in the EC?	d) Yes, it did.
5. How long did they keep the name Scania-Vabis?	e) No, it didn't.
6. Did Scania merge with Volvo?	f) In 1911.

1 F; 2 ; 3 ; 4 ; 5 ; 6

2 Draw a time line (add the missing information)

1902 _____
 1911 _____
 1957 _____
 1964 _____
 1969 _____
 1976 _____
 1984 _____
 1989 _____
 1992 _____

ALFA ROMEO

Read the interview with Harald J. Wester, the CEO and answer the questions below.

JOURNALIST: What sort of a company is Alfa Romeo Automobiles S.p.A?

HARALD J. WESTER: It's an Italian private company registered as a manufacturer of cars.

JOURNALIST: How old would you say it is?

HARALD J. WESTER: Oh, it dates way back into the 20th century. To June 1910 to be exact.

JOURNALIST: How did it all begin?

HARALD J. WESTER: Well, it started in Milan as the company has always been involved in expensive car design and car racing. It was first owned by Italian state holding, but the ownership passed to Fiat group in 1986 and to Fiat Group Automobiles S.p.A. in 2007.

JOURNALIST: What does ALFA stand for?

HARALD J. WESTER: It stands for Anonima lombard fabbrica Automobili, initially still in partnership with the cofounder Alexandre Darracq. In 1915 the company came under Nicola Romeo hence the name.

JOURNALIST: I see. Where are the headquarters?

HARALD J. WESTER: Italy, of course. In Turin, to be exact.

JOURNALIST: Sorry, what about sponsorship?

HARALD J. WESTER: It's an important part of Alfa philosophy. It sponsors major events, such as SBK, Ducati, Festival of Speed.

JOURNALIST: If I'm not mistaken there's more to Alfa than cars?

HARALD J. WESTER: No doubt. There's a production of racing cars, bikes, trucks and since 2002 yachts. One must not forget that Alfa celebrated its 100th anniversary in 2010.

1 Read the text again and complete these sentences.

1. Alfa Romeo Automiles S.p.A. was founded in _____ .
 2. It joined with French manufacturer in _____ .
 3. Apart from cars it also produces _____ .
 4. Other important activities include _____ .
 5. The CEO is _____ .
 6. Alfa is know for its elegance, _____ and _____ .
- (read more on www.alfaromeo.com)

2 Write the simple past of these verbs.

1. be	<i>was/were</i>
2. begin	<i>began</i>
3. give	
4. keep	
5. launch	
6. merge	
7. open	
8. resign	
9. set up	
10. take over	
11. win	

3 Complete this article with the correct form of the verb in brackets. Use past Simple Tense.**FORD - Company Profile**

Henry Ford (BE) born in 1863 in America. He is the founder of Ford Motor Company, he (INVENT) the assembly line and mass production technique. He (BECOME) one of the richest and most prominent history figures. His vision (INCLUDE) mass production of inexpensive cars accessible to everyone. He constantly (LOWER) costs and thus (SET) up a business of innovations and franchise. It all (BEGIN) when his father gave him a pocket watch for his 15th birthday. Henry (TAKE) it apart and reassembled the pieces. He was devastated when his mother died in 1876. His father wanted him to take over the family farm which Henry despised. In 1879 he (LEAVE) home to work as an apprentice in Detroit. He also (STUDY) bookkeeping. He married and had a son. His gasoline experiments led him to Edison who encouraged him to build a car.

Korean Car Makers Look To Europe

(A report on Korean cars)

In 1991 Korean car sales rose by 15% to 1.5m units, but profits for Hyundai, Kia and Daewoo fell. Profits were low because of the high cost of modernizing and building car factories. In the early 90s, the home market accounted for 74% of Korean car makers' sales. But home sales in the early 90s did not increase very much because of new taxes and high petrol prices.

In 1988, a very good year, exports of Korean cars reached a peak of 576,000. At that time the main export market was the US. But at the end of the 80s sales to the US dropped sharply and Korean exports fell to a low of 374,000 in 1990. The export market declined because of problems in the US economy and also because the quality of Korean cars was not very good at that time. The decrease in exports to the US continued in the early 90s, but exports to Europe, the Middle East and Latin America started to increase. In 1992 exports to Europe grew by over 130% and exports to the Middle East rose by 300%.

1 Read the report on Korean cars again. The numbers on the left are from the report. Find each number in the report and match it with one of the events on the right.

Numbers	Events
1. 130%	a) level of exports in 1988
2. 347,000	b) increase in exports to the Middle East in 1992
3. 1.5m	c) level of exports in 1990
4. 576,000	d) increase in exports to Europe in 1992
5. 300%	e) level of car sales in 1991

2 What do you think the underlined words mean? Try to guess the meaning from the context.

- A peak
- To drop (sharply)
- To decline
- Grow (by)

3 Look at the chart and write sentences about trends at VW.

Volkswagen	1990	1991
Total number of employees	270,000	266,000
Number of employees in Germany	about 170,000	about 170,000
Production	over 3m	over 3m
Market share in Europe	15.3%	16.3%
Group sales	DM69bn	DM75bn

- 1990/the total number of employees/be/270,000. 1991/fall/slightly.
In 1990, the total number of employees was 270,000. In 1991, it fell slightly.
- 1990/ the number of employees in Germany/be/about 170,000. 1991/remain constant.
- 1990/production/be/over 3 million. 1991/stay at the same level.
- 1990/market share in Europe/be/15.3%. 1991/grow steadily to 16.3%.
- 1990/group sales/be/DM69 billion. 1991/rise to DM75 billion.

4 Complete this article about Skoda Auto with from, to or by.

April 1991 was an important date for Skoda Auto. It formed a joint venture with VW. Over the next 18 months, Skoda increased its workforce 1) by 4.6%. Production rose 2)..... 313 cars a day 3).....660 cars a day 4)..... 973. In the same period, Skoda increased its assembly line productivity 5)20%. Total production went up 6)16%200,052 cars in 1992.

9 Travelling. Read the information about air travel.

A Guide for Travellers (Customs Notice)

Travelling within the EU

When you travel directly to the UK from another EU country

- You don't have to go through UK Customs.
- You should use the blue exit.
- You mustn't bring prohibited goods (e.g. drugs, weapons, food) into the UK.

Travelling from outside the EU

When you travel to the UK from a non-EU country

- You must go through UK Customs.

Tips for Travellers

Air travel can be stressful! Try these tips from a regular traveler.

- Avoid checking in late. Remember that there can be problems on the journey to the airport, so you should leave home early.
- Make sure you wear comfortable clothes on long flights. You don't have to wear a business suit. If necessary, take it with you and change before you arrive.
- Don't book your flight at the last minute.
- Take out travel insurance.
- Don't take more than one piece of hand baggage.
- Reconfirm your flight 72 hours before you fly.

READING COMPREHENSION

Decide whether these statements are true (T) or false (F)?

- 1 You have to go through Customs if you travel from outside the EU.
- 2 You don't have to go through Customs if you travel from within the EU.
- 3 You needn't use the blue exit if you travel from within the EU.
- 4 It's obligatory to bring drugs into the UK.
- 5 You should check in late.
- 6 Make sure you're insured.
- 7 You must wear comfortable clothes on long flights.
- 8 You shouldn't wear a business suit on a plane.
- 9 You should drink plenty of fluids.
- 10 Be aware that travelling by plane can be tiring.

TRUE	FALSE

10 Read the articles Tips from a doctor **and** Tips for regular travellers. **What does it say about time and sleep on long flights? Make notes.**

Tips for regular travellers

Travellers can reduce the effects of jet lag by changing their eating and drinking patterns. If you want to sleep on a plane, you should eat foods such as bread, pasta or cakes. Avoid eating high-protein foods such as meat, eggs or cheese. Don't drink tea or coffee for two days before flying. Remember that you don't have to eat and drink everything that they offer you on a plane. You should avoid alcohol and drink at least two litres of water on a six-hour flight. Exercise also helps. You can do simple exercises in your seat, or walk around the plane.

Tips from a doctor

On long journeys travellers can reduce the effects of jet lag by choosing when to fly. If possible, you should fly at night and sleep for the whole journey. Make sure you feel tired before the flight. Change your watch when the flight takes off. If necessary, take a sleeping pill, but don't take a strong one, and don't drink alcohol during the flight. Make sure the flight attendants don't disturb you. When you arrive don't have a rest. You should do some light exercise or go out in the sunlight. Make sure you stay awake until night-time.

Decide whether the statements are true (T) or false (F).

- On long flights you should eat as much as possible.
- You shouldn't drink water on long flights.
- You should get plenty of sleep before taking the flight.
- You may be jet lagged once you land.
- You shouldn't do any exercise.
- To avoid jet lag sleep during the flight.
- Take a sleeping pill if you can't get to sleep.

TRUE	FALSE

11 TRANSPORT LOGISTICS OF SLOVENIA. Reading comprehension. Read the article carefully.

Transport logistics of Slovenia

Effective transport has great significance in today's modern society. The society tends to reduce and minimalise the costs of final products and thus increase living standards by using effective transport logistics in all economic areas.

Slovenia has experienced a big increase of freight transport since joining the EU. It holds an important geo-strategic position, good transport access to the so called European corridors. Hence the integrated transport system consisting of nearly 15, 000 kilometres of modern road routes, 1, 200 kilometres of railway lines, a few airports designed to transport passengers as well as cargo. Port of Koper is Slovene international port. It is also very important as it functions primarily as an international port of cargo, offering the shortest link for transporters to the Mediterranean, and, through the Suez Canal to the Middle and Far East. It is designed as an outdoor/indoor warehousing system.

Slovenia has been at the crossroads for trade routes, its position a current European integrational process. Providing major inter-modal terminals, flow of logistics centres and corridors (the V corridor being Venice-Trieste-Ljubljana-Budapest-Kiev and the X corridor being Salzburg-Ljubljana-Zagreb-Belgrade-Thessalonike) where goods are processed and shipped to/from the EU it operates almost as an international transport services provider.

Rail connections could be our weakest point. Distances are short, travel costs low, the modernisation long overdue. However, it provides domestic and international freight transport.

Both road and rail transport are major sectors of transport in Slovenia. Rail and water transport are more environment friendly and cost effective modes of long distance transport, while road transport is used mostly within the framework of storage and/or distribution operations.

1 Answer the questions using short answers.

1 How has joining the EU influenced Slovenia's freight transport?

2 Why is Slovenia called a geo-strategic link?

3 Which are environment unfriendly modes of transport?

4 Does the Port of Koper play an important international role?

5 Which corridor is called the X corridor?

6 How many freight airports are there in Slovenia?

7 Can Slovene rail connections be competitive on the rail transport market?

8 What's the length of road routes?

2 Read the text again and decide whether the following statements are true (T) or false (F).

- 1 There are several cargo airports in Slovenia.
- 2 The railway lines outnumber road routes.
- 3 The X corridor is used for transportation to Belgrade.
- 4 Water transport is eco friendly.
- 5 Road transport is more expensive than rail transport.
- 6 The Port of Koper is used for domestic transportation only.
- 7 Air transport is the most cost effective transport.

TRUE	FALSE

3 Word formation. Read the text again. Try to fill in the table below. Use dictionary if necessary.

verb	noun
minimalise	
increase	
store	
transport	
design	
distribute	

12 Multiple choice. Read the text carefully. Choose the most appropriate word from the box to complete the sentences. There are four possible answers for each answer (A, B, C or D).

Logistics special

Adapted from Logistics Special, The Slovenia Times, februar 2011

The idea of Slovenia as a logistics platform is one which has dominated the Ministry of Transport in the 0 year (2010). The Minister has repeatedly expressed his desire to greatly improve the nation's logistics infrastructure, 1 in the terms of quality and quantity.

The theory is simple 2 and goes something like this. Firstly, Slovenia has an excellent geographical position, 3 in the heart of Europe. Secondly, making Slovenia a hub would bring greater added value, increase trade, and thereby increase all economic activities.

The theory may be simple, 4 the realisation proved more difficult. Progress, or lack of it, has largely focused on the idea of a logistics holding company uniting the Port of Koper, Intereuropa and the Slovenian Railways. The idea is to merge the administrative elements of various forms and phases of logistics chain. Proponents of the plan argue it would mean customers would only have to deal with one company rather than various different players. In this way, a logistics platform would be realised. Outside this debate over the holding and its constituent parts, logistics in 5 months saw some focus on the Slovenian airports and the national carrier. Adria Airways has seen a change in management and much hope is placed on the new management. The management has been given a task of turning fortunes of the failing airline. 6 month, airport operator Aerodrom Ljubljana signed a deal to acquire a 47.67 % stake in AA's maintenance firm in Adria Airways Tehnika in return for writing off EUR 2.4m in claims to the ailing carrier.

7 2010, were also made to reinvigorate the Maribor area. One of the major activities being the lease of international airport Edvard Rusjan.

And so as 2011 begins, the question is much the same as in 2010. Will this be the year 8 Slovenia becomes a true transports and logistics hub? We will get the answer in twelve months.

0	A	past	B	following	C	last	D	next
1	A	together	B	both	C	other	D	separately
2	A	even	B	thought	C	enough	D	enought
3	A	laid	B	lain	C	lieing	D	lying
4	A	but	B	otherwise	C	although	D	as
5	A	now	B	recent	C	present	D	daily
6	A	following	B	later	C	next	D	last
7	A	since	B	over	C	throughout	D	during
8	A	now	B	during	C	while	D	when

13 Multiple choice. Read the text carefully. Choose the most appropriate word from the box to complete the sentences. There are four possible answers for each answer (A, B, C or D).

Logistics gets it all

Adapted from Logistics Special, The Slovenia Times, februar 2011

Logistics has evolved as a business concept **0 over** the last 50 years. Business logistics has come a long way **1** merely shipping materials and supplying them. In today's globalised world, companies hire experts to arrange every detail in the supply chain **2** speed and accuracy of business processes are of the outmost importance. Today's logistics aim is to deliver the right item in the right quantity **3** the right time at the right place for the right price in the right condition to the right customer according to the contract. Since these items pass **4** stages before reaching the customer, there is great complexity in managing everything to the last detail.

The most frequently used type of IT logistics system is the warehouse management system (WMS). Pretty much **5** small firm has implemented WMS. In general, Slovenian companies have kept it local when it comes to WMS. **6** the most frequently used systems are Atlas WMS, e-logis, MOBOS, Many of **7** providers are present on regional markets as well, particularly in Bosnia and Herzegovina and Serbia. IT solutions also come into play when it comes to automatization of warehousing, or manufacturing where tracking goods during different stages is important.

In comparison **8** Western Europe, Slovenian companies are falling behind in terms of organisation and clearness of demands of such systems.

0	A	over	B	following	C	last	D	during
1	A	since	B	for	C	ago	D	last
2	A	because	B	for	C	as	D	of
3	A	in	B	on	C	at	D	next to
4	A	many	B	much	C	few	D	little
5	A	each	B	some	C	every	D	single
6	A	between	B	in	C	along	D	among
7	A	this	B	these	C	that	D	those
8	A	with	B	on	C	to	D	of

8.2 WRITING

When writing an essay:

1. Use longer and complete sentences; more sophisticated vocabulary and grammar.
2. Four most important elements of a piece of writing are: topic, audience, purpose and form.
3. There are a few stages before writing: writing a draft (rough plan of your essay; try to brainstorm your ideas), construction plan (when you are organizing your ideas, it is very helpful to know some 'rules' for what an essay should look like. Here is the structure of a five-body essay: introduction (thesis statement), body (main point introduced by topic sentences) and conclusion (repeat the main idea).
4. Use linking words to make logical connections between ideas. To make ideas clear to the reader, we often use special words or phrases (ex: *however, besides, therefore, also, this is why, in addition to that, ...*).
5. 'How to begin?' is every writer's trouble. Try using the following expressions: *firstly/secondly/thirdly, in my opinion, some might say/claim/argue, others (dis)agree, for instance, ...*
6. When ending, try to use: *in conclusion, to sum up, ...*

1 Write an essay of about 100-150 words on the following subject:

What do you do? Make notes about your job. Which company or organization do you work for; what exactly is your job (your activities, your duties); in which town or city do you work; do you like what you do and why/why not... etc.

2 Write an essay of about 100-150 words on your daily routine.

Describe a typical working week. When do you usually wake up, go to work, meet with your colleagues (co-workers), or friends, have lunch, leave work, Use the Present Simple Tense and the adverbs: always, never, sometimes, usually, twice a week, three times a week...etc. Use also the other tenses when necessary.

3 Write an essay of about 100-150 words on the following subject:

Give your business partner from New York some information about your city or country. When do the shops open and close; what are the office working hours of your company; what is the cost of a hotel room, of a car rental, is there an underground/bus station/train station; which industries are there in your city/country, when do people have holidays and for how long; which languages do the people speak...etc.

4 Write an essay of about 100-150 words on the following subject:

Describe your last holiday or business trip. Where did you go? What did you do, see, eat, visit? How long did you stay? Who did you go with? Did you like it? Why/why not?

5 Write an essay of about 100-150 words on the following subject:

Describe transport and traffic conditions in your town/city. Are there any problems? Why/not? Support your arguments with solutions.

6 Write an essay of about 100-150 words on the following subject:

Give a short presentation about your career development. When did you start working and where; how many jobs have you changed and why, what were the working conditions like, the salary, what were you responsible for...etc.

7 Write an essay of about 100-150 words on the following subject:

Have you ever travelled by plane? How was it? Describe what you must and mustn't do when travelling by plane. Give suggestions what could you do to avoid jet lag. Say something about food and drink on long flights.

8 Write an essay of about 100-150 words on the following subject:

Think of a famous person or a friend. Make notes about him/her. Where does he/she work; what is his/her job; who does he/she work for, what do you think about his/her job...etc.

9 Writing. Try to think of all the task a traffic engineer would be in charge of. Write a paragraph of about 100 words.

10 Read this fax from Marianne Boucher.

To: The Costa Rican Embassy

Company:

Fax.No.:

From: Marianne Boucher

Date: 23. 10. 2005

Number of sheets including header sheet: 1

Message: Costa Rica

I'm planning to attend a conference in Costa Rica. Would you be so kind as to forward me the following details:

- a) What's the population of Costa Rica?
- b) What languages do people speak?
- c) What are the main industries?
- d) What does the country export?

Please reply with details as soon as possible.

Best regards,

Marianne Boucher

Write a reply (fax) to Marianne Boucher answering her questions. Use this information.

pineapple/ coffee/textiles/ at work in some companies/ sugar/3 million/Spanish and English/ food processing/tourism

To:
Company
Fax.No.:
From:
Date:

Number of sheets including header sheet: 1

Message:

11 FORMAL LETTERS. Writing invitations: Complete a faxed message to Don McGill, Marketing Director of an Australian pharmaceutical company. Use the following prepositions AT/FOR/FROM/TO/IN.

Pharmac International, Inc.
3254 Center Street Staten Island, NY 10308
tel: + 1 212 555 4356
Fax: + 212 555 3867

FAX

To: Mr. D. McGill
From: Ingrid Drissen
Date: June 3
Subject: Training session

Dear Mr. McGill,

I was interested to learn _____ a colleague that you will be attending the Annual sales Convention here next month. I understand you plan to stay _____ New York _____ a few days.

We are holding a training seminar _____ members of our department _____ our head office _____ July 5-7. I would like to invite you to lead a half day session _____ new trends in marketing, preferably _____ July 6. The session could be _____ the morning or afternoon, whichever would be more convenient _____ you. I should mention that we can offer you a fee of \$250 if you participate _____ the seminar.

If you are willing to accept this invitation, could you please phone me as soon as possible? We could then discuss the organisation of the setting _____ detail.

I very much hope that you can accept this invitation. It would be an honour _____ our staff to meet you and learn about the latest trends _____ marketing.

Yours sincerely,

Ingrid Drissen

Ingrid Drissen
Training Manager

12 Read the above faxed message again. Now read Don McGill's answer to Ms. Driessen. Use the more formal expressions in each pair of words or phrases.

	Seagaco 40 Brookhollow Ave. Bauklin Hills NSW 2134
To: Ms Ingrid Driessen From: Don MCGill Date: 5 June Subject: Training session	
Dear (Ingrid / Ms Driessen),	
(Thanks very much / Thank you very much) for your invitation. I can give the talk (on the day you suggest/ when you would like). (I would prefer to speak / Could I give it) in the morning as I have another appointment later in the day.	
I think I'll be able to give (a great talk / an excellent presentation) as I have spoken on the subject many times recently. You (mentioned/ talked about) a fee \$250 for running the session. (This seems rather low / This doesn't seem much) for a three-hour session. Could you reconsider this?	
Could you (let me have / provide me with) Powerpoint equipment for the talk? (One more thing / Finally), (could you possibly send me / can I have) a few details about the participants?	
(I'm looking forward to seeing / It will be great to see) you all on 6 July.	
(All the best / Yours sincerely) McGillD.	

13 Read the formal letter (an application) by Jana Novak and answer the following questions.

- Who is the sender?
- Who is the receiver?
- Where was the post advertised?
- What sort of company is Jana applying to?
- What does the sender want from the receiver?
- Does Jana have any working experience?
- What are Jana's strengths?
- Which foreign languages can she speak?
- Can you guess which skills are important for a secretarial job?
- What does »Enc.« at the end of the letter mean?

	Celovška cesta 167, 1000 LJUBLJANA Tel: + 222 45679
	3. 9. 2004
Cartiers LTD. 524-7 Newsport Park Halifax CD1 34W	
Dear Sir/Madam,	
I am writing with reference to the advertisement I saw in Delo newspaper dated 1. 9. 2004. I am applying for the post of a secretary.	
My name is Jana Novak and I would like to work for you because I am very interested in secretarial jobs. I feel that such a post is extremely important in an expanding company such as yours.	
All my previous jobs have involved public contact. As a result I feel comfortable dealing with people on many different levels. As the personnel manager of Daisy, I was responsible for all human resource functions	

including recruitment and wellness programs.

I think I would make a great secretary at your company as I am very communicative, talkative and friendly. I am also familiar with working on my own initiative. When it comes to work, I am very efficient and committed. I am accustomed to being on a position of responsibility. I am self-motivated and willing to set goals and work for them. I organize my time effectively and plan ahead. I am used to working with foreign partners as I am fluent in French and German. I have also completed a course in typing in London (see CV).

I am looking forward to hearing from you soon,

Yours faithfully,
Jana Novak
Jana Novak

Encl.

- CV

14 Read the job advertisement below. Write a letter of application in approximately 150-200 words.

PART TIME POSITIONS

Logistics engineer

You will work with different means of transportation, be in charge of logistics of the company, sell and buy different goods and cargo, and be responsible for cash float.

Logistics engineers are also responsible for documentation on different topics including

- science
- technology

Part time jobs are generally at the weekend.

Send your application to:

International CARGO House
312 Port Avenue – London E4W6PN – GB

15 Answer the following questions about writing a good CV.

Is it appropriate to:

include photos in your CV?

to write about why you were laid off?

enquire about the salary?

include your achievements?

include your acquired education?

write about your personal qualities?

write about your failures?

describe the reasons for writing?

YES	NO

16 Have a look at the Shipping order on the internet and try to write one. Don't forget to include:

- address (name, street, city, country);
- order (item);
- origin (destination);
- destination;
- item (description, weight, tax).

17 Draw a graph. Use the following information after studying it carefully. It's advisory to draw a draft first.

In January 2010, the price of shares for coal stood at 2,800 Swiss francs. Sales in January fell by 10 %. The price dropped in February to 2,400 Swiss francs. From March to June, the price was between 2,400 and 2,800 Swiss francs. It increased in July to 2,950 Swiss francs. In August there was a sharp decrease. The price reached 1,000 Swiss francs. In September and October the price remained at the same level -1,000 Swiss francs. In November, the price went up to 1,400 Swiss francs. In December, the price stayed at the same level. Over the year, the price decreased for about 50 %.

8.3 SPEAKING

1 Jane, Peter and Eva work for PBX. They are at a sales conference.

JANE: Oh Peter, this is Eva Engstrom. Eva, this is my colleague Peter Simmons.

PETER: How do you do?

EVA: How do you do? What do you think of the conference?

PETER: It's very good. Lots of interesting presentations.

JANE: Can I get you a drink, Eva?

EVA: Yes, please. I'd like a glass of red wine.

JANE: OK. What about you Peter? Would you like another drink?

PETER: No, thanks. I'm fine.

JANE: Excuse me. Could we have two glasses of red wine, please?

BARMAN: Certainly. What kind of red wine would you like?

JANE: Do you have any Spanish wine?

BARMAN: Yes, we have a very good Rioja.

JANE: That's fine for me. Do you like Spanish wine, Eva?

EVA: Yes, I do.

Read their conversation again. Are these sentences true (T) or false (F)?

Peter knows Eva.

Jane offers drinks to Peter and Eva.

Eva doesn't want a drink.

Jane and Eva like Spanish wine.

Peter has at least two drinks.

TRUE	FALSE

2 ENTERTAINING. You were invited to an international conference. Try to think of the best answer to the following questions.

1 Do you fancy another drink?

- a) Yes, please. I'll have a gin and tonic.
- b) I'm afraid there's no more tonic water.
- c) Do try these wallnuts!

2 Is this your first visit to London?

- a) Sorry, I didn't catch your name.
- b) Yes, it is. I didn't expect so much traffic.
- c) How's business?

3 It's an interesting conference, isn't it?

- a) That's right. I'm from Brazil.
- b) Yes, it is, isn't it?
- c) Very good indeed, thank you.

4 How's business?

- a) Very good indeed, thank you.

9 I'm afraid there's no more tonic water.

- a) Cheers!
- b) Yes, please. I'll have a gin and tonic.
- c) Don't worry. I'll have a soda instead.

10 You're from South America, aren't you?

- a) The Sheraton. It's not far from here.
- b) That's right. I'm from Brazil.
- c) Cheerio, then. See you tomorrow.

11 I'm off.

- a) Cheerio, then. See you tomorrow.
- b) Cheers!
- c) Sorry, I didn't catch your name.

12 Let me give you a lift back to your hotel.

- a) The Sheraton. It's not far from here.

- b) Sorry, I didn't catch your name.
- c) How's business?

5 Cheers!

- a) Cheerio, then. See you tomorrow.
- b) Cheers!
- c) Thanks. They look delicious.

6 Which hotel are you staying in?

- a) The Sheraton. It's not far from here.
- b) It's Emma. Emma Turner.
- c) The hostel.

7 Do try these wallnuts!

- a) Yes, please. I'll have a gin and tonic.
- b) Thanks. They look delicious.
- c) Cheers!

8 Sorry, I didn't catch your name.

- a) That's right. I'm from Brazil.
- b) Hello. I'm John.
- c) It's Emma. Emma Turner.

- b) It's very good of you but I'd like to walk.
- c) Very good indeed, thank you.

13 Do you like champagne?

- a) Yes, I do.
- b) Yes, I would.

14 Would you like another glass of champagne?

- a) No, thanks. I'm fine.
- b) No, I don't.

15 What kind of champagne do you like?

- a) Bollinger.
- b) Yes, please.

16 What kind of champagne would you like?

- a) Yes, I would.
- b) Bollinger, please.

3 Pair work. Write questions using how much/many.

1. cars/make per day?
2. cement/Greece produce?
3. coal/you import per week?
4. employees/IBM employ?
5. fruit juice/Spain export to the UK?
6. olive oil/they import?
7. people/work in the harbour?
8. ships/build per year?
9. traffic/run through Ljubljana every day?
10. cargo/load on trucks every day?

4 SMALL TALK. What do you say to people in these situations?

1. A supplier comes to visit you. The last time you saw him was a month ago.
2. You meet a colleague in the company restaurant. You know she was at a logistics conference last week.
3. You go to visit a client. You know he was on holiday two weeks ago.

5 Janet works for PBX in Vancouver, Canada. Tom works for an advertising agency. Read the conversation and answer these questions.

- a) Do Tom and Janet know each other?
- b) Does Tom know where Jane was last week?

TOM: Hi, Jane. It's nice to see you again. How are you?

JANET: I'm fine. How are you?

TOM: Fine, thanks. How was the logistics conference in Toronto last week?

JANET: It was very interesting, thanks. I spent the weekend there too.

TOM: Oh, did you? What did you think of Toronto?

JANET: Well, the weather wasn't very good, but it's a very attractive city.

6 Match words from A and B to make complete sentences.

A	B
1. It's nice	a) city.
2. How are	b) you?
3. How was	c) of Toronto?
4. What did you think	d) very good.
5. The weather wasn't	e) to see you again.
6. It's a very attractive	f) the sales conference.

7 Free time activities. Match the adjectives with the nouns they can describe.

Adjectives	Nouns
1. comfortable	a) a film
2. wonderful	b) the weather
3. attractive	c) food/ a meal
4. good	d) a hotel
5. nice	e) people
6. delicious	f) a holiday
7. excellent	g) a conference
8. interesting	h) a beach
9. sandy	i) a city

8 Work with a partner and have conversations. Ask about these points.

1 have a meal in a hotel

Example:

2 stay in a hotel

A When did you last have a meal in a hotel?

3 see a film

B Last Friday.

4 go on holiday

A How was the meal?

5 go to a conference

B It was delicious!

9 What questions could you ask in these situations?

- 1) You know your client was in Scotland on business last week. You don't know where in Scotland he was.
- 2) Your friend was on holiday to Spain last month. She planned to go to Madrid, but you're not sure if she went there.
- 3) A colleague visited your Italian subsidiary last week. A friend of yours, Amanda Clemens, works there.
- 4) You visit a supplier in Berlin. You know he is interested in cinema and that there was a film festival in Berlin last week.

10 How important is small talk when you do business? Look at the table. Then think about the situation in your country and another country you know well.

	UK	Slovenia
When do people make small talk?	before a meeting	
How important is small talk?	important	
What do people like talking about?	people they both know; places they both know; hobbies; the weather; the cost of living	
What don't people talk about very much?	their salaries; their families; food	

11 Match the greetings and answers. Each greeting has two possible answers.

Greetings	Answers
1. How do you do?	a) Fine, thanks.
2. How are you?	b) Pleased to meet you.
3. Pleased to meet you.	c) How do you do)
	d) Pleased to meet you, too.
	e) I'm fine. It's nice to see you again.

12 Give more guidelines for air travellers. Talk about these points.

Example: *You should put your hand baggage in the overhead locker.*

1. put your hand baggage in the overhead locker;
2. read the safety instructions;
3. smoke in the toilets;
4. use the oxygen mask if there is an emergency;
5. drink wine with your meal;
6. call the flight attendant if you feel ill.

13 Think about your organization. What guidelines does it give to its employees? Complete the sentences.

1. Employees must _____
2. Employees mustn't _____
3. Employees don't have to _____
4. Employees should _____
5. Employees are required to _____
6. It's not allowed to _____
7. When leaving and entering the premises one must _____
8. During breaks you should _____
9. During breaks you shouldn't _____
10. Every morning you must _____

I

14 TALKING ON THE PHONE. Fill in the gaps with the missing words from the box.

I'd like to speak to, I'm putting you through, engaged, Will you hold, Extension, wrong number, , Would you like to leave a message
--

RECEPTIONIST: WTC. Good afternoon. How can I help you?

JOHN JONES: Good afternoon. _____ Helen Brown, please.

RECEPTIONIST: Hold on. I'm putting you through.

JUDY SMITH: Hello, Purchasing Department.

JOHN JONES: Hello. Could I speak to Helen Brown, please?

JUDY SMITH: I'm afraid you've got the _____. She works in legal department. Let me put you through to extension 450.

JOHN JONES: Thank you.

HELEN BROWN'S SECRETARY: Helen Brown's office. May I help you?

JOHN JONES: This is John Jones. Could I speak to Helen, please.

HELEN BROWN'S SECRETARY: I'm afraid she's out at the moment.
_____?

JOHN JONES: No, thank you. I'll call back later.

One hour later

JOHN JONES: _____ number 450, please.

RECEPTIONIST: One moment please. _____.

JOHN JONES: Thank you.

RECEPTIONIST: The line's busy. _____ or will you call back?

JOHN JONES: I'll hold.

RECEPTIONIST: The line's still _____. Just one moment, please. I'm connecting you.

HELEN BROWN: This is Helen Brown.

JOHN JONES: Hi, Helen. It's John.

HELEN BROWN: Oh, hello, John. How are you?

JOHN JONES: Very well, thanks. The weather's wonderful here in London.

HELEN BROWN: Lucky you! It's cold and wet here.

15 Samuel Cho a Hong Kong businessman, plans to open an office in Belgium. Read this fax from Mary Hart of Interconsult in Brussels. What questions do you think Stanley Tam asked her?

To Samuel Cho
From Mary Hart
Subject Your fax of 23 September

Thank you for your fax asking for information about Belgium. Here are the answers to your questions:

- a) There are 10 million people in Belgium.
- b) The inflation rate is about 3% at the moment.
- c) There are two official languages-French and Flemish. Many people speak English in big companies.
- d) The normal working week is 38 to 40 hours.
- e) The minimum holiday is 20 days per year.

Best regards,
Marriane.

1 Match Samuel's questions and Mary's answers.

1. How many hours do people work?
2. What's the inflation rate?
3. What language do people speak at work?
4. How much holiday do people get?

2 Answer these questions about your country.

1. What's the inflation rate?
2. What's the population?
3. What's the unemployment rate?
4. What's the unemployment figure?

3 Here are some answers about Ireland. What are the questions?

1. Gaelic and English.
2. 3.2%.
3. 3.5 million.
4. 40 hours a week.
5. Agriculture, food processing and electronics.
6. 4 or 5 weeks a year.
7. 13. 60%

9 APPENDIX

9.1 ABBREVIATIONS

AWB	Airway bill
B/E	Bill of exchange
B/L	Bill of lading
CAD	Cash against documents
CEO	Chief executive officer
CO	Certificate of origin
COD	Cash on delivery
D/P	Documents against payment
DC	Distribution centre
ETA	Estimated time of arrival
FCL	Full container load
EXP	Export
FIFO	First in, first out
GPC	General purpose container
HGV	Heavy goods vehicle
GW	Gross weight
HR	Human resources
IATA	International Air Transport Association
IBC	Intermediate bulk container
IMO	International money order
ISO	International Standards Organization
IMP	Import
JIT	Just-in-time
LC	Letter of credit
LGV	Large goods vehicle
LIFO	Last in, first out
LTD	Limited company liability
PA	Personal assistant
PLC	Private company liability
POD	Proof of delivery
PR	Public relations
RAM	Random access memory
RMS	Resource management system
ROM	Read-only memory
RORO	Roll on roll off
SCM	Supply chain management
VAL	Value-added logistics
VAS	Value-added services
VAT	Value added tax
WMS	Warehouse management system
WWW	World wide web

9.2 WEIGHTS AND MEASUREMENTS

LENGTH
Metric System
1 millimeter = 1/1,000 meter
1 centimeter = 1/100 meter
1 decimeter = 1/10 meter
1 meter (basic unit of length)
1 kilometer = 1,000 meters
American and British Units
1 inch = 1/36 yard = 1/12 foot
1 foot = 1/3 yard
1 yard (basic unit of length)
1 rod = 5 1/2 yards
1 mile = 1,760 yards = 5,280 feet
1 nautical mile = 6,076.1 feet
Conversion Factors
1 centimeter = 0.39 inch
1 inch = 2.54 centimeters
1 meter = 39.37 inches
1 foot = 0.305 meter
1 meter = 3.28 feet
1 yard = 0.914 meter
1 meter = 1.094 yards
1 kilometer = 0.62 mile
1 mile = 1.609 kilometers
AREA
Metric System
1 square centimeter = 1/10,000 square meter
1 square decimeter = 1/100 square meter
1 square meter (basic unit of area)
1 are = 100 square meters

1 hectare = 10,000 square meters = 100 ares
1 square kilometer = 1,000,000 square meters
American and British Units
1 square inch = 1/1,296 square yard = 1/144 square foot
1 square foot = 1/9 square yard
1 square yard (basic unit of area)
1 acre = 4,840 square yards = 160 square rods
1 square mile = 3,097,600 square yards = 640 acres
Conversion Factors
1 square centimeter = 0.155 square inch
1 square inch = 6.45 square centimeters
1 acre = 0.405 hectare
1 hectare = 2.47 acres
1 square kilometer = 0.386 square mile
1 square mile = 2.59 square kilometers
Volume and Capacity (Liquid and Dry)
American and British Units
1 U.S. fluid ounce = 1/128 U.S. gallon = 1/16 U.S. pint
1 British imperial fluid ounce = 1/160 imperial gallon = 1/20 imperial pint
1 pint = 1/8 gallon = 1/2 quart
1 U.S. gallon (basic unit of liquid capacity in the United States) = 231 cubic inches
1 imperial gallon (basic unit of liquid capacity in some Commonwealth nations) = 277.4 cubic inches
1 dry pint = 1/64 bushel = 1/2 dry quart
1 U.S. bushel (basic unit of dry capacity in the United States) = 2,150.4 cubic inches
1 imperial bushel (basic unit of dry capacity in some Commonwealth nations) = 2,219.4 cubic inches
Conversion Factors
1 cubic centimeter = 0.06 cubic inch
1 cubic inch = 16.4 cubic centimeters
1 cubic yard = 0.765 cubic meter
1 cubic meter = 1.3 cubic yards
1 milliliter = 0.034 fluid ounce
1 fluid ounce = 29.6 milliliters
1 U.S. quart = 0.946 liter
1 liter = 1.06 U.S. quarts

1 U.S. gallon = 3.8 liters
1 imperial gallon = 1.2 U.S. gallons = 4.5 liters
1 liter = 0.9 dry quart
1 dry quart = 1.1 liters
1 dekaliter = 0.28 U.S. bushel
1 U.S. bushel = 0.97 imperial bushel = 3.5 dekaliters
WEIGHT (Mass)
Metric System
1 milligram = 1/1,000,000 kilogram = 1/1,000 gram
1 centigram = 1/100,000 kilogram = 1/100 gram
1 decigram = 1/10,000 kilogram = 1/10 gram
1 gram = 1/1,000 kilogram
1 dekagram = 1/100 kilogram = 10 grams
1 hectogram = 1/10 kilogram = 100 grams
1 kilogram (basic unit of weight or mass)
1 metric ton = 1,000 kilograms
Conversion Factors
1 milligram = 0.015 grain
1 grain = 64.8 milligrams

(<http://www.infoplease.com/ce6/sci/A0813058.html>, 10. 2. 2011)

9.3 IRREGULAR VERBS

infinitive	past simple	past participle	prevod
be	was, were	been	biti
beat	beat	beaten	udariti
become	became	become	postati
begin	began	begun	začeti
bend	bent	bent	upogniti
bet	bet	bet	staviti
bite	bit	bitten	ugrizniti
blow	blew	blown	pihati
break	broke	broken	zlomiti
bring	brought	brought	prinesti
build	built	built	graditi
burn	burnt	burnt	zažgat
burst	burst	burst	razpočiti se, počiti
buy	bought	bought	kupiti
can	could	been able	moči
catch	caught	caught	ujeti
choose	chose	chosen	izbrati
come	came	come	priti
cost	cost	cost	stati, veljati
creep	crept	crept	plaziti se
cut	cut	cut	rezati
deal	dealt	dealt	deliti
dig	dug	dug	kopati
do	did	done	storiti
draw	drew	drawn	risati, vleči
dream	dreamt	dreamt	sanjati
drink	drank	drunk	piti
drive	drove	driven	voziti
eat	ate	eaten	jesti
fall	fell	fallen	pasti
feed	fed	fed	hraniti
feel	felt	felt	čutiti
fight	fought	fought	boriti se
find	found	found	najti
flee	fled	fled	pobegniti
fly	flew	flown	leteti
forbid	forbade	forbade	prepovedati
forget	forgot	forgotten	pozabiti
forgive	forgave	forgiven	odpustiti
freeze	froze	frozen	zmrzniti
get	got	got	dobiti
give	gave	given	dati
go	went	gone	iti
grow	grew	grown	rasti
hang	hung	hung	ovesiti, viseti
have	had	had	imeti
hear	heard	heard	slišati
hide	hid	hidden	skriti
hit	hit	hit	zadeti, udariti
hold	held	held	držati
hurt	hurt	hurt	raniti
keep	kept	kept	ohraniti
kneel	knelt	knelt	klečati
know	knew	known	vedeti
lay	laid	laid	položiti
lead	led	led	voditi
lean	leant	leant	nasloniti se
learn	learnt	learnt	učiti se
leave	left	left	oditi, zapustiti
lend	lent	lent	posoditi
let	let	let	pustiti

lie	lay	lain	ležati
light	lit	lit	prižgati
	lighted	lighted	
lose	lost	lost	izgubiti
make	made	made	narediti
mean	meant	meant	pomeniti
meet	met	met	srečati
must	had to	had to	morati
pay	paid	paid	plačati
put	put	put	položiti
read	read [red]*	read [red]*	brati
ride	rode	ridden	jezdit
ring	rang	rung	zvoniti
rise	rose	risen	vstati, vzhajati
run	ran	run	teči
say	said	said	reči
see	saw	seen	videti
sell	sold	sold	prodati
seek	sought	sought	iskati
send	sent	sent	poslati
set	set	set	postati
sew	sewn	sewn / sewed	šivati
shake	shook	shaken	tresti
shine	shone	shone	sijati
shoot	shot	shot	ustreliti
show	showed	shown	pokazati
		showed	
shrink	shrank	shrunk	skrčiti
shut	shut	shut	zapreti
sing	sang	sung	peti
sink	sank	sunk	potopiti
sit	sat	sat	sedeti
sleep	slept	slept	spati
slide	slid	slid	drseti
smell	smelt	smelt	zavohati
speak	spoke	spoken	govoriti
spend	spent	spent	potrošiti
spill	spilled	spilled	preliti, prelivati
	spilt	spilt	
spoil	spoiled	spoiled	opleniti
	spoilt	spoilt	
spell	spelt	spelt	črkovati
	spelled	spelled	
spit	spat	spat	pljuvati
split	split	split	razcepiti
spend	spent	spent	potrošiti
spread	spread	spread	razprostreti
spring	sprang	sprung	skočiti, priskočiti
stand	stood	stood	stati
steal	stole	stolen	krasti
stick	stuck	stuck	nalepiti
sting	stung	stung	oškodovati
stink	stank	stunk	smrdeti
Strike	struck	struck	udariti
Swear	swore	sworn	preklinjati
Swim	swam	swum	plavati
Swing	swung	swung	nihati
Sweep	swept	swept	čiščenje
Take	took	taken	vzeti
Teach	taught	taught	učiti
Tear	tore	torn	trgati
Tell	told	told	povedati
Think	thought	thought	misliti
Throw	threw	thrown	vreči
understand	understood	understood	razumeti
Wake	woke	woken	zbuditi (se)
Wear	wore	worn	nositi

Strokovna terminologija v tujem jeziku – angleščina

Win	won	won	zmagati
Wind	wound	wound	naviti, viti se
Weep	wept	wept	jokati
Write	wrote	written	pisati

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Projekt **Impletum**

Uvajanje novih izobraževalnih programov na področju višjega strokovnega izobraževanja v obdobju 2008–11

Konzorcijski partnerji:



Operacijo delno financira Evropska unija iz Evropskega socialnega sklada ter Ministrstvo RS za šolstvo in šport. Operacija se izvaja v okviru Operativnega programa razvoja človeških virov za obdobje 2007–2013, razvojne prioritete Razvoj človeških virov in vseživljenjskega učenja ter prednostne usmeritve Izboljšanje kakovosti in učinkovitosti sistemov izobraževanja in usposabljanja.