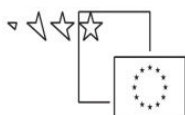




REPUBLIKA SLOVENIJA
MINISTRSTVO ZA ŠOLSTVO IN ŠPORT



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

STROKOVNA TERMINOLOGIJA V TUJEM JEZIKU – ANGLEŠČINA

ŽIVA TRSTENJAK

Višješolski strokovni program: Logistično inženirstvo
Učbenik: Strokovna terminologija v tujem jeziku – angleščina
Gradivo za 1. letnik

Avtorica:

Živa Trstenjak, prof. ang. in nem.
PROMETNA ŠOLA MARIBOR
Višja prometna šola



Strokovni recenzent:
Gregor Rak, univ. dipl. inž. prom.

Lektorica:
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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

The roots of education are bitter, but the fruit is sweet.
Aristotle

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

Učno gradivo je učbenik z elementi delovnega zvezka. Cilj angleškega jezika stroke (ang. English for Specific Purposes) je pripraviti študenta za resnično in stvarno delovno okolje, zato izhaja iz avtentičnih angleških besedil, z namenom vzpodbuditi študente, da bi čim več posegali po tuji literaturi ter znali tuje vire uspešno uporabljati pri svojem delu.

Veliko vaj in nalog simulira vsakdanje in življenjske situacije v poslovnem svetu (npr. izpolnjevanje obrazcev, pisanje korespondence, sprejem novega sodelavca, ...) ter poskuša združiti vse štiri jezikovne spretnosti: poslušanje, govor, branje in pisanje. Na ta način se želi približati najsodobnejšim tokovom v učnih gradivih za poučevanje angleščine kot tujega jezika.

Vsebinsko učno gradivo zajema različna tematska področja:

- študij v tujini
- delovna organizacija
- varstvo pri delu
- varnost v prometu
- okolje in varstvo okolja
- informacijska tehnologija
- logistika in transport

Vsebuje tudi veliko vaj za razvijanje spretnosti govora, branja, poslušanja in pisanja. V vsakem poglavju je naloga, ki poglavje vsebinsko zaključi in študent ima možnost, da dokaže, da je vsebine in spretnosti usvojil. Vrste spretnosti so tudi slikovno prikazane:

LEGENDA



poslušanje



video



besedišče



govor



dodatna literatura



branje



samopreverjanje



pisanje



naloga

Želim, da bi vam bila pričujoča 'angleščina v logistiki' izziv, kjer boste izkušnje povezali z novimi (spo)znanji.

Živa Trstenjak

1 ENGLISH FOR SPECIFIC PURPOSES

After this unit you will be able to:

- speak about the importance of learning English for Specific Purposes;
- find specific information in an authentic English professional text;
- look for and use source of information on the internet.

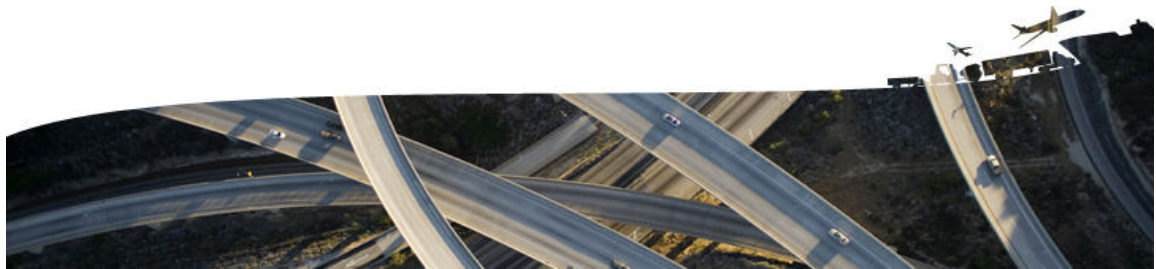


What does a logistics company do? After a brief discussion write down your ideas.



Read the text 'About CEVA' and answer the following questions:

- What is the text about?
- Do you understand all the words?
- Which words/expressions don't you understand? Underline them in the text.



About CEVA



CEVA Logistics is recognized by its customers for superior supply chain management processes that make their business flow. With a strong commitment to the success of our customers, CEVA focuses on a diverse range of market sectors including automotive & tires, technology, industrial, retail & consumer goods, health care, publishing, aerospace and oil & gas.

We offer our customers increased efficiency and reduced transit times, thanks to our ongoing focus on operations excellence and the visibility and control that we create in the supply chain. As a leading global logistics company, we provide end-to-end design, implementation and operation of logistics solutions in contract logistics, freight forwarding, distribution management and transportation management for large and medium-sized national and multinational companies.

CEVA combines the heritage of two great companies, TNT Logistics and EGL Eagle Global Logistics, which merged in August 2007. We employ more than 54,000 people and our extensive global network comprises more than 1,000 locations, with 8.6 million square meters in over 100 countries. For fiscal year 2007, CEVA reported combined proforma revenue of € 6.3 billion.

CEVA is a non-listed company owned by affiliates of Apollo Management, L.P., one of the leading private equity investors in the world. CEVA's CEO is John Pattullo.

(<http://www.cevalogistics.com/portal/page/portal/CEVAHome/AboutCEVA>, 25. 7. 2008)



Vocabulary. Which words/expressions have you underlined? Use a dictionary and try to find Slovenian translations. Build your own glossary.

customer _____
equity investor _____
fiscal year _____
flow _____
freight forwarding _____
heritage _____
implementation _____
retail goods _____
revenue _____
supply chain _____



Now read the text 'About CEVA' again and answer the following questions:

- What is CEVA Logistics famous for?
- Which market sectors does the company focus on?
- Name three services that the company offers.

1. 1 ENGLISH LANGUAGE LEARNING AND TEACHING

ESL (English as a second language), **ESOL** (English for speakers of other languages) and **EFL** (English as a foreign language) all refer to the use or study of English by speakers of other languages.

Other terms used in this field include **EAL** (English as an additional language), **ESD** (English as a second dialect), **EIL** (English as an international language), **ESP** (English for special purposes, or English for specific purposes), **EAP** (English for academic purposes), and **ELL** (English language learner).

(http://en.wikipedia.org/wiki/English_language_learning_and_teaching, 15. 9. 2008)

English for Specific Purposes (ESP)

From the early 1960's, English for Specific Purposes (ESP) has grown to become one of the most prominent areas of EFL teaching today. ESP is described as the teaching of English used in academic studies or the teaching of English for vocational or professional purposes.

Definition of ESP (Dudley – Evans, 1997)

1. ESP is defined to meet specific needs of the students.
2. ESP makes use of underlying methodology and activities of the discipline it serves.
3. ESP is centered on the language appropriate to these activities in terms of grammar, vocabulary, register and study skills.

4. ESP is usually designed for adult students, either at a tertiary level institution or in a professional work situation.
5. ESP is generally designed for intermediate or advanced students.
6. ESP courses assume some basic knowledge of the language systems.

If the ESP community hopes to grow and flourish in the future, it is vital that the community as a whole understands what ESP actually represents.

(<http://www.antlab.sci.waseda.ac.jp/abstracts/ESParticle.html>, 15. 9. 2008)



Read the texts 'English language learning and teaching' and 'English for Specific Purposes (ESP)' and answer the following questions:

1. What does the abbreviation EFL stand for?
2. What does the abbreviation ESP stand for?
3. What is ESP?
4. Which are the main characteristics of ESP?

1.2 A PROFILE



Read the profile of Mark Reed and then set up another profile about yourself. Use the topics below to help you. Then introduce yourself to the rest of the students.

name

home town

company

position

responsibilities

hobbies



Profile

My name is Mark Reed and I'm Irish. I live in Ashford, a lovely English village near London, and I work for the Twire Group, Britain's largest private company. The Group's activities are divided into five business areas: shipping, aviation, property, industries and trading. Our best known company is Pathaway Pacific Airways.

I work at London head office: I'm head of Corporate Finance, and I'm responsible for developing the business of the Group.

I'm always very busy and I don't have much free time, but when I do, I like swimming and fishing, just for fun.



You want to send the ESP Magazine to your partner. Read the advertisement below. Ask your partner for the information you need. Then complete the form with their details (Figure 1).

Would you like to receive ESP Magazine?

ESP Magazine is a magazine for people learning English for professional purposes and international communication. About three million people are learning English worldwide. We want to be certain that ESP Magazine is the right magazine for you. We can send you the magazine free for three months. Please answer the questions and return the form below.

What is the main activity of your company?
 What is your job title?
 What are you responsible for?
 How many hours a week do you study English?
 How many people are learning English in your company?

When do you speak or write English? Please tick (☑) as appropriate.

- | | |
|---|--|
| ☐ Face to face communication | ☐ Conferences |
| ☐ On the telephone | ☐ General business travel |
| ☐ Communication by fax or e-mail | ☐ Other |

Name:
 Organization:
 Address:
 Tel.: Fax.:

Send to Circulations Manager, ESP Magazine, 15 James Street, London

Figure 1: ESP Magazine Questionnaire
 Source: Bradley and Clarke, 1997, 8



Check with your partner that the information is correct.

Example: So your name is and you work for, is that right?



Vocabulary. Complete the gaps with appropriate words/expressions. The first letters are given to help you.

CEVA Logistics is recognized by its customers for superior s_____ c_____ management processes that make their business flow. With a strong commitment to the success of our customers, CEVA focuses on a diverse range of market sectors including automotive & tires, technology, industrial, retail & c_____ goods, health care, publishing, aerospace and oil & gas.

We offer our customers increased efficiency and reduced transit times, thanks to our ongoing focus on operations excellence and the visibility and control that we create in the supply chain. As a leading g_____ logistics company, we provide end-to-end design, implementation and operation of logistics solutions in contract logistics, f_____ f_____, distribution

management and transportation management for large and medium-sized national and m_____ companies.

CEVA combines the heritage of two great companies, TNT Logistics and EGL Eagle Global Logistics, which m_____ in August 2007. We employ more than 54,000 people and our extensive global network comprises more than 1,000 locations, with 8.6 million square meters in over 100 countries. For fiscal year 2007, CEVA reported combined proforma r_____ of € 6.3 billion. CEVA is a non-listed company owned by affiliates of Apollo Management, L.P., one of the leading private equity investors in the world. CEVA's CEO is John Pattullo.
(<http://www.cevalogistics.com/portal/page/portal/CEVAHome/AboutCEVA>, 25. 7. 2008)

1.3 WORDFORMATION



Wordformation is a process of forming new words. There are various ways of making new words in English (compounding, conversion and derivation). Here we will deal with derivation. Derivation is a way of making new words by adding a prefix or a suffix to the root of the word.

Example:

un-	employ	-ment
prefix	root word	suffix

Thus we can form:

- adjectives (e .g. hope-ful),
- nouns (e. g. organis(e)-ation),
- verbs (e. g. critic-ize) or
- adverbs (e. g. final-ly).

A good dictionary is a must here. It is impossible to learn all the derivatives by heart but practice can help. (<http://www.vpsmb.net/prof/ang/practice/Wfm/index.htm>, 9. 12. 2008)



Wordformation. Complete the text below with the correct form of the word in brackets.

CEVA Logistics is recognized by its customers for superior supply chain _____ (manage) processes that make their business flow. With a strong commitment to the success of our customers, CEVA focuses on a diverse range of market sectors including automotive & tires, technology, _____ (industry), retail & consumer goods, health care, publishing, aerospace and oil & gas.

We offer our customers increased _____ (efficient) and reduced transit times, thanks to our ongoing focus on operations excellence and the _____ (visible) and control that we create in the supply chain. As a leading global logistics company, we provide end-to-end design, _____ (implement) and operation of logistics solutions in contract logistics, freight forwarding, distribution management and transportation management for large and medium-sized _____ (nation) and multinational companies.

CEVA combines the heritage of two great companies, TNT Logistics and EGL Eagle Global Logistics, which merged in August 2007. We employ more than 54,000 people and our _____ (extend) global network comprises more than 1,000 locations, with 8.6 million square meters in over 100 countries. For fiscal year 2007, CEVA reported combined proforma revenue of € 6.3 billion. CEVA is a non-listed company owned by affiliates of Apollo Management, L.P., one of the leading private equity _____ (invest) in the world. CEVA's CEO is John Pattullo.

(<http://www.cevalogistics.com/portal/page/portal/CEVAHome/AboutCEVA>, 25. 7. 2008)



Wordformation

Logistics Company Signs Cooperation Deal with Zastava

Slovenian logistics group Viator&Vektor has signed a deal on business _____ (cooperate) with Serbian automotive group Zastava. The two companies will cooperate in logistics and in the _____ (maintain) and production of trucks, buses and military vehicles, Viator&Vektor chairman Zdenko Pavcek said on Thursday.

The signing comes only weeks after the Slovenian group acquired shipping company Zastava Sped from Zastava in what was its second _____ (acquire) of a Serbian company this year.

"The _____ (cooperate) deal opens the door to a stronger logistics _____ (present) on the Serbian market," Pavcek said. "I am pleased that we have also found a business opportunity in the _____ (produce) and maintenance of vehicles," he added.

Viator&Vektor, which has offices at all border crossings of Serbia-Montenegro, has the ambition to become a leading firm offering comprehensive logistics services in SE Europe.

The group, which entered the defence contracting market in 2003 by acquiring defence company Sistemska tehnika, also said recently it believes it could produce Valuk armoured personnel carrier for the Serbian army. (<http://www.ukom.gov.si/eng/slovenia/publications/slovenia-news/1883/1898/>, 25. 7. 2008)



Give your opinion on why you think you should learn English for Specific Purposes in about 150 words.

SUMMARY

ESP is about learning English for specific purposes, i. e. for functional use of language in practice. For the purposes of a Logistics Engineer one should be able to read and understand professional texts in order to be able to find most important information and present issues to the colleagues. For this reason, one should be able to manage new methods of learning for the purpose of lifelong learning, acquire certain skills and expand the vocabulary.

2 STUDYING LOGISTICS ENGINEERING

After this unit you will be able to:

- find key words/expressions in a professional text;
- find, read and compare an authentic English professional text with a Slovenian one and identify similarities and differences;
- find and write notes on important information;
- fill in a form in English.



What, in your opinion, is logistics engineering? Which skills and what knowledge does a logistician need? Discuss your ideas with your partner.

2.1 WHAT IS LOGISTICS ENGINEERING?



Read the text 'What is Logistics Engineering?' and try to find words/expressions referring to the following:

- skills & knowledge _____
- areas of company's work _____
- people/professions involved _____



Logistics engineering combines strong managerial skills with a solid understanding of mathematics and numbers. Logistics is defined as a scientific technique in which evaluation is used to control inventory, production, sales, management, and staff in order to keep a solid capital and monetary flow. In logistics engineering, all aspects of a company's work progress are studied.

Starting with ordering raw materials, logistics engineering oversees these materials as they are turned into a finished product and shipped to the customer. In logistics engineering, methods are created to speed up production and shipping without detracting from the quality of a product. Logistics engineering considers all factors and develops a strong business processes to aid workers, managers, owners, and customers.

To receive a master's degree in logistics engineering at the majority of colleges, a student must successfully complete forty-five hours of coursework. Courses include business related classes,

math classes, and communication courses. Potential logistics engineering students generally must have an undergraduate degree in engineering or business management, a grade point average of 3.0, and three letters of recommendation.

Typically, courses in logistics engineering are challenging. Courses may vary from college to college, but most require the following classes in order to earn a degree:

- Business Statistics
- Computer and Information Processing
- Logistics Information Systems
- Engineering Aspects of Logistics Systems
- Programming for Web Applications
- Applied Thinking Skills
- Microeconomics
- Accounting
- Principles of Marketing
- Supply Chain Management
- Logistics Communications Technology
- Electronic Commerce
- Global Logistics Management
- Inventory Management
- Operation Planning and Control
- Warehousing & Storage Systems
- Innovation and Enterprise.

A six-month apprenticeship typically follows the coursework.

Currently, logistics engineering is one of the world's hottest careers because it is essential for companies to keep up and to coordinate with other companies. Asian companies, for example, often make specific components that are sent off and assembled in other countries. Therefore, it is critical to maintain control of where the product is located. Logistics engineering is used to keep track of each country's inventory. (<http://www.wisegeek.com/what-is-logistics-engineering.htm>, 20. 7. 2008)



Use a dictionary and try to find Slovenian translations. Build your own glossary.

apprenticeship _____
aspect _____
to assemble _____
customer _____
to detract _____
evaluation _____
master's degree _____
raw materials _____
to ship _____
undergraduate degree _____



In the text '*What is Logistics Engineering*' there are several specific words/expressions: managerial skills, mathematics, inventory, staff etc. Look at the following words/expressions and try to list them under the correct issues given below.

- | | | |
|---------------------|--------------------------|------------------|
| 1. business success | 2. finished goods | 3. full-time job |
| 4. graph | 5. human resources | 6. integral |
| 7. leadership | 8. performance appraisal | 9. raw materials |
| 10. statistics | 11. stock | 12. wage |

managerial skills	mathematics	inventory	staff



Your study programme is Logistics Engineering. Go through the syllabus in the text '*What is Logistics Engineering*', compare it to your study programme courses below and try to predict what you will learn and be able to do when you finish your studies (Figure 2).

LOGISTIČNO INŽENIRSTVO – PREDMETNIK	
Poslovno komuniciranje in vodenje	Signalnovarnostne in telekomunikacijske naprave
Strokovna terminologija v tujem jeziku	Logistika v gospodarskih družbah
Računalništvo in informatika v logistiki	Načrtovanje logističnih procesov
Logistični sistemi	Oskrbovalne verige
Varnost v prometu in varstvo pri delu	Praktično izobraževanje
Uporabna matematika v logistiki	Nacionalna in mednarodna varnost
Teorija prometnega toka	Vojaško voditeljstvo in menedžment
Prevozna sredstva cestnega prometa	Taktika z logistiko
Prevozna sredstva železniškega prometa	Logistika poštne dejavnosti
Infrastruktura železniškega prometa	Organizacija poštne dejavnosti
Trženje in kakovost storitev	Manipulacijska mehanizacija
Logistična infrastruktura	Tehnologija in organizacija transporta
Oborožitveni sistem in vojaška oprema	Prometna geografija
Vojaška geografija	Praktično izobraževanje
Tehnologija poštnih procesov	Načrtovanje bojnih delovanj
Intralogistika v poštne dejavnosti	Vojaška zgodovina
Logistika notranjega transporta in skladiščenja	Špedicija in transportno zavarovanje
Tarifni sistem in kalkulacije	Tehnično risanje in projektna dokumentacija
Ekonomika podjetja	Trženje in komercialno poslovanje v žel. prometu
Pogodbeno pravo	Trženje poštnih storitev
Organizacija cestnega prometa	Ekonomika poštnega poslovanja
Urbanizacija prometa in cestna infrastruktura	Bančništvo in prodaja
Tehnologija cestnega prometa	Osnove poštne dejavnosti
Tehnologija železniškega prometa	Poznavanje tovora v logističnih sistemih
Organizacija železniškega prometa	

Figure 2: Logistics Engineering Courses

Source: Adapted from: Pepevnik et.al., Višješolski študijski program, 2007, 9



Wordformation

Academic Programs. Overview

Technological advances have brought changes to organizations and industries across the world. As Hong Kong grows as a _____ (globe) industrial and business center, we must continue to improve the _____ (efficient), productivity and _____ (safe) of our industries, so that our products and services will remain _____ (compete) and meet world-class standards. There is a tremendous need for professionals who have analytical, _____ (management) and technological skills. In this environment of change, we have designed our programs to help our students gain both management and engineering skills.

(<http://www1.ielm.ust.hk/academic/overview.html>, 29. 7. 2008)



Wordformation

Logistics Engineering

Logistics engineering mainly deals with the _____ (apply) of engineering methods to solve logistics problems. Logistics is the science of planning, organizing, and executing activities for delivering the required goods or services to the right location at the right time. Logistics engineering supports every stage of an activity to satisfy customer _____ (require).

Modern technologies, communication links, and control systems are essential to manage materials, services, and _____ (finance) goals. Logistics engineering helps to improvise new materials to suit the situation for a cost effective _____ (perform). Strategy management, research methodology, industrial engineering, supply chain management, quality _____ (assure), and systems simulation and modelling are integrated in the logistics engineering field. This linking supports the functional area of logistics such as procurement, maintenance, transportation, disposition, and _____ (distribute).

Asset tracking and e-logistics used in the field of logistics _____ (manage) increase the efficiency and _____ (reliable) of the distribution process. The method to trace the status of ordered products increases confidence among the customers. Analytical models and computer simulations help to improve overall performances. The proper _____ (implement) of logistic engineering processes ensures operational reliability, less maintenance cost, personal _____ (safe), and customer confidence. Designing of new products with high quality and less cost is recommended in logistics engineering. Maintenance planning using modern technologies of troubleshooting and built-in test equipments aid in providing speedy and accurate _____ (maintain) services.

Logistics engineering helps to rationalize the process of logistics services, improve customer _____ (satisfy), and save budgets of business dealings.

(<http://ezinearticles.com/?Logistics-Engineering&id=407720>, 25. 7. 2008)

2.2 REQUESTING INFORMATION



You would like to study Logistics at a university in the USA. You have found the 'Request Information' section on their website and you would like them to send you a brochure, accommodation costs and price of the study programme. Fill in the form (Figure 3).

Request Information

Thank you for your interest in the Department of Management and Marketing programs. Please fill in the form below indicating your area of interest and any other information you might require. We look forward to assisting you. (In order to better serve you, the fields with a * are required.)

Contact Information:

First Name*

Last Name*

Middle Name

Street Address*

Address (cont.)

City*

State/Province*

Zip/Postal Code*

Work Phone

Home Phone

E-mail*

Program(s) of Interest (choose at least one):

Undergraduate Programs

Management Majors ☐

Marketing Majors ☐

Graduate Programs

MBA ☐

Graduate Certificates ☐

Comments or inquiry:

Figure 3: Request Information

Source: <http://business.etsu.edu/mgmtmkt/prospective/info-request.htm> (29. 7. 2008).

SUMMARY

Logistics Engineering is a science which combines strong managerial skills with knowledge of mathematics. Therefore, it is essential to provide an excellent study programme which would incorporate all these areas.

In order to choose the appropriate study programme it is good to know where to find information about the study programmes and how to apply.

In this unit you have read about the studies of logistics engineering, compared English and Slovenian syllabuses and filled in a request information form.

3 ECONOMIC SECTORS

After this unit you will be able to:

- find specific information in an authentic English professional text;
- discuss the division and differences among individual economic sectors;
- read a graph and describe it in English.



Read the text 'Economic sectors' and answer the following questions:

1. What is the primary sector?
2. What is the secondary sector?
3. What is the tertiary sector?



Economic sectors

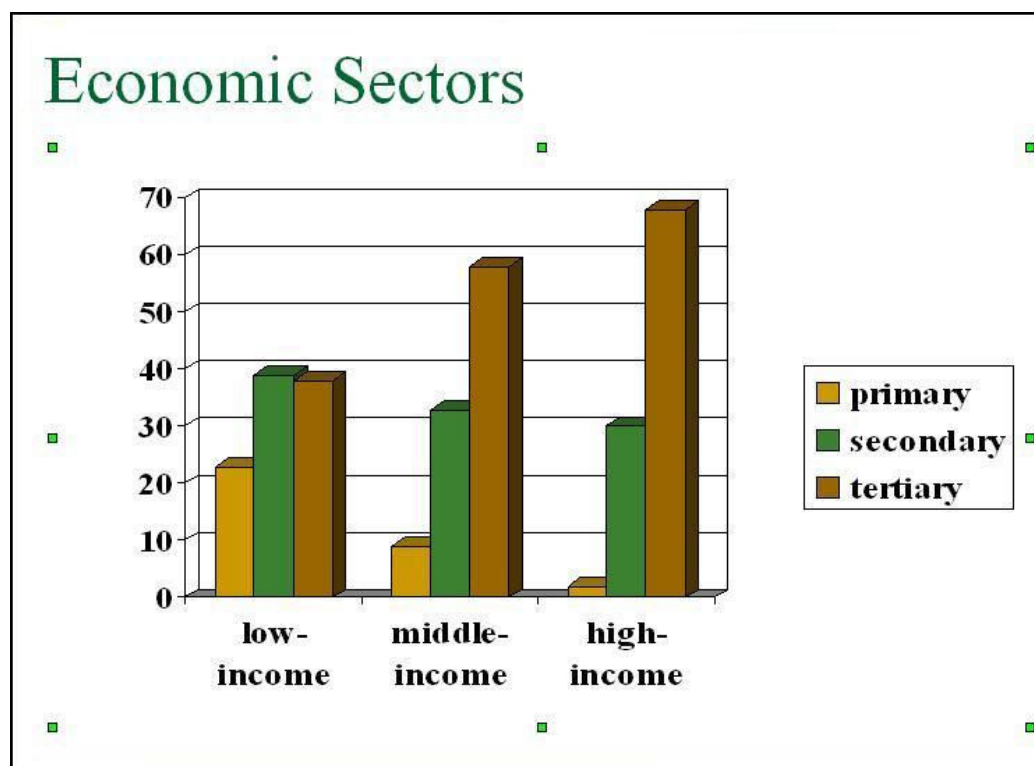


Figure 4: Economic Sectors

Source: [http://en.wikipedia.org/wiki/Sector_\(economic\)](http://en.wikipedia.org/wiki/Sector_(economic)) (29. 7. 2008)

This figure (Figure 4) illustrates the percentages of a country's economy made up by different sectors based on its level of income or development. The primary sector is the extraction of raw materials. The secondary sector is the conversion of raw materials into manufactured goods. The tertiary sector is the provision of services rather than manufacture of goods. The figure illustrates

that countries with higher levels of socio-economic development tend to have less of their economy made up of primary and secondary sectors and more emphasis in tertiary sectors. The less developed countries exhibit the inverse pattern.

The economy may be classified into subdivisions called sectors (also called industries) in several ways. Sectors may be further subdivided into subsectors.

([http://en.wikipedia.org/wiki/Sector_\(economic\)](http://en.wikipedia.org/wiki/Sector_(economic)), 29. 7. 2008).



Use a dictionary and try to find Slovenian translations.

conversion _____

development _____

economy _____

extraction _____

income _____

inverse pattern _____

manufacture _____



Primary, secondary or tertiary? Look at the pictures and do the following.

- Name the industry.
- Place it into the primary, secondary or tertiary economic sector.
- Name the products.



3. 1 SERVICE



Read the text 'Service' and answer the following questions:

1. What is service?
2. What do service providers supply?
3. What kind of industry is service?

In economics and marketing, a service is the non-material equivalent of a good. Service provision has been defined as an economic activity that does not result in ownership, and this is what differentiates it from providing physical goods. It is claimed to be a process that creates benefits by facilitating either a change in customers, a change in their physical possessions, or a change in their intangible assets.

By supplying some level of skill, ingenuity, and experience, providers of a service participate in an economy without the restrictions of carrying stock (inventory) or the need to concern themselves with bulky raw materials. On the other hand, their investment in expertise does require marketing and upgrading in the face of competition which has equally few physical restrictions.

Providers of services make up the tertiary sector of industry.
(<http://en.wikipedia.org/wiki/Service>, 29. 7. 2008)



Use a dictionary to find the Slovenian translations.

benefit _____
competition _____
to differentiate _____
expertise _____
to facilitate _____
intangible asset _____
inventory _____
provider _____
raw material _____

3.2 HOW TO READ A GRAPH



A graph is a picture of information

The picture provided by a graph can enable us to see information more quickly than having to read a table of data. A graph is information represented in the form of a picture, diagram or drawing. There are different types of graphs, i.e. a bar graph, a line graph and a pie chart (Figures 5, 6 and 7).

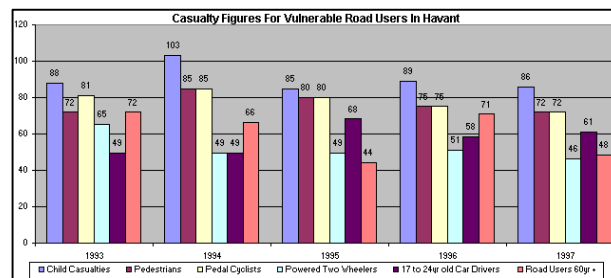


Figure 5: A bar graph

Source: <http://www.havant.gov.uk/havant-2377#1051> (22. 8. 2008)

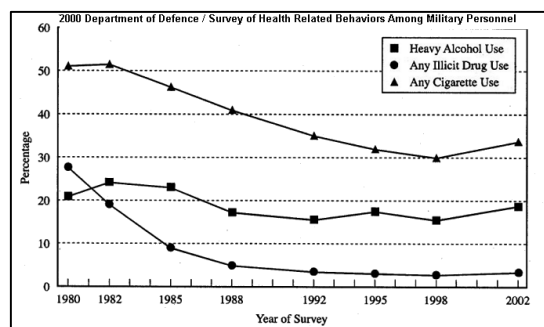


Figure 6: A line graph

Source : <http://www.tricare.mil/main/news/dodsurvey.htm#3.1> (22. 8. 2008)

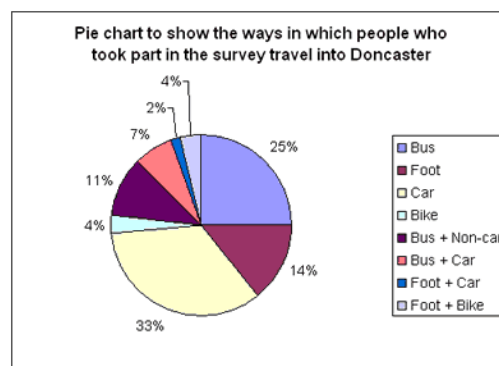
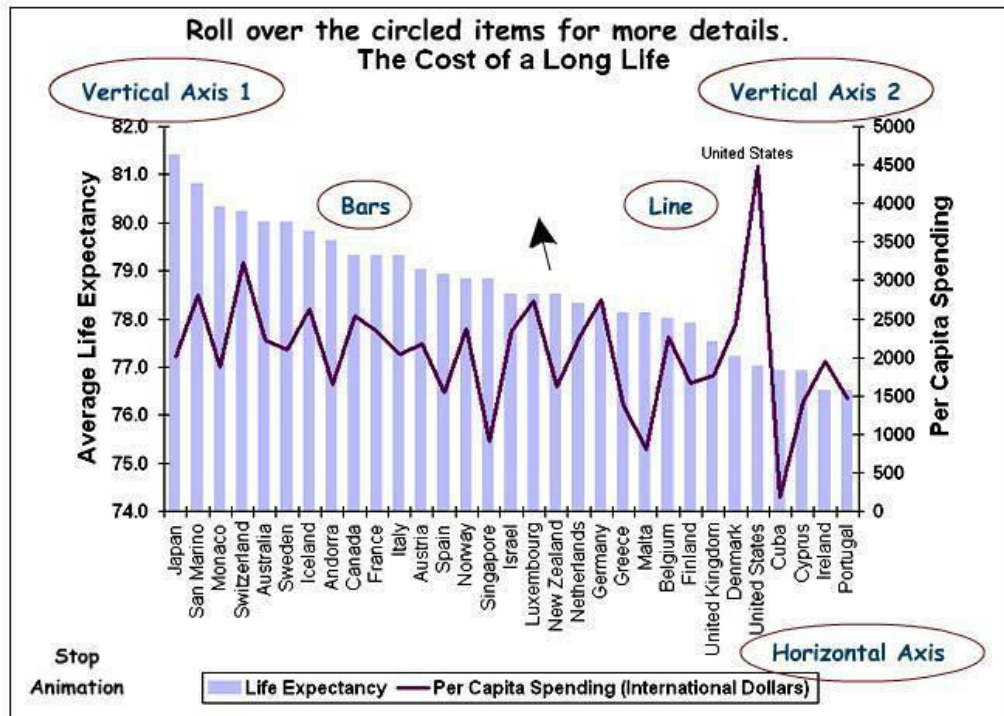


Figure 7: A pie chart

Source: http://www.doncaster.gov.uk/airq/focus_on.htm (22. 8. 2008)

However, you need to know how to read a graph, and how to find out what it is about (Figure 8).

Here is a graph from the Health section of the Atlas:



Above is a complex graph showing life expectancy and spending on health care for the thirty countries with longest life expectancies.

Figure 8: How to Read a Graph

Source: <http://ucatlas.ucsc.edu/howto/graph.html> (22. 8. 2008)

There are three main elements in a graph:

- a **vertical axis** (the y-axis);
- a **horizontal axis** (the x-axis);
- at least one **line** or set of **bars**.

To understand a graph, do the following:

1. Read the title of the graph.
2. Read the labels and the range of numbers along the side (the scale or vertical axis) and the information on the bottom (horizontal) axis.
3. Determine what units the graph uses. This information can be found on the axis or in the legend.
4. Look for patterns, groups and differences.

3. 3 DESCRIBING CHANGES



Use a dictionary and complete the table.

verb (action)	noun (thing)	adjective (describes a noun)	adverb (describes a verb)
to rise	a rise	slight	
to fall		sharp	
to increase		dramatic	
to decrease		steady	
to improve			
to recover			
to grow			
to decline			
to reduce			

Which adjective describes:

- a sudden, very large change?
- a sudden, large change?
- a very small change?
- a regular change (not sudden)?

↑	increase	decrease	↓
	rise	fall	
	go up	go down	



Look at the graph below and describe it (Figure 9). Use expressions from the chapter 'Describing changes' (page 22).

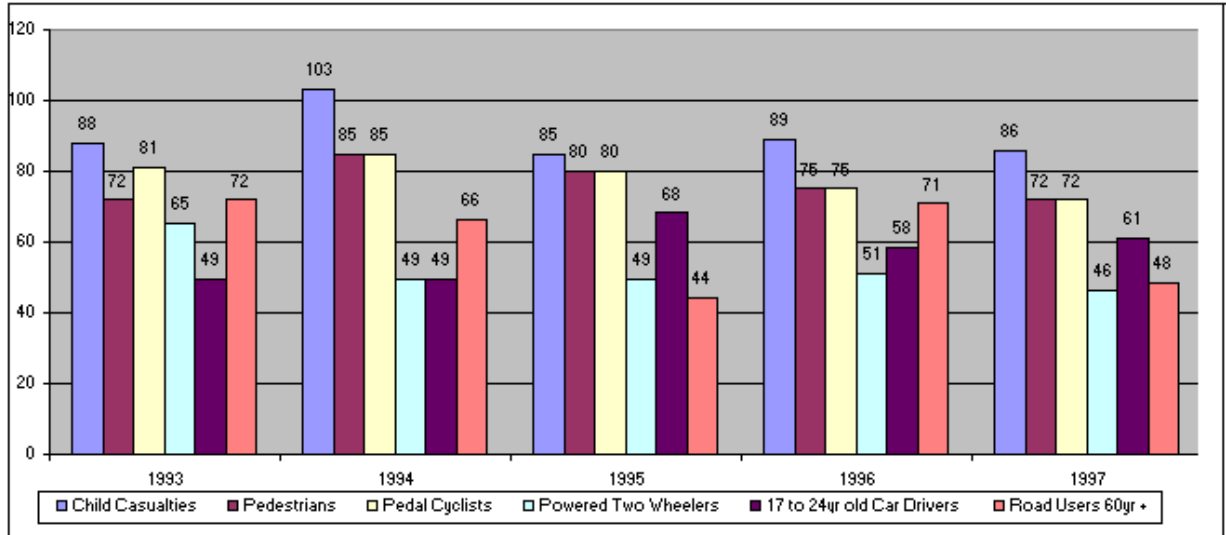


Figure 9: Casualty Figures for Road Users in Havant Borough
Source: <http://www.havant.gov.uk/havant-2377#1051> (22. 8. 2008)



Look at the graph below and describe it (Figure 10). Use expressions from the chapter 'Describing changes' (page 22).

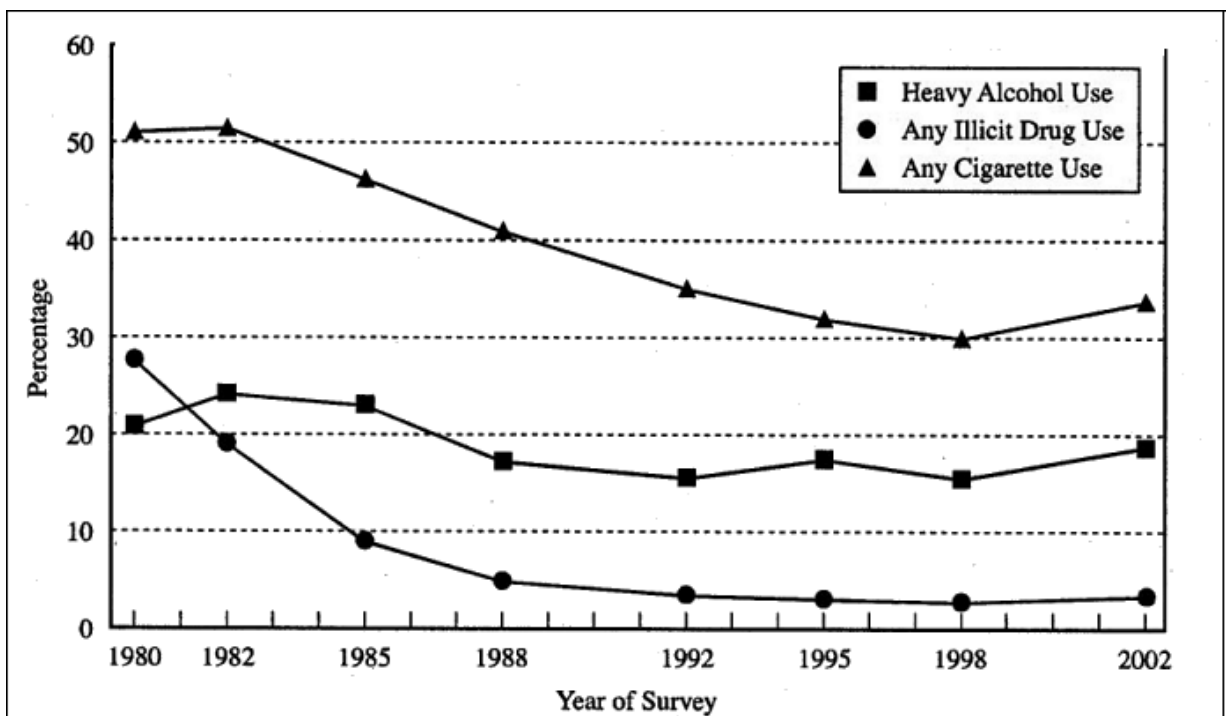


Figure 10: Survey of Health Related Behaviors among Military Personnel
Source: <http://www.tricare.mil/main/news/dodsurvey.htm#3.1> (22. 8. 2008)



Wordformation

WIT Postal Logistics



WIT Postal Logistics is a postal planning and logistics management firm. We provide mail-related and transportation services to both domestic and international clients.

Whether you are new to the mailing industry or have years of _____ (distribute) experience, WIT can help lower the costs and improve the _____ (reliable) of the distribution of your mail with proven strategies and techniques that build upon the strengths of the U.S. Postal Service. With the recent postal rate increases, the _____ (finance) incentives for drop entry have become more compelling than ever and our ability to _____ (optimum) these incentives while minimizing the cost of drop shipping is the core of our business.

With years of experience working with the USPS, our team of Postal Analysts is skilled in building distribution plans that optimize customer requirements in cost and timely _____ (deliver) – ultimately helping our clients achieve a greater ROI on their direct mail initiatives. If your goal is to improve your bottom line and outsource non-core deliverables to a proven _____ (provide), WIT is your choice for mail planning and distribution. (<http://www.witpostal.com/index.html>, 22. 8. 2008)



Reading. Read the text 'Armed Services and Military Catering' below and answer the questions. Give short answers.

1. What kind of service does TRICAT offer?
2. Who are TRICAT's clients?
3. Where is the management of this service located?
4. Which option can be used if there is no internet connection?

Armed Services and Military Catering

Operational catering requirements within Navy, Army and Air Force activities demand specific functionality, including daily messing rates, endurance reports for operational capability, rations management activities and specific nutritional analysis routines.



TRICAT forms the common platform across all 3 services for operational catering globally. Managed and coordinated by the Defence Food Services IPT, from their base in Bath, England. TRICAT has been in use for many years, and its relevance to other international military caterers is shown by our other major customer – the New Zealand Army.

TRICAT is a locally deployed solution, ideally suited to laptop installations “in the field”, and where internet connectivity is unavailable.

For users and projects where internet access is provided, then Saffron Spice is an alternative solution to consider. Saffron Spice is used by several of the leading contract catering and FM organisations involved in MOD contracts. These are either MAC or PAYD projects on a significant scale, usually across many locations and sites, run on a more commercial basis. (<http://www.fdhospitality.com/market-sectors/armed-services-and-military-catering>, 22. 8. 2008)

SUMMARY

The economy may be classified into subdivisions called sectors (also ‘industries’); according to the production chain there are three broad sectors in modern economy: the primary sector (extraction and production of raw materials), the secondary sector (transforming of raw or intermediate materials into goods) and the tertiary sector which provides services to consumers and businesses.

In this lesson you had to find specific information in authentic texts on the topic of economic sectors, discuss differences among individual economic sectors and practiced reading and describing a graph.

4 ENTERPRISE

After this unit you will be able to:

- talk about organisational structure of a company;
- describe a company;
- describe your occupation;
- write an application letter for a job;
- find detailed information about an enterprise;
- fill in a form.

4.1 COMPANY ORGANISATION



Here are some sections of a company. Do you know what their jobs are? Try to describe what they do.

- | | |
|-----------------------|---------------------------|
| 1. izobraževanje | 6. računovodstvo |
| 2. odvetniška pisarna | 7. realizacija investicij |
| 3. finance | 8. stiki z javnostjo |
| 4. kadri | 9. strategija in razvoj |
| 5. obračun prihodkov | 10. tajništvo |



Look at the telephone directory of the company 'Public Service Inc' (Figure 11). Find the Slovenian equivalent sections and departments. One item has been done as an example.

PUBLIC SERVICE INC. Internal Telephone Directory				
	Function	Extension	Function	Extension
6	Accounts	531	Human Resources	200
	Advertising	421	Information Office	204
	Company Secretary	100	Investments	532
	Corporate Development	300	Law Office	203
	Development Strategy	310	Personnel	201
	Education & Training	202	Planning	312
	Finance	530	Public Relations	420
	Finance & Business Control	500	Marketing	400
	General Manager	101	Income	533

Figure 11: Internal Telephone Directory

Source: Author's own



Look at the telephone directory again. There are: A) two MANAGEMENT posts mentioned, B) four DEPARTMENTS and C) a number of SECTIONS. Decide which entries are which; mark them A, B or C. When you have finished, check your answers with another student.



Now complete the organigram below with the **MANAGEMENT, DEPARTMENT and SECTION** entries of the telephone directory (Figure 12).

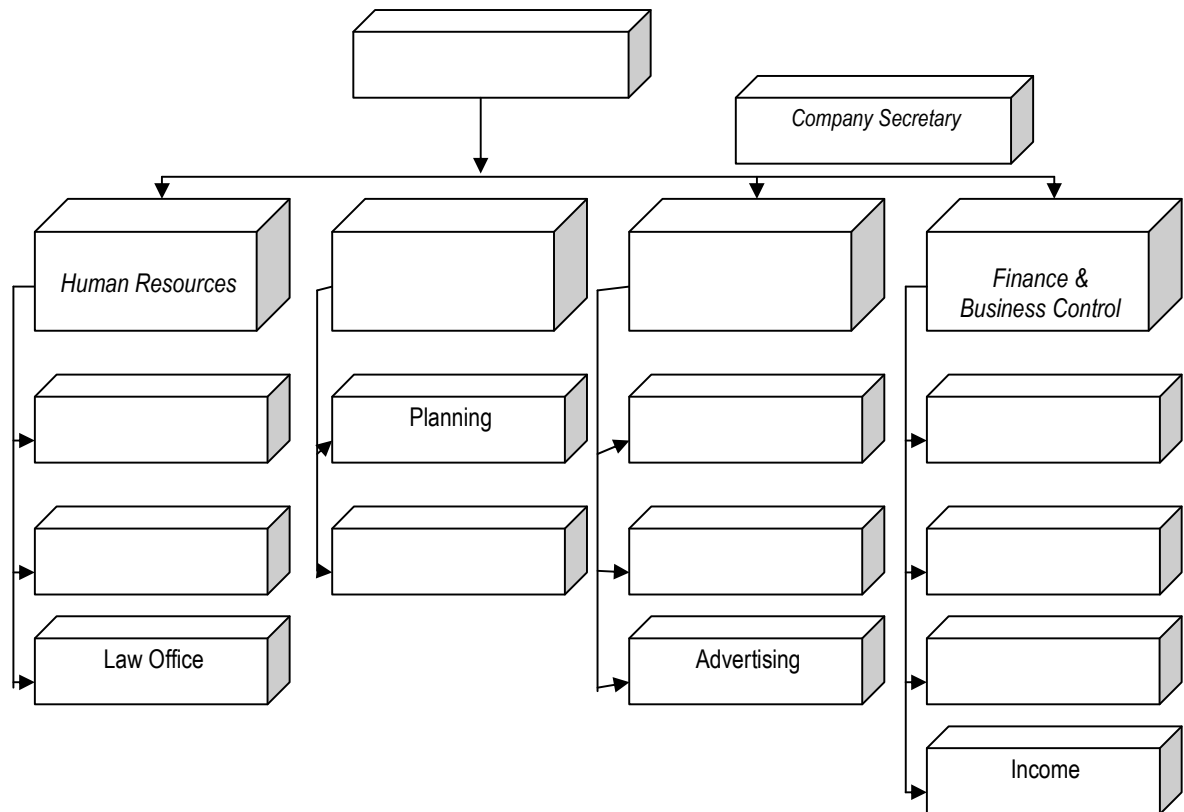


Figure 12: Organigram
Source: Author's own



Choose two of the sections shown in the organigram. Discuss their duties and responsibilities. Use a dictionary if necessary. Use the words and expressions below to write notes describing their duties:

supervises
reports to

in charge of
works with

responsible for
coordinates

looks after
deals with

Example:

Advertising Section

- part of Marketing Department
- reports to Marketing Director
- responsible for:
 - new advertising ideas;
 - informing public;
 - works with Public Relations Sector and Information Office

4.2 COMPLETING INFORMATION



Pair work

Student A

Speak to your partner and complete the missing information in the chart below (Figure 13). Here are some tips to help you.

Who is the head of...?
Who is responsible for...?
Who is in charge of...?
What does ... do?

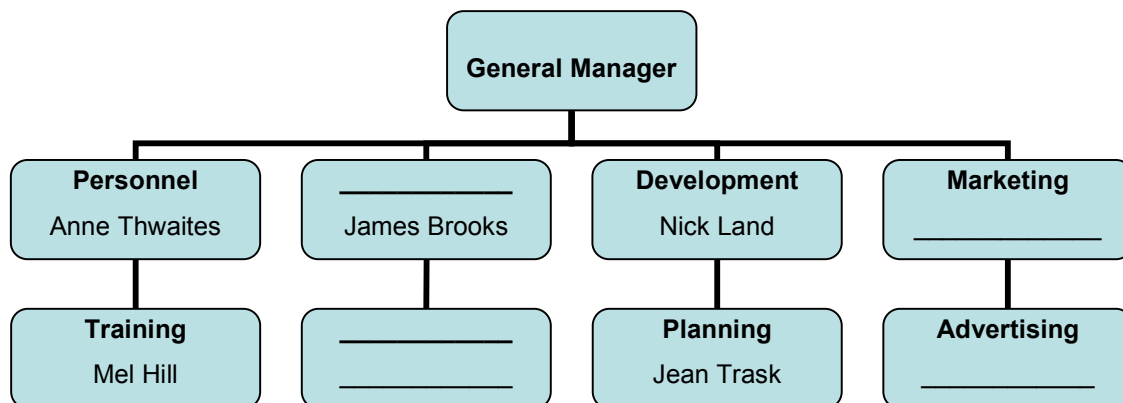


Figure 13: Organigram
Source: Bradley and Clarke, 1997, 9

Now use the same questions to ask your partner about his/her company or an imaginary one. Use the information to draw an organization chart of the company he/she describes.



Pair work

Student B

Speak to your partner and complete the missing information in the chart below (Figure 14). Here are some tips to help you.

Who is the head of...?
Who is responsible for...?
Who is in charge of...?
What does ... do?

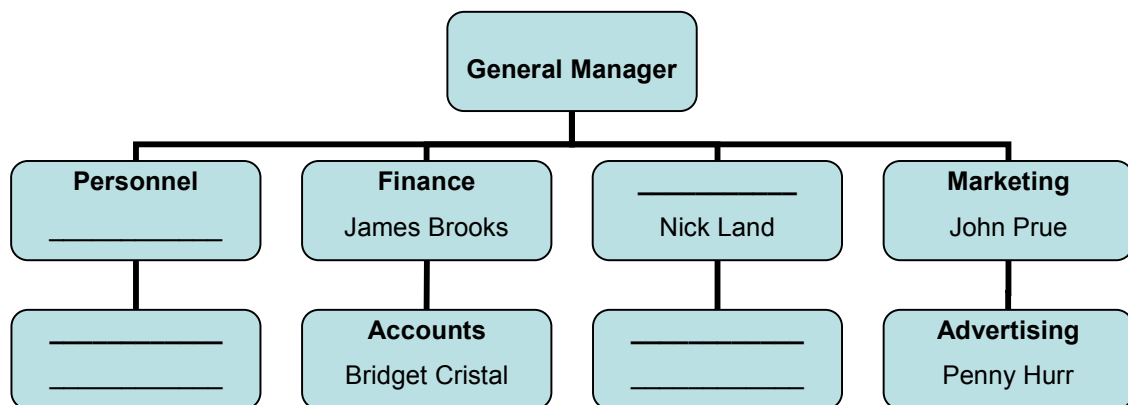


Figure 14: Organigram
Source: Bradley and Clarke, 1997, 9

Now use the same questions to ask your partner about his/her company or an imaginary one. Use the information to draw an organization chart of the company he/she describes.

4.3 TALKING ABOUT JOBS

Look at the job advertisements below. Are there any which would interest you?

United States Postal Service
requires
Data Conversion Operator

United States Postal Service is a large independent establishment of the Executive Branch of the United States Government.

Data Conversion Operators use a computer terminal to prepare mail for automated sorting equipment. They read type or handwritten addresses from a letter image on the terminal screen, and then select and type essential information so an address bar code can be applied to the letter.

Job Requirements: typing or data entry experience is required. Applicants must demonstrate the ability to type the required number of words and/or numbers per minute in a performance test. A successful applicant will be younger than 35. He/She will have an efficient approach to his/her work.

Annual earnings will be in the \$ 45,000–50,000 range; benefits include 6 weeks' holiday and a pension scheme. For further details, write to:

United States Postal Office
Personnel
1-800-ASK-USPS®
(800)275-8777
Washington DC

(<http://www.usps.com/employment/dataconversionoperator.htm> , 22. 8. 2008)

Alquest Technical Services Ltd
is looking for
Logistics Facilities Engineer

We supply nationwide small builder's routine kitchen and joinery requirements. We serve 234,000 registered customers from over 450 depots across the UK. We are actively developing the business around the needs of our customer and partner – the local builder.

The Logistics Facilities Engineer/Group Leader Level will be based in Northampton with responsibility for the daily maintenance organisation and legal compliance inspections of large buildings.

A successful candidate will have effective operational experience, good understanding of technical and environmental legislation, effective planning and project management and good communications skills. Knowledge of English is essential.

Annual payment will range from £ 35,000–40,000, benefits include life insurance, a dental program, 21 days holiday pay.

Application and CV to be sent to:
Alquest Technical Services
Jerry Langford
9 Billington Road
Bedfordshire LU7
United Kingdom

(<http://www.jimfinder.com/job-details/304632/Logistics-Facilities-Engineer-and-Group-Leader-level.aspx?source=clickajob>, 9. 12. 2008)



Read the advertisements again. Make notes on:

- title of the job
- type of firm
- tasks involved
- salary & other benefits

4. 4 WRITING A JOB DESCRIPTION



Look at the list of headings to include in the job description. Match the headings with the paragraphs A, B, C and D.

- ☐ financial conditions
- ☐ social environment
- ☐ duties and methods of work
- ☐ future prospects



Look at the following list of points to include in a job description. Do they belong under A, B, C or D?

- ☐ contact with other people
- ☐ type of people with whom most in contact
- ☐ extent of authority and responsibility
- ☐ possibilities of promotion
- ☐ salary range
- ☐ location of job
- ☐ prospects of improving job
- ☐ range of products/services
- ☐ holidays and benefits
- ☐ unpleasant or difficult aspects of work

Computer and Information Systems Managers

A Computer and information systems managers plan, coordinate, and direct research and design the computer-related activities of firms. They plan and coordinate activities such as installation and upgrading of hardware and software, programming and systems design, development of computer networks, and implementation of Internet and intranet sites. They analyze the computer and information needs of their organization, from an operational and strategic perspective, and determine immediate and long-range personnel and equipment requirements. They assign and review the work of their subordinates, and stay abreast of the latest technology in order to assure the organization does not lag behind competitors.

Computer and information systems managers spend most of their time in an office. Most work at least 40 hours a week and may have to work evenings and weekends to meet deadlines or solve unexpected problems. Like other workers who sit continuously in front of a keyboard, computer and information system managers are susceptible to eyestrain, back discomfort, and hand and wrist problems such as carpal tunnel syndrome.

B Computer and information systems managers must possess strong interpersonal, communication, and leadership skills because they are required to interact not only with their staff, but also with other people inside and outside their organization. They also must possess team skills to work on group projects and other collaborative efforts. Computer and information systems managers increasingly interact with persons outside their organization, reflecting their emerging role as vital parts of their firm's executive team.

C Computer and information systems managers may advance to progressively higher leadership positions in their field. Some may become managers in non-technical areas such as marketing, human resources, or sales. In high technology firms, managers in non-technical areas often must possess the same specialized knowledge as do managers in technical areas.

D Earnings for computer and information systems managers vary by specialty and level of responsibility. Median annual earnings of these managers in 2002 were \$ 85,240. The middle 50 percent earned between \$ 64,150 and \$ 109,950.

In addition, computer and information systems managers, especially those at higher levels, often receive more employment-related benefits — such as expense accounts, stock option plans, and bonuses — than do non-managerial workers in their organizations.

(<http://www.bls.gov/oco/ocos258.htm>, 9. 12. 2008)



What's Your Ideal Career?

1. You tend to enjoy:

- ☐ studying/solving math or science problems.
- ☐ working with animals, tools, or machines
- ☐ creative activities like art, drama, crafts, dance, music, or fiction writing.
- ☐ working with numbers, records, or machines in a set, orderly way.
- ☐ leading and persuading people, as well as selling products and ideas.
- ☐ doing things to help people such as teaching or providing information.

2. On the other hand, you tend to avoid:

- ☐ ambiguous, unstructured activities.
- ☐ social activities that involve teaching, healing, or informing others.
- ☐ repetitive or highly ordered activities.
- ☐ leading, selling, or persuading people.
- ☐ using machines or tools to achieve a goal.
- ☐ activities that require careful observation and scientific, analytical thinking.

3. You are best at:

- ☐ mechanical things and working with new tools.
- ☐ getting your head around a bunch of numbers and facts at once.
- ☐ inspiring people and getting them to see things your way.
- ☐ understanding complex math and science problems.
- ☐ using your natural artistic abilities.
- ☐ counselling or explaining things to people.

4. You see yourself as:

- ☐ precise, scientific, and intellectual.
- ☐ practical, mechanical, and realistic.
- ☐ expressive, original, and independent.
- ☐ orderly and good at following a set plan.
- ☐ energetic, ambitious, and sociable.
- ☐ helpful, friendly, and trustworthy.

5. At school, you are most likely to:

- ☐ run for student government.
- ☐ do research in the library.
- ☐ perform in band or in a play.
- ☐ excel in all of your coursework.
- ☐ join a few clubs or volunteer for a favourite cause.
- ☐ compete in athletic activities.

(<http://www.blogthings.com/idealcareerquiz/>, 22. 8. 2008)



Write a description of your present job or your ideal job in about 150 words. The text on *Computer and Information System Managers* can help you. Include duties and methods of work, social environment, financial conditions and future prospects.



4.5 CHOOSING A CANDIDATE

You and your partner work for the Personnel Department of a large logistics company in London. You require a new engineer for terrain work in Scotland.

Before you begin, look at your different roles in the boxes A and B.

Essential	Desirable
experience in the field	good communication skills a team player initiative

Student A	Student B
You are impressed by qualifications. You think experience is good but you would take a risk with someone young and enthusiastic. For you a good academic background is important and knowledge beyond the specific job.	You don't like people with lots of academic qualifications. You started work at 15 and didn't go to university. But you have lots of experience; you worked hard, and succeeded in everything. For you, the most important things are experience, knowledge of the job, and the ability to work hard.

There are three candidates for the job. Look at the information about the candidates below, discuss the three candidates with your partner, decide who is best suited for the job and explain why.

Isaac Pascal, 32 - vocational college, logistics - good references from previous employer - now works for London Office - wants to move to Scotland - wants a higher salary – underpaid in present job	Jasmina Shyam, 24 - university graduate, logistics - just graduated, top of the class - no work experience - excellent ideas, good communication skills, hard working, keen	Bill Jeffries, 40 - no university education, started work at 18 8 years Logistics Director's Assistant - wants a challenge and something new - earns a good salary in present job
---	---	---

4. 6 WRITING FORMAL LETTERS

When writing letters you need to think about:

- a. letter layout
- b. openings and general style
- c. endings
- d. contents, or main body of the letter

a. Letter layout

Look at the letters below and answer the following questions:

- What can you notice about the layout of the paragraphs?
- Is there any punctuation in the addresses?
- What differences are there between the two letters?

A	B
VEOLIA TRANSPORT D.D Cesta k Tamu 7 2000 Maribor 3 Jan 2008 Lesnina Partizanska 1 2000 Maribor Dear Sir or Madam We are expanding our offices in Maribor and we will need extra desks, lights, chairs and filing cabinets. Please send us your catalogue with prices, sizes and colours for these items. I look forward to hearing from you soon. Yours faithfully <i>Katarina Novak</i> Ms Katarina Novak Manager	VEOLIA TRANSPORT D.D Cesta k Tamu 7 2000 Maribor 3 Jan 2008 Mr Peter Kovač Lip Bled Jezerska ulica 14 4350 Bled Dear Mr. Kovac We are expanding our offices in Maribor and we will need extra desks, lights, chairs and filing cabinets. Please send us your catalogue with prices, sizes and colours for these items. I look forward to hearing from you soon. Yours sincerely <i>Katarina Novak</i> Ms Katarina Novak Manager

b. Openings and general style

Here are some ways to open a letter. Find the correct matches. One is done as an example.

- | | |
|---------------------|--|
| 1 Dear Sir or Madam | A to a friend or someone you know well |
| 2 Dear Sir | B to an unmarried woman |
| 3 Dear Madam | C to a married woman |
| 4 Dear Mr Smith | D to a married or unmarried woman |
| 5 Dear Mrs Smith | E to a man |
| 6 Dear Ms Smith | F to a woman if you do not know her name |
| 7 Dear Miss Smith | G to a man if you do not know his name |
| 8 Dear John | H to a company |

1 H; 2 ____; 3 ____; 4 ____; 5 ____; 6 ____; 7 ____; 8 ____;

c. Endings

The way you close the letter depends on how you open it. Match each opening with the correct ending.

openings

Dear Mrs Wilson

Dear Madam

Dear Ms Smith

Dear Petra

endings

Best wishes

Yours faithfully

Yours sincerely

d. Body of the letter

Below are some sentences taken from various letters. Use this material as a reference when you write your own letters. Find the appropriate matches.

- | | |
|--|---|
| 1. asking for information | a. I am writing to apologise for not sending you all the information you requested. |
| 2. introducing the subject of the letter | b. In view of all the problems we had, I feel your company should refund our money. |
| 3. making suggestions | c. I would really be grateful if you could send me details of courses you offer. |
| 4. giving information | d. I am writing in connection with an advertisement in The Times newspaper. |
| 5. explaining why | e. We have been forced to increase our prices. This is owing to/due to/because of the fall of the Euro. |
| 6. making complaints | f. I regret to inform you/I am sorry to tell you that you were not successful. |
| 7. apologising | g. Unfortunately, we have not received the filing cabinets. Please could you/we would be grateful if you could/we would appreciate it if you could deliver them soon. |



Yesterday, you interviewed two people for a job of a Shipping Manager Assistant in your company. Write two short letters, one to the person who got the job and the other to the person who did not get it, telling them your decision. Invent any necessary details.



Read the job advertisement below. Write a letter of application for a job. Invent any necessary details.

**ADRIA AIRWAYS
THE AIRLINE OF SLOVENIA**

is currently looking for a

Logistician

The candidate will be responsible for:

- department of transport and logistics
- continuous improvement in operation

We are looking for a reliable, innovative and communicative person with:

- strong technical knowledge and ability to present complex technical concepts to senior executives so they can understand the impact and benefits
- strong teamwork and interpersonal skills are fundamental, as well as fluency in English and German

The successful candidate will be based at Ljubljana Airport.

Apply with a CV to:

Janez Novak
Adria Airways, d. d.
Letališka ulica 501
1576 Ljubljana

4. 7 WRITING A CV

When preparing an effective Curriculum Vitae you should consider the 5Cs:

- **Clear** – well-organized and logical
- **Concise** – relevant and necessary
- **Complete** – includes everything you need
- **Consistent** – don't mix styles or fonts
- **Current** – up-to-date

You should include:

CURRICULUM VITAE PERSONAL DETAILS Full name: Date of birth: Place of birth: Address: Telephone number: E-mail address: EDUCATION AND QUALIFICATIONS WORK EXPERIENCE COMPETENCIES
--

What should you leave out of your CV?

- ✗ **Photos:** the only people who need to include these are models, actors and actresses.
- ✗ Any sort of **failure:** exams, marriages, businesses, etc.
- ✗ **Reasons for leaving** each job.
- ✗ **Salary information:** this can only be used to reject your application. If an advertisement specifically requests this information you can always include the information in your cover letter.
- ✗ **Fancy patterns/borders:** these detract from your presentation.
- ✗ **Title pages, binders and folders** are usually unnecessary and can be off-putting.
- ✗ Leave out **age** (put in date of birth instead), **weight, height, health**, or any other personal information that is irrelevant to your application.
- ✗ Do not use **poor quality photocopies** of your CV. They make it look as though you are sending off your CV to lots of companies and that you may not be too bothered who you work for. (<http://www.alec.co.uk/cvtips/whatleav.htm>, 22. 8. 2008)



Find Europass CV on the web site of the European Commission, download the English version, fill it in according to the instructions and hand it to your mentor for check. (<http://europass.cedefop.europa.eu/europass/home/hornav/Downloads.csp>, 9. 12. 2008)

WRITING LETTERS – SUMMARY

When you decide to write a letter you should always keep in mind the following points:

- ✓ **GREETING:** **Dear.....**
- ✓ **INTRODUCTION:** **reason for writing/purpose of the letter**
- ✓ **MAIN BODY:** **information, details, questions (etc.)**
- ✓ **CONCLUSION:** **action to be taken/what happens next**
- ✓ **ENDING:** **Yours faithfully/Yours sincerely**

SUMMARY

Each corporation includes several departments and sections. In this unit we dealt with an example of an organisational structure of a company. We also dealt with professions: describing a profession, writing an application letter and a CV. We learnt how to discuss and persuade a person of our point of view.

5 SAFETY

After this unit you will be able to:

- find specific information in authentic texts with the topic of safety;
- discuss occupational health and safety;
- write about traffic safety;
- identify and describe various dangerous goods.



How would you define 'safety'? Which areas of our lives does it cover?



Look at the definition of the word 'safety' in Encyclopedia Britannica.

safety

... those activities that seek either to minimize or to eliminate hazardous conditions that can cause bodily injury. Safety precautions fall under two principal headings, occupational safety and public safety. Occupational safety is concerned with risks encountered in areas where people work: offices, manufacturing plants, farms, construction sites, and commercial and retail facilities. Public safety involves hazards met in the home, in travel and recreation, and other situations not falling within the scope of occupational safety. (<http://www.britannica.com/EBchecked/topic/516063/safety>, 22. 8. 2008)

5. 1 OCCUPATIONAL HEALTH AND SAFETY



Read the text below and answer the following questions:

1. What kind of injury did Mr. Blanchard suffer at work?
2. Describe the accident in your own words.
3. What was the cause of the accident?

Accident at Work due to Lack of Training Leads to £15,000 Payout for Rotherham Man

Injury from accident at work due to lack of training

A Rotherham man has been awarded £ 15,000 in an out-of-court settlement by his former employers after suffering a serious injury to his face which has resulted in permanent disfigurement.

His settlement was secured with help of David Urpeth, Partner at personal injury experts Irwin Mitchell, based at the firm's Riverside offices in Sheffield.

Sean Blanchard, 35, a married father of 2, of Sunnyside, Rotherham had been employed by Avery Berkel based in Sheffield, for 16 years. The accident occurred whilst Mr. Blanchard was attempting to repair platform scales at Bedford Steels in Sheffield.

Mr. Blanchard attempted to lift the scales with a crane but, due to inadequate training from his employers, he did this in a manner which resulted in the lifting equipment failing and Mr. Blanchard being struck in the face by the lifting hook. He sustained deep lacerations to lip, chin and tongue requiring 45 stitches.

He said: "I was in immediate pain. I wasn't sure what had happened but felt two teeth loose in my mouth. When I put my hands to my mouth, I noticed I was bleeding a lot and knew I had been badly injured."

"I was rushed to hospital and underwent painful surgery to repair the damage to my face." (<http://www.irwinmitchell.com/PressOffice/PressReleases/accident-at-work-poor-lack-of-training-rotherham.htm>, 22. 8. 2008)



Read the text below and answer the following questions:

1. "*Prevention is better than cure.*" says an old English proverb. Is that true for the first paragraph of the text?
2. In what ways can our workplace be dangerous?
3. Who is responsible for health and safety at work?

Occupational Health and Safety

Workers in every occupation can be faced with a multitude of hazards in the workplace. Occupational health and safety addresses the broad range of workplace hazards from accident prevention to the more insidious hazards including toxic fumes, dust, noise, heat, stress, etc. Preventing work-related diseases and accidents must be the goal of occupational health and safety programmes, rather than attempting to solve problems after they have already developed.



Hazards in the workplace can be found in a variety of forms, including chemical, physical, biological, psychological, non-application of ergonomic principles, etc. Because of the multitude of hazards in most workplaces and the overall lack of attention given to health and safety by many employers, work-related accidents and diseases continue to be serious problems in all parts of the world. Therefore, trade unions must insist that employers control hazards at the source and not force workers to adapt to unsafe conditions.

Management commitment to health and safety and strong worker participation are two essential elements of any successful workplace health and safety programme. The most effective accident and disease prevention begins when work processes are still in the design stage. (<http://actrav.ilo.org/actrav-english/telearn/osh/intro/inmain.htm>, 9. 12. 2008)



Wordformation. Read the text again. Find the words that belong to the same word family and complete the table. Use the dictionary.

verb	noun	adjective
to occupy	occupation	
to succeed	success	
to attend		attentive
	face	facial
to prevent		preventive
to save		safe



Identifying hazards in the workplace

The pictures below show different workplaces where a variety of hazards can be found. Look at the pictures and imagine what sort of problems might exist in each workplace. Make notes on the hazards that may be associated with these jobs. (<http://actrav.iteilo.org/actrav-english/telearn/osh/intro/inmain.htm>, 9. 12. 2008)



a mechanic	an agricultural worker	an office worker	a construction worker



Safety at your workplace. Now that you have begun to consider the possible hazards in different workplaces, consider and discuss the hazards in your own workplace. Think about the following:

- Describe the job you do.
- What hazards do you know exist in you workplace?
- Are there other conditions at work that you suspect may be hazardous but you are not sure about?

Write about 150 words.

5.2 TRAFFIC SAFETY



Read the text below and answer the questions.

- What is the purpose of traffic signs?
- What information can traffic signs convey?
- What does the need for traffic signs depend on?
- Which basic conditions do the traffic signs have to fulfil?

Purpose of Traffic Signs

Traffic signs, signals and markings are provided to convey messages to road users. Road traffic signs may either contain instructions, warning or information.

The need for traffic signs grows in proportion to the density of traffic, speed of operation, the complexity of the road and street system, as well as the complexity of maneuvering areas on freeways and at interchanges and intersections.

To be effective, the installation of each device should:

- conform to required standards;
- fulfil a road user need;
- give adequate time for proper response by drivers;
- be comprehensive and give the information required;
- convey a clear, simple meaning or message at a glance.

(<http://www.transport.gov.za/library/legislation/roadtraffic/02purpose.html>, 22. 8. 2008)

Standard Sign Shapes and Their Meanings

Traffic signs convey information to travelers through their shape, color, message, and placement (Figure 15).

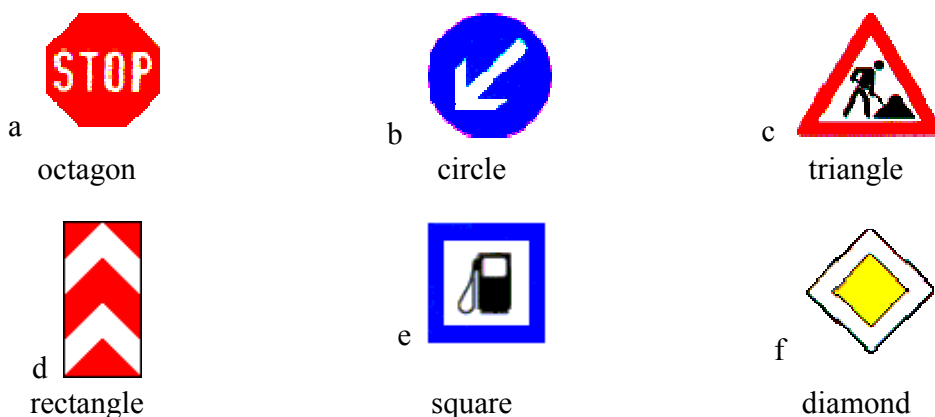


Figure 15: Traffic signs

Source: Adapted from: http://en.wikipedia.org/wiki/Comparison_of_European_traffic_signs
(9. 12. 2008)



Write the adjective to the nouns.

circle: The traffic sign is _____.
 octagon: The traffic sign is _____.
 rectangle: The traffic sign is _____.
 triangle: The traffic sign is _____.



Match the following descriptions with the signs in ‘Standard Sign Shapes and Their Meanings’.

☐	Road work
☐	Priority road (You have the right-of-way at all intersections on this road until a "Yield", "Stop", or "End of Priority Road" sign is reached.)
☐	Stop
☐	Gas station
☐	Obstruction marker (This sign is posted on the edge of an object in the roadway. You may pass by the object on either side.)
☐	Pass by here on left side



Draw the following figures.

- An equilateral triangle of about two centimetres in length. Draw a small circle at the centre of the triangle and then draw lines from the centre of the circle to each of the angles of the triangle.
- A rectangle with diagonal lines joining opposite angles.
- An octagon with equal sides. Draw an oval in the middle of the octagon.



Wordformation. Read the text ‘Winter Driving’ below and complete it with the correct form of the word given in brackets.

Winter driving

The British weather can be unpredictable. You need to take special care when it affects ¹ _____ (**visible**) or road conditions.

Driving in winter

Good vehicle ² _____ (**maintain**) is particularly important in winter. Make sure your battery is ³ _____ (**full**) charged, your tyres have plenty of tread and are the right ⁴ _____ (**press**), and your wipers and lights work properly. Add anti-freeze to the radiator and top up screen wash.



Keep sunglasses handy – dazzle from winter sun can be ⁵ _____ (**danger**). You should always carry a scraper and de-icer to clear windows and mirrors.

Ice and slush make driving particularly ⁶ _____ (**hazard**) – it can take 10 times longer to stop than on a dry road.

- When driving, use the highest gear possible to avoid wheel spin.
- Manoeuvre gently, avoiding sudden braking or ⁷ _____ (**accelerate**).
- To brake without locking your wheels, get into low gear earlier than normal, allow your speed to fall and use the brake pedal ⁸ _____ (**gentle**).

Take care around winter maintenance vehicles. Keep a safe ⁹ _____ (**distant**) behind salting lorries and snow ploughs, and don't attempt to overtake. Watch out for banks of snow thrown up the plough.

In really bad snow, don't drive unless you absolutely need to. Check weather forecasts and travel ¹⁰ _____ (**inform**), and if possible tell someone when you expect to arrive. Make sure you're equipped with warm clothing, food, a torch and spade in case you get stuck.

Driving in fog

- Drive slowly and use dipped headlights or fog lights.
- Don't hang on to the tail-lights of the vehicle in front – you may be too close.
- Don't speed up if it seems to be clearing; fog drifts rapidly and is often patchy.

Driving on flooded roads

- Stay in first gear and drive slowly.
- Slip the clutch to keep the engine speed high and avoid stalling.
- If possible drive in the middle of the road to avoid deeper water near the kerb.

(<http://www.brake.org.uk/index.php?p=602>, 9. 12. 2008)



Read the text "Winter driving" again and do the following:

- Find 5 car parts.
- Find 2 maintenance vehicles.
- Find 3 things that belong to the winter equipment of a car.
- What should you do when driving in winter conditions?



What is winter safety like on Slovenian roads? Think about the following:

- What is done by the maintenance organisations?
- What do the drivers have to do?
- What does the law say about winter safety on our roads?

Write your opinion in about 150 words.

5.3 DANGEROUS GOODS



Read the text ‘More dangerous goods banned in EU’. With your partner discuss the following:

- How would you define ‘dangerous goods’?
- Why can they be dangerous?
- What is the text about?
- Which goods are ‘dangerous’ in the text? Why?



More dangerous goods banned in EU

The European Commission has released figures showing a rapid rise in the number of dangerous goods withdrawn from sale across the European Union.



The increase is seen in Brussels as proof that an EU-wide alert system is working better to protect consumers. The number of non-food items banned from sale more than doubled between 2004 and 2006. Toys now form the biggest category of hazardous goods on sale, the vast majority of them from China.

Examples posted on the website of the rapid alert system, Rapex, include:

- A teddy bear, which a child could take apart, and choke on the filling, or be cut by a sharp internal part
- A mini-motorbike, with a poorly guarded drive chain, and badly insulated wiring next to the fuel tank
- A counterfeit Superman toy containing poisonous high-lead paint
- A skin cream-gel containing a dangerous fungus

"The increase in products withdrawn shows there is better surveillance and better enforcement, not necessarily that there are more unsafe toys on sale," said British trading standards officer, Christine Heemskerk, from Surrey. Another factor was that countries which joined the EU in 2004 were now notifying Rapex about products on sale on their markets. "Some of them had no controls at all in the past, and are only now getting to grips with the problem," she said.

When officials in one country report a dangerous product, the alert goes out to all 27 EU member states. About 1,000 alerts were issued in 2006, about two-thirds of which originated in the UK, Germany, Hungary, Greece and Spain.

Ms Heemskerk said that the high proportion of Chinese goods among those withdrawn said more about the volume of imports from China, than Chinese safety standards. A European Commission source also said that China was co-operating with the EU by revoking export licences for some hazardous goods. (<http://news.bbc.co.uk/2/hi/europe/6569797.stm>, 24. 8. 2008)



Read the text 'Dangerous goods' and answer the following questions:

- What are dangerous goods?
- What safety measures do you have to take if you transport dangerous goods?
- How does the European Union regulate transport of dangerous goods?



Dangerous goods

Dangerous goods (hazardous materials) are any solid, liquid, or gas that can harm people, other living organisms, property, or the environment. Dangerous goods may be radioactive, flammable, explosive, toxic, corrosive, bio-hazardous, an oxidizer, an allergen, or may have other characteristics that render it hazardous in specific circumstances.

The risks associated with hazardous materials may require the application of safety precautions during their transport, use, storage and disposal. Most countries regulate hazardous materials by law, and they are subject to several international treaties as well.

Persons who handle dangerous goods will often wear protective equipment, and metropolitan fire departments often have a response team specifically trained to deal with accidents and spills. Persons who handle or potentially come into contact with dangerous goods as part of their work are also often subject to monitoring or health surveillance to ensure that their exposure does not exceed occupational exposure limits.

The European Union has passed numerous directives and regulations to avoid the dissemination and restrict the usage of hazardous substances, the most famous being the Restriction of Hazardous Substances Directive and the REACH regulation. There are also long standing European treaties such as ADR and RID that regulate the transportation of hazardous materials by road, rail, river and inland waterways, following the guide of the UN Model Regulation.

Dangerous goods are divided into classes on the basis of the specific chemical characteristics producing the risk. (http://en.wikipedia.org/wiki/Dangerous_goods, 24. 8. 2008)

Labeling of dangerous goods



Look at the symbols for hazardous materials and match the symbols with the correct definition (Figure 16).

C/Corrosive

E/Explosive

F/Flammable

N/Environmental Hazard

O/Oxidizing

T/Toxic

Xn/Harmful; Xi/Irritant



Figure 16: Dangerous Goods

Source: Adapted from: http://en.wikipedia.org/wiki/Dangerous_goods (24. 8. 2008)

SUMMARY

In this unit we dealt with the topic of safety. We discussed occupational health and safety, traffic safety and safety precautions when transporting hazardous materials.

6 COMPUTERS

After this unit you will be able to:

- talk about computers and their use;
- find specific information;
- look for and use information on the internet.



Discuss with your partner.

- How much time do you spend at your computer?
- What do you use the computer for?



Read the text about the computer and answer the questions.

- What is a computer?
- How does it work?
- What are computers used for?

A **computer** is a device or machine for processing information from data according to a program — a compiled list of instructions. The information to be processed may represent numbers, text, pictures, or sound, amongst many other types.

Computers are extremely versatile. In fact, they are universal information processing machines. A computer with a certain minimum threshold capability is in principle capable of performing the tasks of any other computer, from those of a personal digital assistant to a supercomputer.

Therefore, the same computer designs have been adapted for tasks from processing company payrolls to controlling industrial robots. (<http://en.wikipedia.org/wiki/Computers>, 18. 10. 2008)



Explain the following words.

- data _____
- versatile _____
- threshold _____
- payroll _____



Computer Word search. Can you find all the words? They can go horizontally, vertically and diagonally in all eight directions (Figure 17). Words may overlap and share 1 or more letters.

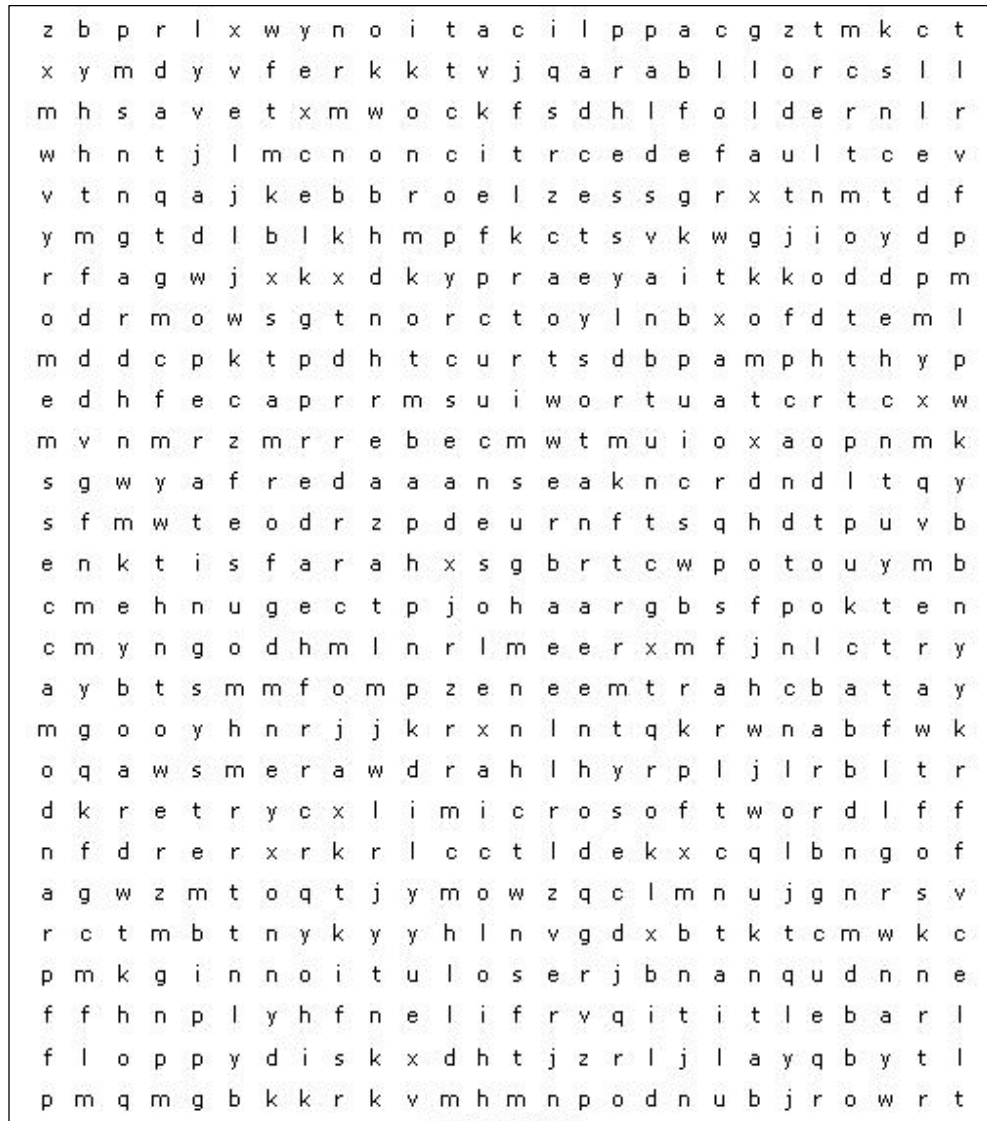


Figure 17: Computer wordsearch

Source: <http://www.puzzle-club.com/computer-h.html> (18. 10. 2008)

application	default	font	document	screen
backup	desktop	footer	monitor	software
cell	document	format	mouse	spreadsheet
chart	drag	formula	paste	table
column	edit	hardware	print	titlebar
copy	excel	header	program	toolbar
cursor	file	icon	print	tower
cut	floppy disk	keyboard	program	undo



Wordformation.

Intelligent Transport Services

Our ITS team provide expert international consultancy in developing, managing, testing, evaluating and improving transport services through technology and communications.



More and more emphasis is being made on improving transport by making better use of existing networks through proactive control and better ¹ _____ (**inform**).

Our ITS team has ² _____ (**world**) experience in developing and deploying these services. We have a wide range of skills ranging from policy and business case development through to feasibility study, design, deployment and ³ _____ (**install**).

We have extensive experience in pan ⁴ _____ (**Europe**) projects. We have also provided services ⁵ _____ (**direct**) to the European Commission. In doing so, we have built up a wide reputation for our ⁶ _____ (**profession**) quality and established an excellent network of European partners.

Our highway work has not just been on the roadside. We have also developed in-vehicle services, particularly the RDS-TMC service deployed by our clients ITIS in the UK, for Toyota, Ford and BMW. We have taken this project from an initial public sector study right through to a ⁷ _____ (**commerce**) system with paying customers. We are also at the forefront of using floating vehicle data for network monitoring and ⁸ _____ (**congest**) prediction.

We have also been involved in the ⁹ _____ (**develop**) of England's Traffic Control Centre (TCC) project and are now working on the M42 Active Traffic ¹⁰ _____ (**Manage**) Scheme in the Midlands, bringing our expertise in ramp metering and operational regimes. (<http://www.fabermaunsell.com/MarketsAndServices/39/23/index.jsp>, 19. 4. 2007)



Wordformation

USNO NAVSTAR Global Positioning System



The following Global Positioning System (GPS) information is obtained from the *1994 Federal Radionavigation Plan (FRP)*, prepared jointly by the Department of Defense (DoD) and the Department of Transportation (DoT) and other sources such as conferences, meetings and seminars.



The GPS is a DoD developed, _____ (**world**), satellite-based radio navigation system that will be the DoD's primary radio navigation system well into the next century. The constellation consists of 24 _____ (**operation**) satellites. The U.S. Air Force Space Command (AFSC) formally declared the GPS satellite constellation as having met the _____ (**require**) for Full Operational Capability (FOC) as of April 27, 1995. Requirements include 24 operational satellites functioning in their assigned orbits and _____ (**success**) testing completed for operational military functionality.

GPS provides two levels of service, Standard Positioning Service and the Precise Positioning Service.

The Standard Positioning Service (SPS) is a positioning and timing service which will be available to all GPS users on a continuous, worldwide basis with no direct charge. SPS will be provided on the GPS L1 frequency which contains a coarse acquisition (C/A) code and a navigation data message. SPS provides a predictable positioning _____ (**accurate**) of 100 meters horizontally and 156 meters vertically and time transfer accuracy to UTC within 340 nanoseconds.

The Precise Positioning Service (PPS) is a highly accurate military positioning, velocity and timing service will be available on a _____ (**continue**), worldwide basis to users authorized by the U.S. P(Y) code capable military user _____ (**equip**).

Limited, non-Federal Government, civil use of PPS, both domestic and foreign, will be considered upon request and authorized on a case-by-case basis, provided:

- It is in the U.S. national interest to do so.
- Specific GPS security requirements can be met by the _____ (**apply**).
- A reasonable alternative to the use of PPS is not available.

(<http://tycho.usno.navy.mil/gpsinfo.html>, 24. 8. 2008)



Wordformation

Scio Systems and LynxOS put the U.S. Mail in its Place

Founded in 1990, Scio Systems, Inc. provides real-time process control software for the material ¹_____ (**handle**) industry. The company specializes in hard real-time environments in which absolute system determinism and high-level ²_____ (**reliable**) are critical.



Scio Systems' largest ³_____ (**custom**), the United States Postal Service, has relied on the company's flagship mail sorting system for more than a decade to ⁴_____ (**accurate**) process and distribute parcels nationwide.

United States Postal Service (USPS) bulk mail centers (BMCs) are highly mechanized mail processing plants that comprise the ⁵_____ (**nation**) bulk mail system. These facilities distribute parcel post, media mail, standard mail, and periodicals in bulk form.
(<http://www.lynuxworks.com/corporate/news/success/scio.php3?ck=601>, 9. 12. 2008)



Write a composition of about 150 words about the way the computer is used in your profession. Describe what you or your company uses the computer for.

SUMMARY

Computers today are an important part of our lives, private and professional. We use it for study, work, travel, correspondence and to find information.

In this unit you acquired vocabulary on computers and had to look for information.

7 ENVIRONMENT

After this unit you will be able to:

- discuss environmental issues;
- describe how a hybrid vehicle works;
- search the Internet for information, compare products;
- present your opinion;
- write a report.



What do you know about environmental protection? Think of the ways people pollute their environment. What can we do to protect our environment?



Use a dictionary and explain the following words and phrases.

- natural resources
- consumption of fossil fuels
- carbon-dioxide emissions
- ozone layer
- environmental impact
- culprit
- energy efficient technology

7.1 WORLD'S RESOURCES DWINDLING



Read the article below and answer the questions.

1. Is the level of consumption on fossil fuels equivalent to what the earth can produce?
2. Give three examples of fossil fuels
3. What is included in measuring the person's footprint?
4. Which countries make the biggest impact on the world's resources?
5. What can people do to spare the world's resources?

People are plundering the world's resources at a pace that outstrips the planet's capacity to sustain life.

In its regular Living Planet Report, the World Wide Fund for Nature said humans currently consume 20 % more natural resources than the earth can produce. Consumption of fossil fuels such as coal, gas and oil increased by almost 700 % in the last 40 years. But the planet is unable to move as



fast to absorb the resulting carbon-dioxide emissions that degrade the earth's protective ozone layer.

"The question is how the world's entire population live with the resources of one planet," said Jonathan Loh, one of the report's authors.

The study examines the "ecological footprint" – or environmental impact – of the planet's 6.1 billion-strong population.

To calculate the average size of each person's footprint, it measures land use, pollution, energy consumption, and the level of carbon-dioxide emissions.

Overall, the biggest culprits are the residents of the United Arab Emirates, followed by the United States. The least-damaging are residents of Afghanistan, Somalia and Haiti.

"We can consume energy in a way that's harmful or in a way that's sustainable," Loh told reporters. "The technologies are available to enable the world's population to live within the capacity of one planet. Governments, businesses and consumers should switch to energy efficient technology, such as solar power, and high oil prices may help focus their minds.

"It's not a question of how much oil is left," he said. "The question we should be asking is how much fossil fuel consumption the earth can sustain. The earth has a limited capacity." (http://www.redorbit.com/news/science/97052/report_worlds_resources_dwindling/, 9. 12. 2008)

7. 2 HYBRID VEHICLES



Watch the video 'Cars of Tomorrow'. Put a tick [✓] in the box next to the things you see in video. (http://www.sciencedaily.com/videos/2006/1004-cars_of_tomorrow.htm, 18. 10. 2008).

☐	congestion
☐	somebody is parking a car
☐	power system animation
☐	a dashboard
☐	production hall of a car manufacture
☐	a fuel cell
☐	a motorway
☐	an exhaust pipe





Watch the video ‘Cars of tomorrow’ again and listen. Are the statements below true (T) or false (F)?

- | | |
|--------------------------|---|
| ☐ | If you drive a hybrid car, you can save up to 25 % on fuel. |
| ☐ | The car manufacturers produce hybrid vehicles to put the prices up. |
| ☐ | Today’s hybrid’s performance is best on the motorway. |
| ☐ | The fuel cell electric car combines hydrogen and oxygen to produce electricity. |
| ☐ | Platinum is no cost-effective solution. |



Read the text ‘How Hybrid-electric vehicles work’ and answer the questions.

- What are hybrid vehicles?
- Name advantages of a hybrid vehicle, compared to a traditional vehicle.

How Hybrid-electric vehicles work

Hybrid-electric vehicles are a combination of the classical internal combustion engine and the electric motor (Figure 18). Among the advantages of this combination are more economical fuel consumption and more power.

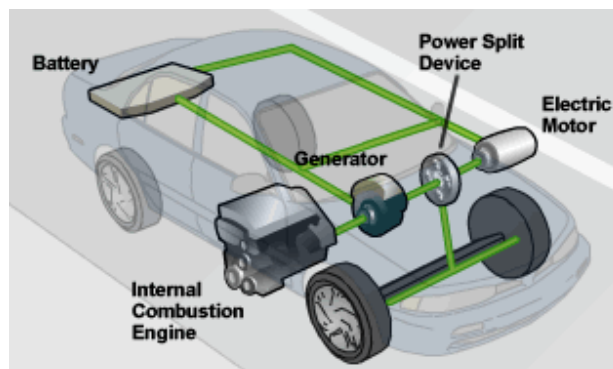


Figure 18: How hybrid cars work

Source: <http://www.fueleconomy.gov/feg/hybridtech.shtml> (30. 9. 2008)

Some of the modern technologies used by hybrids include:

Regenerative Braking. The electric motor applies resistance to the drive train causing the wheels to slow down. In return, the energy from the wheels turns the motor, which functions as a generator, converting energy normally wasted during coasting and braking into electricity, which is stored in a battery until needed by the electric motor.

Electric Motor Drive/Assist. The electric motor provides additional power to assist the engine in accelerating, passing, or hill climbing. This allows a smaller, more efficient engine to be used. In some vehicles, the motor alone provides power for low-speed driving conditions where internal combustion engines are least efficient.

Automatic Start/Shutoff. Automatically shuts off the engine when the vehicle comes to a stop and restarts it when the accelerator is pressed. This prevents wasted energy from idling.
(<http://www.fueleconomy.gov/feg/hybridtech.shtml>, 30. 9. 2008)



Wordformation. Read the text ‘How Hybrid-electric vehicles work’ again. Find the words that belong to the same word family and complete the table. Use a dictionary.

verb	noun	adjective
to combine		combining
to electrify	electricity	
to consume		consuming
to resist		resisting

Ford Delivers Electric Vehicles to Post Office



Read the following sub-headings.

- Characteristics of an electric vehicle
- Disadvantages of an electric vehicle
- Electric power in California
- U.S. Post Office bought electric vehicles



Now read through the text ‘Ford Delivers Electric Vehicles to Post Office’ and fill the blank spaces with the sub-headings above.



Are the following statements true (T) or false (F)? Read the Part 1 of the text ‘Ford Delivers Electric Vehicles to Post Office’, and mark the statements with *T* or *F*.

- The US state of California produces more electric power than it can consume.
- The electricity consumption is higher at night.
- With electric vehicles the electric power is wasted.
- The electric vehicles would be charged in the early morning hours.



Read Part 2 of the text ‘Ford Delivers Electric Vehicles to Post Office’, and answer the questions.

- Who produces these vehicles?
- What is an average mileage a post carrier does every day?
- Are the electric vehicles as enduring as petrol driven vehicles?
- Name two advantages of an electric vehicle compared to a conventional one.



Wordformation. Read Part 3 of the text ‘Ford Delivers Electric Vehicles to Post Office’, and find derivatives from the words:

to adjust	_____
to accelerate	_____
to respond	_____
sudden	_____



Vocabulary. Explain the following words and expressions.

- lead-acid batteries
- secondary market value
- commonplace
- fulfil the requirements
- earth-friendly



Ford Delivers Electric Vehicles to Post Office



1

Power generating capacity in California may be inadequate during peak daytime loads, but in the dead of night it's a different story altogether. Using rough numbers, California possesses about 50,000 megawatts of generating capacity, and over half comes from power plants that aren't turned off at night, but we only use about 15,000 megawatts at night. What should we do with the extra power?

How about use it to charge up Electric Vehicles? If the charging electricity comes off the power grid in the wee hours of the morning when there is excess power with no place to go, then we're using energy that might have been wasted.

2

This is the logic that brought the U.S. Post Office, Ford Motor Company, and a host of public and private partners together recently to bring electric vehicles into service in California. On Friday, April 20th, on the west steps of the State Capitol in Sacramento, the first of 500 mail trucks were delivered, powered by batteries and propelled by electric motors.



Electric vehicles that run on battery power can compete economically with conventional vehicles in certain niches, and Postal Service vehicles are a perfect example. The typical postal carrier route is 25 miles, and the vehicles delivered on April 19th have a range, fully loaded, of 40 miles. As such they remain practical in spite of having a very short range compared to typical gas powered vehicles. The advantages of electric vehicles are many: they are quiet, they are pollution-free, and they don't consume energy when parked. Postal delivery requires frequent starts and

stops, which creates much more fuel consumption and pollution in gasoline powered vehicles.

3

The Post Office employees invited the press to test drive these vehicles and I didn't hesitate. They actually let me drive off the capitol lawn and onto the streets of downtown Sacramento. The real adjustment wasn't the motor, it was driving a car with the driver's seat on the right side of the cab, and getting used to maneuvering a large truck in traffic. Once I got onto a straightaway, however, I was able to test the acceleration. At the first green light I floored the accelerator and noted the response.

The truck was a little slow off the line, but unlike a gas powered car, suddenly picked up speed rapidly from 10 to 30 MPH. I prudently eased off once the speedometer hit about 35 MPH, but the vehicle definitely had power to spare. The weirdest thing was the noise – there wasn't any.

4

One of the biggest concerns about electric vehicles is the cost of the batteries. The Ford vehicles use relatively conventional lead-acid batteries, with a life of 5–7 years. After replacement, the used batteries have a secondary market value where they can be used an additional 10–15 years. While battery recycling is commonplace and will certainly be practiced by the U.S. Post Office, the fact remains that batteries do not have the capacity to fuel electric vehicles for long trips. For electric vehicles to replace the gasoline powered vehicle in all applications, either batteries will have to be developed with far greater storage capacity, or be replaced with fuel cells, which themselves still require technological leaps to be economical.

But to fulfill the requirements of the U.S. Post Office, electric vehicles are economical and earth-friendly. They are an appropriate and commendable solution. (<http://ecoworld.com/Home/articles2.cfm?TID=277>, 27. 10. 2005)



Wordformation.

Energy conservation is the practice of decreasing the quantity of energy used. It may be achieved through efficient energy use, in which case energy use is decreased while achieving a similar outcome, or by reduced _____ (**consume**) of energy services.

Energy conservation may result in increase of financial capital, _____ (**environment**) value, national security, personal security, and human comfort. Individuals and organizations that are direct consumers of energy may want to conserve energy in order to reduce energy costs and promote economic _____ (**secure**). Industrial and commercial users may want to increase _____ (**efficient**) and thus maximize profit.

By reducing emissions, energy conservation is an important part of lessening climate change. Energy conservation facilitates the replacement of non-renewable resources with _____ (**renew**) energy. Energy conservation is often the most economical _____ (**solve**) to energy shortages, and is a more environmentally benign alternative to

increased energy _____ (produce). (http://en.wikipedia.org/wiki/Energy_conservation, 20. 8. 2008)



Your company would like to purchase a commercial vehicle driven by alternative fuel. Find 3 companies that produce alternative fuel vehicles on the internet. Compare the vehicles and decide for one of them.

Prepare a short presentation for your manager in which you explain your decision. Think about the price of the vehicle, fuel consumption, speed, space, power etc.

7.3 WRITING A REPORT

Writing reports usually means giving factual information and making personal comment like and an opinion, a recommendation or a suggestion.



When you decide to write a report you should bear in mind:

- **organisation** (set your report out clearly, show the subject of your report; use headings to help reader get the information quickly and clearly);
- **style** (depends on who you are writing the report for);
- **content** (a report needs facts first, followed by a conclusion in the form of comment, recommendation, summary; the facts depend on the subject of report);
- a report should only include relevant **information**.



Match the words on the left with the appropriate expressions on the right. There are more expressions for one word.

OPINION

RECOMMENDATION

SUGGESTION

a. I would recommend ...

b. It is believed ...

c. I think ...

d. I believe you should/shouldn't ...

e. I believe ...

f. I think you should/shouldn't ...

g. I suppose ...



Read the extracts from a report and put them in the correct order. Underline the linking words.

(A)

There are several positive things.

- a. There is a train station plus a free car park. Trains are regular and in addition there is frequent service at weekends and at holiday times.
- b. There is good bus service from the main square to all parts of the town. The bus fares are also quite cheap.
- c. There is a good bicycle track which runs by the side of the river.

(B)

To: The School Magazine

From: Mary Smith

Date: 22.10.2005

Subject: The local transport situation

(C)

To sum up, Nowhere is an attractive town with good shops and many places of interest.

On the other hand, the local councils need to do something to control the traffic which passes through the town.

(D)

The aim of this report is to examine the transport situation in Nowhere, a small town in the north of Neverland.

(E)

However, there are many things which could be improved.

- a. The main road goes through the town centre. It causes a lot of traffic jams as well as a lot of pollution.
- b. A lot of heavy traffic comes through the town. The lorries damage historic buildings and they are dangerous, too.
- c. Traffic goes round the main square and past the school and there have been fatal accidents recently.
- d. Although there is a bicycle track near the river, it is dangerous to ride a bike in the centre of town.

Report Layout

To:
From:
Date:
Subject:

General Description

Introduce the report with your aim and a general description of the place (or other topic).

Maribor is a small ...

List good points/Facts

Give a list of things that you think are good about the place (topic).

There are several good things about ...

It has got ...

It also has ...

List bad points

Give your criticisms of the place (or other topic).

On the other hand, I find these things disappointing.

There are not enough ...

Another thing is ...

4. Conclusion

Finish the report by making suggestions.

The council has to do something to ...

I think, they should ...



Read the report below and answer the following questions:

- What's the role of the reporter?
- Who is the reporter writing the report for?
- Why is he writing it?
- What information does the reader want?
- What tense is it written in?



A car consumer report on fuel economy

Fuel consumption is a key factor to consider in buying a vehicle. Our car consumer report on fuel economy will first look at the reasons why this is so important.

Protection of the environment. We will not go crazy on this issue; Greenpeace is pretty good at doing that. Suffice to say that



the concentration of greenhouse gases, especially CO₂, contributes greatly to global warming. Therefore, the use of fuel efficient cars and trucks will help reduce the negative effects. In addition it will limit the volume of oil spills and air pollution.

Resource conservation. The next benefit in our car consumer report on fuel economy is critical. If current rates of consumption were to continue, the world's remaining resources of conventional oil would be used up in 40 years! Two-thirds of the oil we consume powers transportation vehicles, and half goes to passenger cars and light trucks.

So, being a fuel-economy conscious consumer doesn't mean buying a car you don't like. It shifts the emphasis on shopping around to find a vehicle that gives you all the features you want with the best fuel economy available. This will not only help conserve fuel today, but will increase the demand to carmakers to use advanced technology to make cars even more energy efficient in the future. They will go where the money is!

Finally, limiting our fuel consumption will not only conserve our resources, it will also reduce our petroleum dependence and reduce our imports needs.

Save your money. Every time you fill up a fuel efficient vehicle, you put money in your pockets. Over the life of the vehicle we are talking about thousands of dollars.

How do we ensure our vehicle is fully fuel efficient? By keeping it in top shape! Let's see how and how much you can save:

- An engine properly tuned results in fuel economies ranging from 4 % to 40 %
- Replacing a clogged air filter can improve your car's gas mileage by as much as 10 percent
- Properly inflated tires will improve gas mileage by up to 3 %
- Using the recommended grade of motor oil will benefit your consumption by 1 %–2 %

Our car consumer report on fuel economy would not be complete without talking about an aspect that is often overlooked: driving habits.

Aggressive driving can lower your gas mileage by as much as 33 % depending on the proportion of highway and local driving you are doing. Observing the speed limit is also a huge factor. Each increase of 10 % over the speed limit represents an increase in cost of at least 5 %. Finally, a loaded roof rack is also a cause for an increase in fuel consumption. The higher aerodynamic drag can reduce fuel economy by as much as 5 %. (<http://www.car-accessories-magazine.com/car-consumer-report.html>, 24. 8. 2008)

Choose one of the tasks below and write a report. Do you remember the questions?

- What's your role?
- Who are you writing the report for?
- What information does the reader want?
- Think about an appropriate title.
- What tense will you write it in?



You work for Central Post Office. You have been asked to write a report on postal and courier services in 2007. Compare the services between your post office (LP) and other providers of postal and courier services (Figure 19). Point out problems and propose solutions. Write a report in 4 paragraphs (about 150 words).

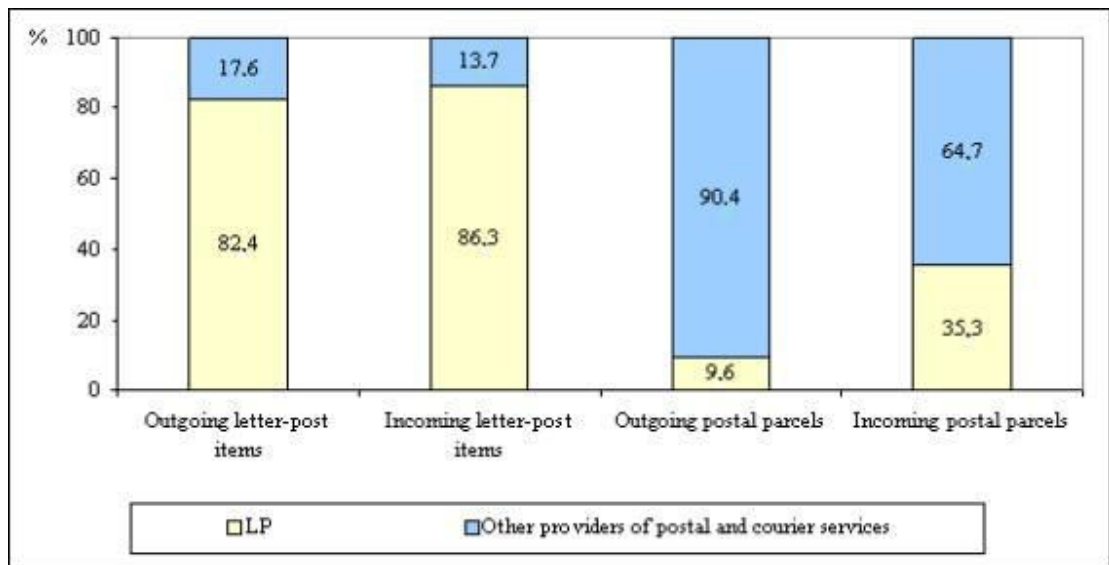


Figure 19: Market Share of the LP and other providers in 2005 (%)

Source: <http://www.eurofound.europa.eu/eiro/studies/tn0704018s/lt0704019q.htm> (18. 10. 2008)



You work for the Ministry of Defence. You have been asked to write a report on the number of applicants to the army. Write a report in 4 paragraphs (about 150 words) and compare the years 2007 and 2008 (Figure 20). List some problems and suggest solutions.

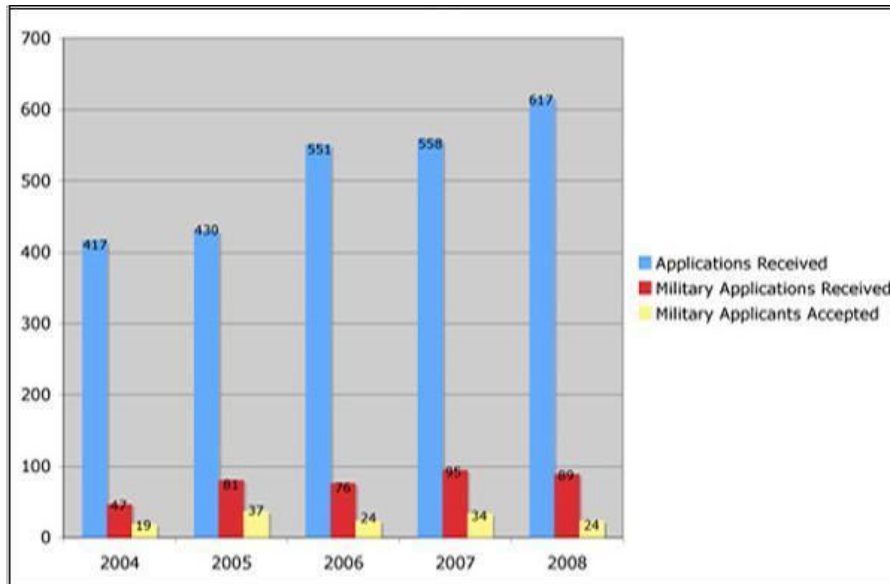


Figure 20: Military applicant statistics

Source:

http://www.washington.edu/medicine/som/depts/medex/applicants/statistics_incomingclass.htm
(24. 8. 2008)

SUMMARY

The world resources are dwindling. Therefore the scientists are looking for solutions. In transport the solution for fuel consumption are the alternative fuels. The automobile industry has already put some hybrid vehicles on the market.

In this unit you discussed environmental issues, suggested solutions and wrote a report.

8 LOGISTICS

After this unit you will be able to:

- discuss the topic of logistics;
- describe a supply chain;
- write about your role in logistics.



Discuss with your partner.

What is logistics?

Where does it come from?

What does it consist of?



Look at the following definitions, then return to the previous questions and try to answer them again.

1. Logistics is the organized movement of materials and, sometimes, people. The term was first associated with the military but gradually spread to cover business activities. (Encyclopedia Britannica, 2008)
2. Logistics is the management of the flow of goods, information and other resources, including energy and people, between the point of origin and the point of consumption in order to meet the requirements of consumers (frequently, and originally, military organizations). Logistics involves the integration of information, transportation, inventory, warehousing, material-handling, and packaging. (<http://en.wikipedia.org/wiki/Logistics>, 24. 8. 2008)



Logistics

A

Logistics describes the organized 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 consumers.

B

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.

- **documentation:** bill of lading; delivery note; envelope; packing list
- **goods:** cargo; consignment; freight; shipment
- **storage:** depot; distribution centre; forklift truck; pallet; warehouse

- **packaging:** carton; crate; package
 - **distribution:** carriage; carrier; channel; delivery; dispatch; export; forward; haul; import; in transit; load; shipper; unload
 - **means of transportation:** cargo plane; lorry; ship; tanker; truck; van
- (McCarthy in O'Dell, 1998, 78)

C

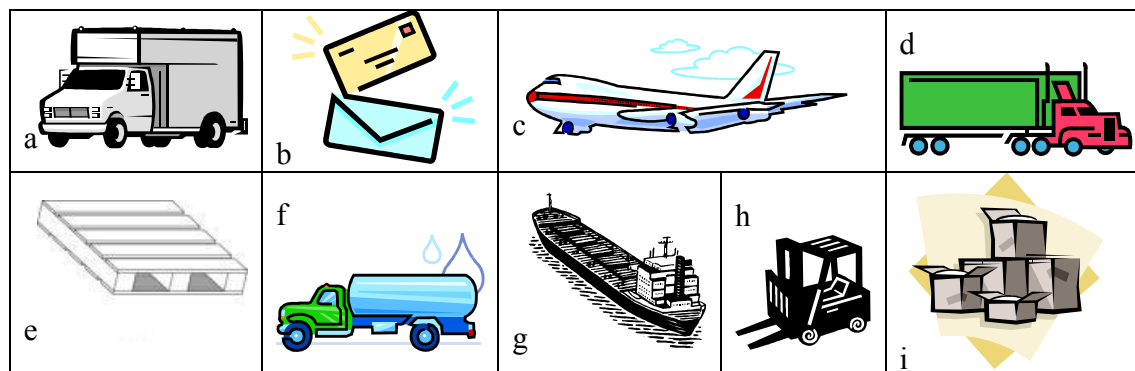
Read the following extract from a delivery note (Figure 21):

Delivery Note			
774 Booth Street South, YORK YO1 6PL		Ref: 80000402	
Delivery address: 67 Toshoro Avenue, Rotaronga City, Republic of Rotaronga			
Customer no.: 45673457			
Purchase order date: 12/12/05		Purchase order no.: 346696	
Order date: 02/12/05			
TRANSPORTATION DETAILS			
Terms of delivery: CIF		Volume Gross wt.: 340 kg	Net wt.: 300 kg
ITEM DETAILS			
Item	Material	Weight	Quantity
000010	60000543	340 kg	7,500
Material description: RP-335, BG, 50			
Customer article number: R-2082		Batch number: D0395	

Figure 21: Delivery note
Source: McCarthy in O'Dell, 1998, 78



Match the sentences with the pictures.



1. Heavy goods are sent by truck.
2. Milk is transported in a tanker.
3. Goods for export are being sent by ship.
4. Local deliveries are made in the van.
5. Put the documents in an envelope and send them by post.
6. The goods are packed in cartons.
7. Fresh fruit and vegetables are sent by air freight.
8. The goods are packed on a pallet.
9. These are moved using a forklift truck.

**Find a word or phrase which means:**

1. a contract with a shipper to transport goods _____
2. the control of flow of materials and goods within the factory _____
3. to bring goods in from another country _____
4. a place where materials, equipment or goods are stored until they are needed _____
5. goods packed together and wrapped up ready for transportation _____
6. goods carried on a plane, ship or truck _____
7. the system of distribution of goods from producer to customer _____
8. in the process of being transported _____
9. to put goods onto a ship, lorry or plane _____



Here is an e-mail from Woodman Ltd., a manufacturing company, to a customer. Fill in the blanks with words from the box.

carrier	consignment	crate	delivery	delivery note
dispatched	packing list	shipped	warehouse	

Ref: MS684

Dear Clive

We have just ¹ _____ the ² _____ of goods, order No MS684, to you. We have used our usual ³ _____, MJ Irving. The chairs have been packed in a wooden ⁴ _____ and marked WD MS Belfast. I am attaching the ⁵ _____; the ⁶ _____ is enclosed with the goods. The crate should be ⁷ _____ to Ireland on Thursday and Irving has promised ⁸ _____ to your ⁹ _____ in Belfast on Friday morning.

Regards

Barry

**Wordformation**

Military logistics is the art and science of planning and carrying out the _____ (**move**) and maintenance of military forces. In its most comprehensive sense, it is those aspects or military operations that deal with:

- design, _____ (**develop**), acquisition, storage, _____ (**distribute**), maintenance, evacuation, and disposition of materiel.
- movement, evacuation, and hospitalization of personnel.
- acquisition or construction, _____ (**maintain**), operation, and disposition of facilities.
- _____ (**acquire**) or furnishing of services.

(http://en.wikipedia.org/wiki/Military_logistics, 24. 8. 2008)



Supply chain



Read the text below and answer the questions.

- What is logistics network?
- In what direction does the supply chain flow?
- What is the difference between 'raw materials' and 'finished product'?
- What does a typical supply chain start with?
- Can a supply chain start with a used product?
- Do the companies in the whole supply chain have to cooperate?

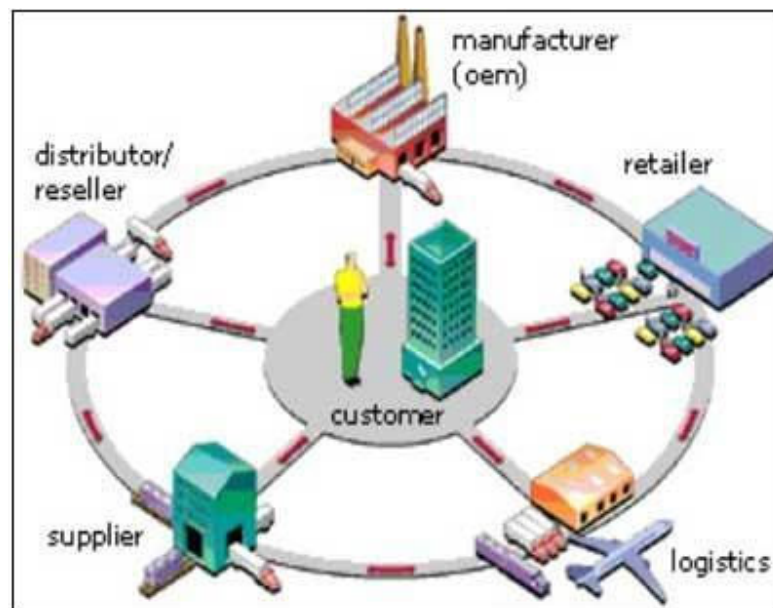


Figure 22 : Supply chain management

Source: http://www.axtin.com/solutions/supply_chain.html (10. 12. 2008)

A **supply chain** or **logistics network** is the system of organizations, people, technology, activities, information and resources involved in moving a product or service from supplier to customer. Supply chain activities transform natural resources, raw materials and components into a finished product that is delivered to the end customer. In sophisticated supply chain systems, used products may re-enter the supply chain at any point where residual value is recyclable. Supply chains link value chains.

A typical supply chain begins with ecological and biological regulation of natural resources, followed by the human extraction of raw material and includes several production links, for instance; component construction, assembly and merging before moving onto several layers of storage facilities of ever decreasing size and ever more remote geographical locations, and finally reaching the consumer (Figure 22).

Many of the exchanges encountered in the supply chain will therefore be between different companies who will seek to maximize their revenue within their sphere of interest, but may have little or no knowledge or interest in the remaining players in the supply chain. More recently, the

loosely coupled, self-organizing network of businesses that cooperates to provide product and service offerings has been called the *Extended Enterprise*.

(http://en.wikipedia.org/wiki/Supply_chain#Supply_chain_modelling, 24. 8. 2008)



Think about your work tasks as a Logistics Engineer. Write about 150 words about what you think your role in the supply chain will be.

SUMMARY

Logistics is the management of the flow of goods, information and other resources, including energy and people, between the point of origin and the point of consumption in order to meet the requirements of consumers (frequently, and originally, military organizations).

Logistics involves the integration of information, transportation, and inventory, warehousing, material-handling, and packaging.

In this unit your discussed the topic of logistics and described the supply chain.

9 TRAFFIC AND TRANSPORT

After this unit you will be able to:

- discuss the transport industry;
- translate a text;
- discuss the trends in freight transport;
- elicit the most important information;
- read and follow the instructions to fill in a form.



Figure 23: Transportation

Source: http://w1.siemens.com/innovation/en/strategie/results_future_study/transportation.htm
(10. 12. 2008)



Read the two definitions from the Concise Oxford Dictionary and try to make out the difference between the terms *traffic* and *transport*. Which one has a broader meaning?

traffic (noun)

1 *a* vehicles moving in a public highway (*heavy traffic on the M1; traffic accident*). *b* such movement in the air or at sea.

2 (usu. foll. by in) trade, esp. illegal (*the traffic in drugs*).

3 the transportation of goods, the coming and going of people or goods by road, rail, air, sea, etc.

4 dealings or communication between people etc. (*had no traffic with them*).

5 the messages, signals, etc., transmitted through a communications system; the flow or volume of such business.

transport

(verb) **1** take or carry (a person, goods, troops, baggage, etc.) from one place to another.

(noun) **1** a system of conveying people, goods, etc., from place to place. **2** a ship, aircraft, etc. used to carry soldiers, stores, etc.

(The Concise Oxford Dictionary, 2001)



Traffic or transport: Try to complete the following expressions with the words TRAFFIC or TRANSPORT. In some cases, both are possible.

_____ safety	_____ company	passenger _____
telephone _____	_____ industry	_____ operator
drug _____	network _____	_____ report
radio _____	_____ costs	_____ accident
freight _____	_____ department	_____ jam
rush-hour _____	_____ engineer	_____ system

(Oxford Collocations Dictionary, 2002)

9.1 THE TRANSPORT PRODUCT



Construction companies build bridges, toy factories produce toys for children, agriculture industry produces crops and food, what about the transport industry – what does transport produce?



Match the expressions in column A with the appropriate description in column B

A	B
provision	dispatching goods
haulage	the act or an instance of dispensing or distributing
trader	special skill at a task or knowledge in a subject
custom	regular dealings or customers
forwarding	something provided
unattainable	uprightness, honesty
probity	lasting or of use for only a short time; transitory
expertise	the commercial transport of goods.
dispensation	that can not be reached, completed
ephemeral	a person engaged in trade



Read the text 'The transport product' and answer the questions.

1. For what reason do people usually travel?
2. Do people enjoy travelling?
3. Why is air travel attractive?
4. What is the transport product?
5. How do people choose the mode of travel?
6. The transport product is 'ephemeral'. Explain.



THE TRANSPORT PRODUCT

Transportants never seem quite to agree on whether they are engaged in an industry or in the provision of a professional service. At one extreme there is the railway with its long tradition of professionalism that leans heavily upon engineering; at the other there is haulage, where the small trader still plays a significant part.



All the same, whether transport is seen as an industry or a profession, it must have a product. Some people do enjoy travelling for its own sake, but for the majority of those who use passenger or freight services transport is a means of getting themselves or their goods to some other place. It is this that makes speed of such extreme significance; for most people, time spent in transit is wasted time. Air freight services attract custom partly because their speed can reduce the non-productive time that goods spend in their forwarding.

The ultimate and unattainable objective of the development of transport is instantaneous movement from one place to another, at no cost. This gives a hint as to how we can define 'the product'.

The product of transport is safe arrival (whether of passengers or goods) in accordance with the advertised schedule.

Within this definition we allow the consumer's proper choice of mode, and above all we allow him to decide whether he prefers to economise and accept slower, less comfortable or less reliable transport at lower cost, or whether he is willing to pay more for better quality.

Transport is an industry nicely balanced between business and professionalism. The great professional institutions, as in engineering in all its branches, exist because the public rightly requires assurance of the highest standards both of probity and expertise in such fields, even at the cost of higher charges than a more competitive dispensation might permit. In the provision of transport the factors of cheapness and of choice are of greater weight. The product is ephemeral, as distinct from that, say, of the bridge-building engineer; it perishes in the moment of production. (Hibbs, 2000, 25)

9. 2 THE TRANSPORT INDUSTRY



According to Hibbs (2000), the transport industry is made up of two parts: the *infrastructure*, and what *moves* on it.

Infrastructure includes roads, railway track, 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 aircraft, and 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 businesses that depend upon it.

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 modern world. Yet tourism is also dependent upon efficient logistics, in the movement of people and of the goods necessary for hospitality management.



The transport industry includes many sciences and economic fields. Read the text ‘The transport industry’ and find words/expressions that belong to the:

- civil engineering: _____
- mechanical engineering: _____
- management: _____
- power plants: _____
- media: _____

9.3 CLASSIFICATION OF TRANSPORT

Transport can be seen from a variety of aspects:

- *transport ways* – the infrastructure on which the transport moves: roads, rails, etc.;
- *means of transport* – all that moves on the transport ways: airplane, bus, car, etc.;
- *modes of transport* – transport by rail, road, sea, air, intermodal, bimodal transport, etc.;
- *transport documents* – documents in transport: tickets, licenses, airway bills, etc.;
- *employment in transport* – jobs in transport: drivers, operators, etc.;
- *transport safety* – facilities and equipment for safe travel and transport: ABS brakes, traffic lights, etc.;
- *logistics* – process of organizing transport;
- *material handling* – moving the freight in a warehouse or in a freight terminal.



Look at the words below. Check the meaning in a dictionary. Then try to sort the words into the mind map.

air bag	coach	freight forwarder	Ro-Ro	traffic sign
air corridor	conductor	motorway	safety belt	tramway
annual ticket	crane	pallet	supplier	truck driver
canal	driving licence	piggyback transport	timetable	vessel

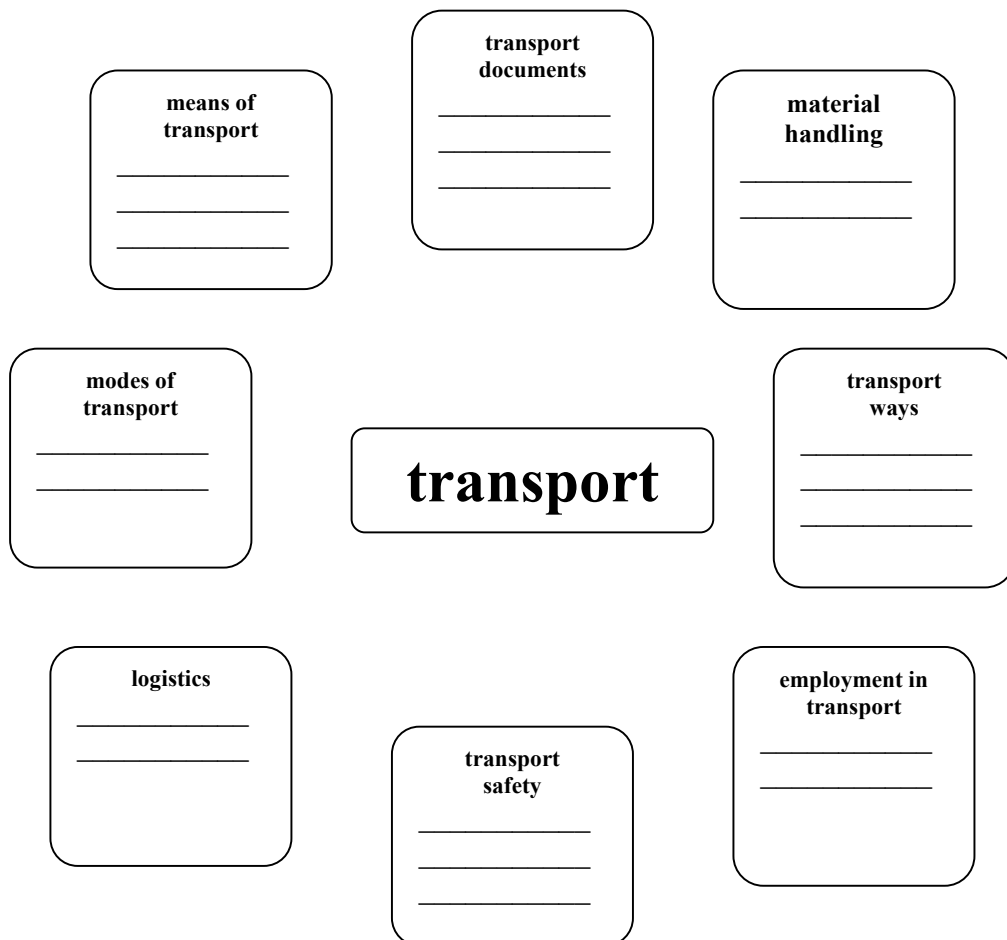


Figure 24: Classification of Transport
Source: author's own

9. 4 ROAD INFRASTRUCTURE



Match the pictures with given descriptions:

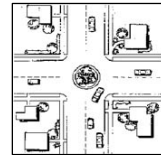
bypass
junction
cycle track

footpath
motorway
traffic calming

light rail line
single carriageway
tunnel





















Read the text and do the exercises that follow.

£ 5.5 billion road and rail package announced

A £ 5.5 billion package of **transport improvements**, including a £ 183 million road tunnel to protect Stonehenge was announced today by the Government.

Containing around £ 3 billion of road improvements, the package included the go-ahead for a £ 1 billion **widening to four lanes** of the M6 between Birmingham and Manchester.

The package included a £ 1.5 billion widening of the M1 in the East Midlands, improvements to the M1, M4 and M5, and plans for a £ 225 million new light rail line in Liverpool.

New bypasses, more traffic calming and **park-and-ride schemes**, new cycle tracks and footpaths were also part of the congestion-tackling measures announced today by Transport Secretary Alistair Darling.

He said: "Today's major package of transport improvements will bring real benefits. From the major motorways which are the nation's arteries to the local bus and cycle routes many of us rely on, we are seeing real progress being made – tackling **congestion**, improving safety and reliability and increasing the quality of life."

Many of the schemes will still need to go through normal **planning procedures** before being started.

Mr. Darling said: "We are committed to putting right decades of under-investment. Nationally, by improving the strategic road network – widening parts of the M6 and M1 – and accelerating the work on the West Coast Main Line, we are transforming major **transport corridors** in the country to bring real benefits for decades to come."

Mr Darling added: "The World Heritage Site at Stonehenge will be enhanced and protected by putting the existing road in a bored tunnel, which will improve safety and congestion and **minimise traffic disruption** during the construction of the tunnel."

Part of today's package was based on recommendations made following five regional transport studies.

Decisions by the Government on other studies will follow, including whether to widen more sections of London's **orbital motorway**, the M25.

(<http://www.independent.co.uk/news/uk/home-news/acircpound55-billion-road-and-rail-package-announced-746987.html>, 11. 12. 2008)



Use a dictionary and explain the words and expressions marked in the text ‘£ 5.5 billion road and rail package announced’.

transport improvements - _____
 widening to four lanes - _____
 park-and-ride scheme - _____
 congestion - _____
 planning procedures - _____
 transport corridors - _____
 minimise traffic disruption - _____
 orbital motorway - _____



Rewrite the following sentences, using the words and expressions from previous exercise.

- The British government will invest £ 5.5 billion for making the transport better.
- They are going to make the M6 broader into four lanes.
- New schemes of people leaving the cars at the stations and taking public transport are going to be introduced.
- Real progress is being made by tackling traffic jams.
- They will be transforming the main transport routes through the country.
- During the construction of the A303 tunnel they will bring the traffic irregularities to minimum.
- In the following studies they will include the discussion about widening of sections of the M25, the motorway around London.



Wordformation. Read the text again. Find the words that belong to the same word family and complete the table. Use a dictionary.

verb	noun	adjective
to improve		improving
	width	wide
to save		safe
to rely		reliable
to construct		constructive
to recommend		recommendable



Wordformation. Complete the text with the correct form of the word. The first word is given as an example.

DARS – National Motorway Construction Programme

In order to provide an adequate and efficient road system, improve road ¹ _____ (**safe**), ensure integration with the broader European area and to boost economic ² _____ (**grow**), maximise economic effects and ³ _____ (**minimum**) the pollution of the environment, and at the same time maintain the existing motorway infrastructure, the National Assembly, on 15 November, enacted the National Motorway Construction Programme in the Republic of Slovenia.

National Motorway Construction Programme envisages the completion and ⁴ _____ (**improve**) of motorways and other roads in mainly two directions:

- **East – West**, from Šentilj/Spielfield and Pince to Koper with exits, and to the ⁵ _____ (**Italy**) border
- **North – South**, from the Austrian border to the ⁶ _____ (**Croatia**) border.

The Slovene motorway route heading from East to West is in line with the V. European Transportation Corridor (Trieste, Koper, Postojna, Ljubljana, Budapest), the motorway heading in the ⁷ _____ (**direct**) North – South is also in line with the X. European Transportation Corridor.

Reconstruction and other improvements of part of the main and ⁸ _____ (**region**) roads are a part of the National Motorway Construction Programme. These improvements to the road system will make ⁹ _____ (**connect**) of the bigger inhabited areas to the motorway system much easier and provide much better flow of traffic on the V. European Transportation Corridor.

The anticipated estimate of the investment value of all the constructions is \$ 4.1 billion. The most important sources of funds are the petrol tax and part of the pay toll, representing in total 67 % of the necessary funds. Other funds will come from domestic and foreign loans and other sources. (<http://www.avtoceste.si/?lang=2>, 11. 12. 2008)



Read the text *DARS – National Motorway Construction Programme* again and try to explain what the following expressions mean. Can you find the Slovene translation?

- pollution of the environment
- National Motorway Construction Programme
- exit
- European Transportation Corridor
- improvement to the road system
- pay toll
- domestic loan
- foreign loan



Translate into English

NACIONALNI PROGRAM IZGRADNJE AVTOCEST

Vlada Republike Slovenije je sprejela Nacionalni program izgradnje avtocest v RS, ki je postavil strateške, organizacijske in finančne temelje za uresničevanje izgradnje avtocest v smeri sever – jug, ki je skladna z evropskim transportnim koridorjem številka X. in v smeri zahod – vzhod, ki je skladna z evropskim transportnim koridorjem številka V.

Poglavitna cilja nacionalnega programa sta:

- izboljšanje notranjih transportnih povezav
- izboljšanje prometne varnosti

Viri za uresničevanje programa izgradnje avtocest so:

- del cestnine
- tuji krediti
- domači krediti

9. 5 FREIGHT TRANSPORT



FREIGHT – CARGO – GOODS

Read the definitions from the *Concise Oxford Dictionary* and try to make out the difference among the terms *freight*, *goods* and *cargo*.

freight *n.* **1** the transport of goods more slowly and cheaply than by express delivery; **2** a load or burden. *v.tr.* **1** transport (goods) as freight; **2** load with freight.

goods (in pl.) **a** *Law* movable property or merchandise. **b** *Brit.* things to be transported, as distinct from passengers. **c** (prec. by the) *colloq.* what one has undertaken to supply (esp. deliver the goods).

cargo *n.* (pl. -oes or -os)

1 *a* goods carried on a ship or aircraft. **b** a load of such goods. **2** *US* *a* goods carried in a motor vehicle. **b** a load of such goods.

(The Concise Oxford Dictionary, 2001)



***Freight, cargo or goods.* Try to complete the following expressions with the words **FREIGHT, CARGO** or **GOODS**. In some cases, more than one is possible.**

air _____

consumer _____

household _____

to unload _____

bulk _____

_____ train

_____ plane

perishable _____

rail _____

_____ ship

electrical _____

duty-free _____

_____ terminal

second-hand _____

to purchase _____

(Oxford Collocations Dictionary, 2002)



Read the text ‘Freight transport’ and answer the questions.

- Which mode of freight transport was popular at the end of the 19th century?
- What kind of freight was transported by the railway?
- Which mode of freight transport is popular today?
- What are future trends?



FREIGHT TRANSPORT

At the end of the 19th century there has been a major change in the modal share of the freight market. When heavy industry such as mineral extraction, steel and heavy manufacturing were predominant, rail was more suited to that type of freight and the road network was in a poor state. Subsequently, with the demise of heavy primary and secondary industries, and the development of light industry and the service sector, rail has lost much of its traditional customer base.



As a result of the development of bigger and more efficient lorries, and the construction of the motorway network, most freight is now carried by lorry or van. Industry has become increasingly reliant on motorised transport with the creation of large distribution centres situated at points convenient for the motorway network.

At the end of the 20th century, in the UK, rail freight was mainly restricted to the operation of whole trains for one client, servicing the power generation industry and certain specialised bulk industries such as aggregates, car manufacturing and petrochemicals. However, the newly privatised rail freight industry developed markets for the carriage of wagon-load or even smaller amounts of freight.

Today, the most popular means of transport for taking goods between Britain and its northern European neighbours is a combination of trucks and ferries, although recently, with the introduction of the Channel Tunnel, freight rail shuttles and through trains are establishing a sizable market share in cross channel operations. Container rail services to and from the deep sea ports are also growing strongly.



In the future it is envisaged that international rail freight traffic will increase, with the provision of regional freight villages, for the transfer of road loads to rail, transit through the Channel Tunnel and on to reciprocal freight villages across Europe. For bulk freight movements and for transit over long distances, bulk carriers and container vessels are heavily utilised, serving destinations all over the world. Time dependent freight (perishable goods), and goods of high value and low weight, are increasingly being transported overseas by air, via the main national airports. (Transport in Britain, 1999)



Read the text 'Freight Transport' again and try to explain the following words and expressions.

- bulk freight
- container vessels
- customer base
- ferries
- modal share
- motorised transport
- perishable goods
- road network
- through trains
- wagon-load
- whole trains for one client



Wordformation. Read the text 'Air Freight' below and complete the gaps with the correct form of the word given in brackets.

Air freight

With demand for exotic fresh food, flowers and high value technology soaring, air cargo is increasing ¹ _____ (**rapid**). Both British Airways and Sourcegin Atlantic have air freight operations.

However, in terms of overall ranking, Channel Express carries the ² _____ (**high**) tonnage of cargo with just under 50,000 tonnes in 1997. British Airways freight ³ _____ (**operate**) are managed through British Airways World Cargo. Its network is the largest fully integrated system in the world, with almost 500 destinations. In Heathrow a new £ 250 million Cargo centre is soon to be opened, which will greatly improve the ⁴ _____ (**reliable**) and flexibility of the service.

Goods carried by scheduled air freight include fresh produce, flowers, fine art, and other low bulk/high value ⁵ _____ (**produce**), as well as mail, emergency supplies and shipments of materials within airlines such as cabin meals. The fastest-growing sector in air freight in recent year has been small package ⁶ _____ (**operate**), with airports such as Stansted and East Midlands, where there are few night time ⁷ _____ (**restrict**), serving as national and international hubs for carriers such as DHL, UPS and TNT. (Transport in Britain, 1999)

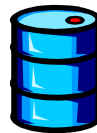
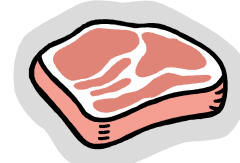
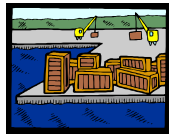


According to the texts 'Freight Transport' and 'Air Freight' match the cargo/freight with the most appropriate mode of transport.

mode of transport



cargo/freight



Translate into English.

Železniški tovorni promet

Večina blaga se prepelje na konvencionalni način, kot klasične vagonске pošiljke, kot celoten vlak, za enega ali več uporabnikov. Kombinirani transport sestavlja le slabih deset odstotkov prepeljanega blaga po železnici. Polovica tega blaga se prepelje v kontejnerjih, drugo pa z oprtnimi prevozi.

Prevladuje prevoz blaga v razsutem stanju: rude, premog, les, nafta in derivati, proizvodi kemijske industrije, žita. Tovrstno blago prevladuje predvsem v tranzitu.

Sorazmerno velik delež železniškega tovarnega prometa so tudi intermodalne transportne enote: npr. cestna vozila, veliki kontejnerji in zamenljivi kontejnerji.

Slovenske železnice prevažajo tovor za domače gospodarstvo (notranji promet, uvoz in izvoz) in za tuja gospodarstva (tranzit preko Luke Koper).

9. 5. 1 Goods Classification



Look at the SITC classification of goods. Use a dictionary to check the meaning of new words.

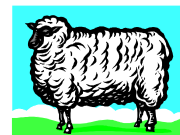
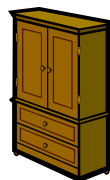
✱	SITC-0	Food and Live Animals
✱	SITC-1	Beverages and Tobacco
✱	SITC-2	Crude Materials, Inedible, Except Fuels
✱	SITC-3	Mineral Fuel, Lubricants and Related Materials
✱	SITC-4	Animal and Vegetable Oils, Fats and Waxes
✱	SITC-5	Chemicals and Related Products
✱	SITC-6	Manufactured Goods Classified Chiefly by Material
✱	SITC-7	Machinery and Transport Equipment
✱	SITC-8	Miscellaneous Manufactured Articles
✱	SITC-9	Commodities and Transactions Not Classified Elsewhere in the SITC

Figure 25: Standard Industrial Trade Classification (SITC)

Source: <http://www.intracen.org/tradstat/sitc3list.htm> (11. 12. 2008)



Look at the following goods. Match the goods with the classification table above.



9. 5. 2 Packaging

Packaging deals with freight prior to its transport. Various types of goods require a variety of packages.

The packaging protects goods from damaging, dissipation or waste during transport. It also provides easy handling, storage and transport of goods, and reduces the transport costs.

container, *n.* 1, a vessel, box, etc., for holding particular things; 2, a large boxlike receptacle of standard design for the transport of goods, esp. one readily transferable from one form of transport to another.

Packaging can also have commercial value as it makes visual impact on the consumer.



There are many words in English used to describe different kinds of containers. Here are some of them.

A. Can you name them? Fill in the middle column (container).

B. What kind of material are they usually made of? Fill in the right column (material).

		container	material
a.			
b.			
c.			
d.			
e.			
f.			
g.			



Read the instructions below and answer the questions.

- How many addresses do you have to put on the consignment?
- Can you send the consignment to a post office box (P. O.)?
- Which standard TNT documents do you have to use?
- Where do you have to stick the address label?
- Why can't TNT Express guarantee to follow the "This End Up" instructions?



TNT Express accepts shipments that have either used the original manufacturer's packaging or those of the shipper. Please consider the following guidelines to ensure your consignment moves safely through our system and for additional information or assistance please contact your local TNT Express service representative.



Use an address label that has both the recipient's address and your return address clearly marked. Always include the post code and telephone details of the recipient on the consignment note and delivery address label. The post code must be for a street address and we cannot deliver to post office boxes.



Address your shipment using a standard TNT Express consignment note and a TNT Express routing label created by our laser jet label printer software. Please avoid the use of recycled packaging to ensure your goods are properly protected in transit and if necessary remove any old shipping labels from the package. The shipper and sender's address details must be shown on the package as well as on the TNT Express consignment note.



Affix your TNT Express consignment note or address label firmly on the top surface of the package as this assists with correct orientation of the item during shipment. TNT Express cannot assure compliance with orientation markings such as "UP" arrows and "This End Up" markings partly because packages are sorted by machines in our hubs. Never cover the bar code or allow labels to wrinkle or become dirty.

(http://www.tnt.com/express/en_my/site/home/support/paperwork_and_packaging/useful_packaging_tips/packages.html, 11. 12. 2008)



Read the instructions again, use a dictionary and explain the following expressions:

- an address label
- the recipient
- a consignment note
- shipment
- recycled packaging
- an "UP" arrow
- a hub
- a bar code

9. 5. 3 Measures and Numbers



The Systeme International [SI]

The International System of Units (SI) officially came into being in October 1960 and has been officially recognised and adapted by nearly all countries, though the amount of actual usage varies considerably. It is based upon 7 principal units, 1 in each of 7 different categories (Table 1). (Wikipedia, International system of Units, 2008)

Table 1: International System of Units

<i>Category</i>	<i>Name</i>	<i>Abbrev.</i>
Length	metre	m
Mass	kilogram	kg
Time	second	s
Electric current	ampere	A
Temperature	kelvin	K
Amount of substance	mole	mol
Luminous intensity	candela	cd

Source: http://en.wikipedia.org/wiki/International_System_of_Units#Units (11. 12. 2008)



In the US traditional measurements are still widely used (Table 2).

Table 2: US measurements

US		Metric
Length		
1 inch [in]		= 2.54 cm
1 foot [ft]	= 12 in	= 0.3048 m
1 yard [yd]	= 3 ft	= 0.9144 m
1 mile	= 1760 yd	= 1.6093 km
Volume		
1 cu inch [in ³]		= 16.387 cm ³
1 cu foot [ft ³]	= 1,728 in ³	= 0.0283 m ³
Mass		
1 ounce [oz]	= 437.5 grain	= 28.35 g
1 pound [lb]	= 16 oz	= 0.4536 kg

Source: <http://convert.french-property.co.uk/> (11. 12. 2008)



Read the Table with US measurement system again. Then try to solve the following exercises.

1. To get electrical power to an air compressor, 60 feet of wire is needed. A 15–meter roll of wire is to be used. Will there be a sufficient amount of wire to complete the job?
2. As you travel along a highway you notice the mile markers and reflectors along the side of the road. There are 21 reflectors between the mile markers. If the reflectors are equally spaced, how many kilometres are between each reflector?



Read the text ‘How to determine density’ and answer the questions.

- What is density?
- What does density determine?
- How is the density of a shipment determined?



How To Determine Density

Density is the weight of a commodity per cubic foot. It is used to determine the classification of some products, such as plastic articles. Generally, commodities which are denser have lower class ratings. The lower the class, the lower is the charge per hundredweight.

In determining the density of a shipment, you multiply the length, width and height of your shipment and then divide the sum by 1,728 to contain the cubic feet of the shipment (Figure 26). Dividing the weight by the number of cubic feet produces the shipment's pounds per cubic foot. (<http://www.uquotefreight.com/montips.htm>, 11. 12. 2008)

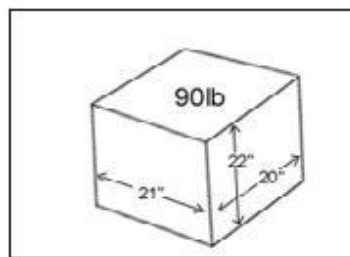


Figure 26: Shipment

Source: <http://www.uquotefreight.com/montips.htm> (11. 12. 2008)

$$21 \times 20 \times 22 = 9,240 \text{ cubic inches}$$

$$9,240 \div 1,728 = 5.35 \text{ cubic feet}$$

$$90 \div 5.35 = 16.82 \text{ lb per cubic feet}$$

If a shipment is palletized, the dimensions and weight of the pallet must be used to determine density. For example, a pallet 6" high plus a 22" carton has a total height of 28". The weight must include the weight of the pallet (Figure 27).

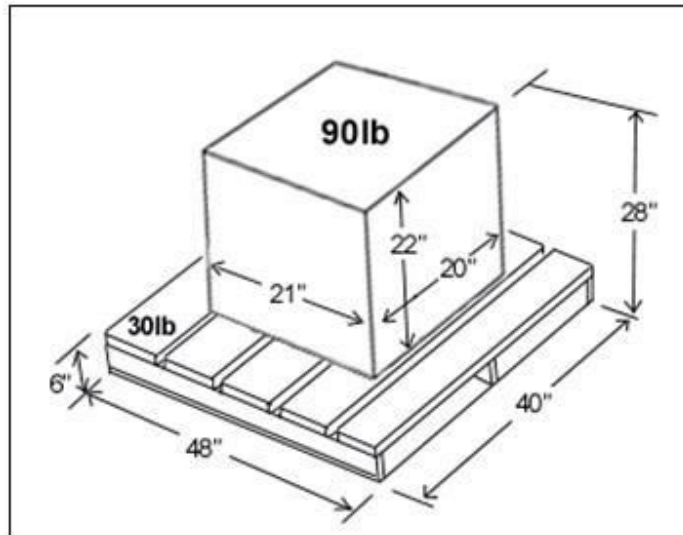


Figure 27: Palletized shipment

Source: <http://www.uquotefreight.com/montips.htm> (11. 12. 2008)

$48 \times 40 \times 28 = 53,760$ cubic inches
 $53,760 \div 1,728 = 31.1$ cubic feet
 $120 \div 31.1 = 3.86$ lb per cubic feet



Size and dimension

1. Study these ways of describing dimension. Then cover them up, look at the diagram below, and try to remember them (Figure 28).

How long is it?	It's 489.0 cm long.	The length is 489.0 cm.
How wide is it?	It's 190.4 cm wide.	The width is 190.4 cm.
How high is it?	It's 193.5 cm high.	The height is 193.5 cm.

How heavy is it?	It weighs 2,570 kg.
How much does it weigh?	The weight is 2,570 kg.

How much can it carry?	It can carry 1,160 kg.	max. load 1,160 kg
What's the maximum load?	It's 1,160 kg.	weight 2,570 kg

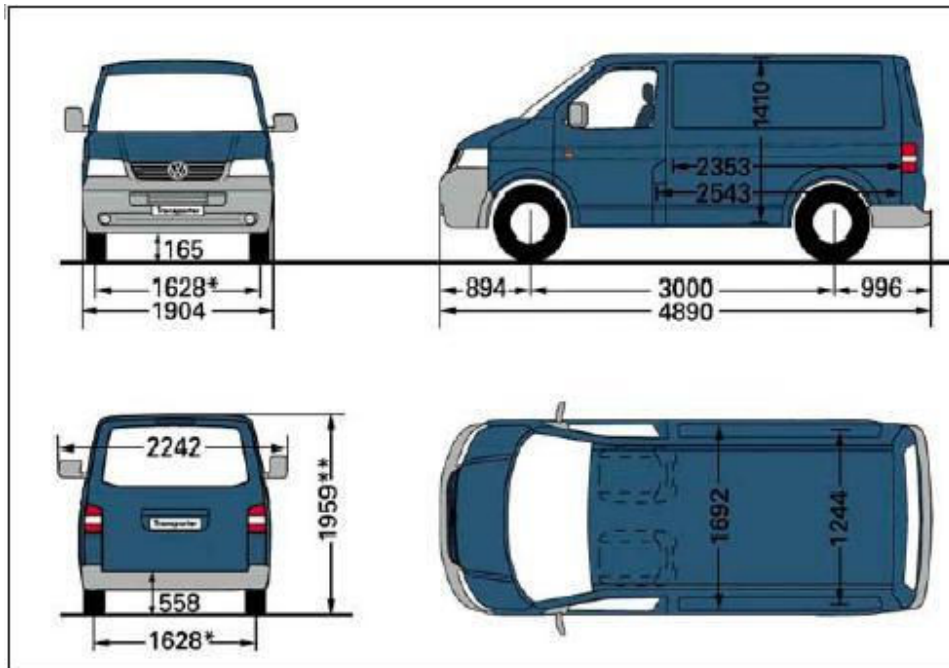


Figure 28: Transporter Dimensions

Source: http://www.novitransporter.com/cenik/Sheme_vseh_modelov.pdf (11. 12. 2008)

2. A transport manager is thinking of buying some pick-up trucks for his fleet. Act out the conversation with the salesperson. Ask and answer questions about the size and dimension of the truck below (Figure 29).

max. load 1,815 kg
weight 3,370 kg

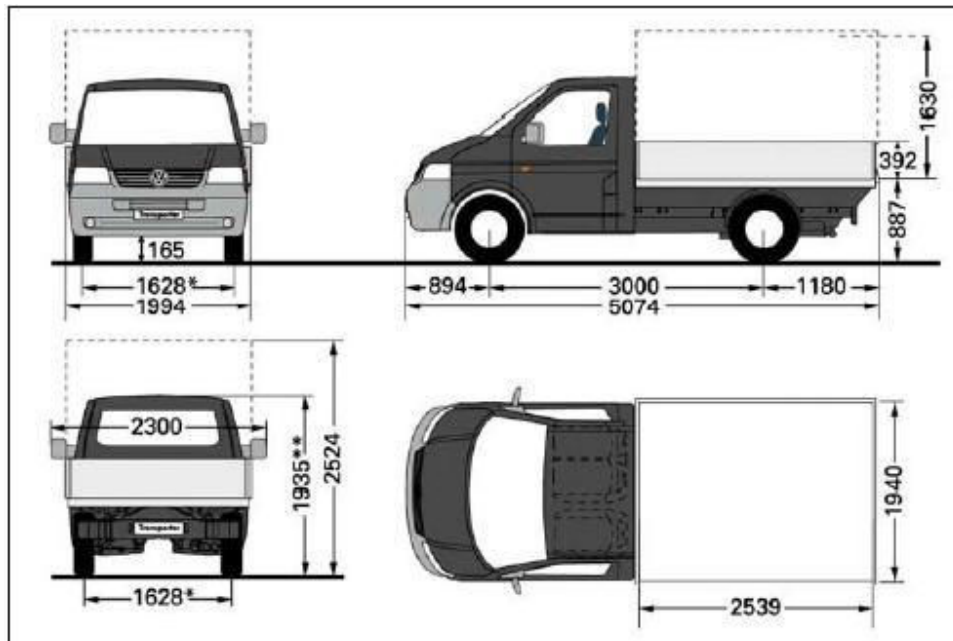


Figure 29: Small Truck Dimensions

Source: http://www.novitransporter.com/cenik/Sheme_vseh_modelov.pdf (11. 12. 2008)



Ordering transport

Student A

You want to forward some large steel components to a customer in Rome. Phone your partner's forwarding company and make enquiries.

Your information

The components are in 6 wooden crates.

The dimensions of each crate are:

length – 4 m width – 2 m height – 2.5 m

The cubic capacity of each crate is 20 m³.

Each crate weighs 1,500 kg.

Information required

- How many trailers do you need?
- How much does it cost?
- How long does it take to drive a trailer to Rome?



Student B

You are the manager of a forwarding company. A customer phones to make enquiries. Use these information to answer their questions.

The dimensions of your trailers are:

length – 12 m width – 2m height – 2.5 m

Their cubic capacity is 60 m³.

The maximum load is 23,500 kg.

You charge £ 1,750 to transport a full trailer-load to Rome. It takes three to four days.

SUMMARY

Transport is movement of people and freight from one place to another. Infrastructure consists of the fixed installations necessary for transport, and may be roads, railways, airways, waterways, canals and pipelines or terminals such as airports, railway stations, bus stations and seaports.

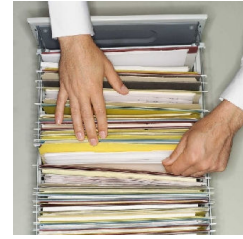
Vehicles travelling on the network include automobiles, bicycles, buses, trains, people and aircraft. Operations deal with the way the vehicles are operated, and the procedures set for this purpose including the financing, legalities and policies.

In this unit you discussed the difference between traffic and transport and freight transport.

10 TRANSPORT DOCUMENTS

After this unit you will be able to:

- define and describe transport documents;
- fill in a transport document;
- write an effective e-mail.



Transport Documents

There is a variety of documents involved in transporting your goods overseas. The main ones are: Export Booking form, Bill of Lading, Airway Bill, Packing List, Certificate of Marine Insurance

1. 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), drawback (yes or no)

2. Bill of Lading

Your freight forwarder (or shipping company if you deal directly) will create the Bill of Lading for you as proof of dispatch. It details the nature of the goods, packing details, weights and measurements, shipping marks, date of dispatch and any other details called for by the Documentary Credit (a method of payment).

Freight forwarders charge about \$ 50 to \$ 100 a shipment.

3. Airway Bill

Airlines issue Airway Bills to you to acknowledge that they have received your goods as you addressed them to your buyer. Typically, an Airway Bill will detail: number of packages, dimensions or volume, gross weight, shipping marks, Packing List (You produce this to show how your goods are packed and the quantities. Packing Lists usually detail: you and your buyer's name, date, invoice number, vessel details and container number), Letter of Credit number and expiry date, country of origin, and ports of loading and discharge, agent's seal number, marks and numbers, description and number of goods, their weight and how many cubic metres.

4. Certificate of Marine Insurance

Some buyers may need details of the Marine Insurance Policy that covers the safe transit of the goods. You can organise an open policy from an insurer or your freight forwarder can do it. Rates vary depending on what you are sending, where it is going and how it is being shipped. (http://www.business.vic.gov.au/scripts/nc.dll?BUSVIC:STANDARD:1001:pc=PC_60020.html, 11. 12. 2008)



Read the text below and answer the questions.

- What is Air Waybill?
- How many 'pages' does it have?
- Who receives a copy of the Air Waybill?
- What is bill of lading?
- Can bill of lading be transferred to another person?
- What is a Consignment Note?



The main document used in air transport is the Air Waybill (AWB), which consists of 12 copies distributed to the airline, exporter, importer, and customs. Unlike the bill of lading (used in transport by water), the Air Waybill is only a receipt and cannot be transferred to another person.

In road and rail transportation Consignment Notes are used, and like the AWB they are not documents of title so ownership of the document does not mean ownership of the goods. They are not negotiable, i. e. they cannot be bought, sold, transferred by the consignor, or the consignee.

Consignment Notes and Air Waybills are obtained by the consignor filling out a despatch form, and paying the freight charges. These charges are calculated in size, weight, or value, and sometimes risk, particularly if special precautions have to be taken. (Ashley, 2001, 181)



Read the text 'Anti-red tape drive is delivering' and answer the questions.

- How did the European companies save about € 500 million in 2007?
- What were the benefits of the EurActiv 25/01/07?
- In what way will the EU continue to simplify the reduction of paperwork?
- What results do they expect from this simplification project?
- What do the managers think about this EU action?



Anti-red tape drive is delivering, says EU

Published: Thursday 31 January 2008

European companies were able to save roughly € 500 million in 2007 alone thanks to EU action to reduce overly bureaucratic administrative procedures, according to a progress report on the Commission's Better Regulation strategy.



"Three years of hard work has led to the development of a new regulatory culture and is now delivering concrete, tangible results for businesses and for citizens in Europe," said EU Enterprise Commissioner Günter Verheugen on 30 January.

According to the progress report he presented, a first package of "fast-track actions" adopted a year ago (EurActiv 25/01/07), which focused on reducing information obligations and paperwork

in areas including company law, statistics, agriculture and transport, has already allowed companies to cut their compliance costs by € 500 million.

The EU will continue screening legislative acts to identify opportunities for simplification, through the elimination, reformulation or codification of existing legislation. Since October 2005, 91 of the planned 164 simplification initiatives have been adopted, allowing roughly 5,000 of the 95,000 pages of EU law to be scrapped, said Verheugen.

"Tremendous economic benefits" will stem from this simplification programme, he claimed, pointing to the development of the "Single European Payment Area", which began as part of the drive to improve regulation and could save the EU economy as much as € 28 billion annually. The new electronic Customs Code is also expected to boost international trade and save businesses up to € 2.5 billion per year, he added.

But business leaders responded by saying progress on simplification and cutting administrative burdens by 25 % by 2012 is "still too slow", notably due to "complicated legislative procedures" in the Council and European Parliament. "Substantial progress on better regulation has been made in a relatively short period of time but the Council and European Parliament should do more to deliver concrete results for European companies," said Ernest-Antoine Seillière, President of the European employers' association BusinessEurope.

(<http://www.euractiv.com/en/innovation/anti-red-tape-drive-delivering-eu/article-169985>,

11. 12. 2008)



Wordformation. In the text 'Anti-red tape drive is delivering, says EU', find derivatives from the following words:

administration

associate

bureaucracy

code

develop

comply

eliminate

legislation

regulate

simple



Read the letter below. It is a request for a quotation for delivery by road. Answer the questions. (Ashley, 2001, 183)

- Who is the sender? What does the company produce?
- Who is the receiver? What is their line of work?
- What does the sender want from the receiver?
- What is important with this consignment – its weight/value/size?
- When should the delivery be made?

Registered No. C135162 Transport Manager Cartiers LTD. 516-9 Cathays Park Cardiff CF1 9UJ Dear Sir Would you please quote for collecting, from the above address, and delivering the following consignment to R. Hughes & Son Ltd, 21 Mead Road, Swansea? ▪ 5 divans and mattresses 700 cm x 480 cm ▪ 8 bookcase assembly kits packed in strong cardboard boxes, measuring 14 cubic metres each ▪ 4 coffee table assembly kits, packed in cardboard boxes, measuring 10 cubic metres each ▪ 6 armchairs, 320 x 190 x 260 cm The divans and armchairs are fully protected against knocks and scratches by polythene and corrugated paper wrapping, and the invoiced value of the consignment is £ 1,660.50. I would appreciate a prompt reply, as delivery must be made before the end of next week. Yours faithfully <i>R. Brown</i> R. Brown	HOMEMAKERS Ltd. 54–59 Riverside, Cardiff CF1 1JW Telephone (0222) 49721 Telex 38217 10 November, 2008
--	---



Now read the reply. (Ashley, 2001, 184). Fill in empty spaces. Here are some words to help you:

collect
enclosed
picking up

consignment
insurance
sincerely

driver
loading

CARTIERS Ltd.

Reg. No: 31883512
VAT No. 96 4218792
516-9 Cathays Park, Cardiff CF1 9UJ
Directors P.R.Barry, T. Griffiths A.C.A.
Telephone: (0222) 821597/8/9
Telex: 421639 CARTEL G
Fax: (0222) 498315
12 November 2008

Mr R. Brown
Homemakers Ltd.
54-59 Riverside
Cardiff CF1 1JW

Dear Mr. Brown

In reply to your letter of 10 November, we can quote £ 72.20 for _____ and delivering your _____ from your address to the consignee's premises. This includes _____ and unloading, plus _____.

If you fill out the Despatch Note _____, and let us know two days before you want the delivery made, our _____ will hand you a receipt when he calls to _____ the consignment.

Yours _____

H. Weldon

H. Weldon
Supervisor

Enc.

Writing e-mails

Business Email Is Not A Teenage Chat Room

By F. John Reh

Don't get me wrong. I love teenagers. I used to be one. I just don't want to spend my day in one of their chat rooms, especially when I'm at the office.

What does this email say?

Today, I got back to my office late in the day after a series of meeting. There were a few emails in my inbox. I read them, answered two that needed replies, and then stopped dead on the last one. It was so poorly written it looked like the transcript of a teenager's chat room. I re-read it and still didn't understand. Tomorrow I will call the sender and ask him what he meant, but that's more time wasted – for both of us.

Don't waste my time

The sender of the email works different hours than I do. He's in about 3 hours earlier than I am every day and so goes home earlier, too. When he gets to the office tomorrow, he's going to be looking for an answer from me – I think. It won't be there because I don't understand his email. He'll waste time looking through his incoming email, just like I wasted time reading and then re-reading his email. We will both waste more time on the phone tomorrow as I call him to see what he meant. It would have been so easy if he could have written this business email like a business document rather than a scribbled note.

Don't make me guess

I know most abbreviations, emoticons, and chat room shorthand. It makes me ROTFL when an OTL confuses LOL with BRB. SCOMK (spitting coke on my keyboard) and MOMN (milk out my nose) are fine in a social chat room, but CUL8R does not belong in a business communication.

We have a thread on the Management Forum about Three-Letter-Acronyms (TLAs). It's one form of jargon that most businesses engage in. The difference is that most people in the company, or the industry, use the same TLAs. Sometimes, in an effort to save time, people create new ones that aren't in common usage. An HR manager wrote about an ETA and I thought she meant Estimated Time of Arrival. That made no sense in the email, so I asked her. She meant Employee Termination Agreement. That was more time wasted.

Use (just) enough words

No one wants to waste time reading long, involved paragraphs when they can skim a bulleted list.

- But if the list
- makes no
- sense in that
- format

it would have taken less time to read one complete sentence than to re-read the list several times to try to figure it out. Use enough words to make you point clear, but don't use any more words than you need to.

Read before sending

Before you send any business communication, stop and read it. Even if it is only a one sentence reply to a question from your assistant, you can eliminate some errors and save wasted time by proof-reading what you wrote.

Don't rely on spell checking software. That only catches gross errors. It doesn't catch real words in the wrong place. In a recent document I hit the **h** key instead of the **w** key. "He has gone" and "he was gone" are both legitimate sentences, but they mean different things. Similarly, grammar checking software may help you avoid using there when you meant their, but it can't read your mind. "Tell him I can come" will be accepted by every grammar checker, but they won't know you really meant to say "tell him I can't come".

Manage this issue

You can save time, and money, by taking the time to make your emails and other business communications clear the first time.

Don't make the reader guess your meaning.

Use enough words to make your point, but don't get wordy.

Read your message before sending it to be sure it's right

(http://management.about.com/od/communication/a/Email_std04.htm, 11. 12. 2008)

Writing Effective E-Mail: Top 10 Tips

This document offers 10 tips to help you write effective professional e-mails. E-mail etiquette asks you to put your reader's needs first, especially when you want the other person to do something (review a submission, extend a deadline, waive a fee) for you.

Some professionals get scores of e-mails a day. Follow these tips in order to give your recipients the information they need in order to act on your message sooner rather than later (Figure 30).

- Write a meaningful subject line.
- Keep the message focused and readable.
- Avoid attachments.
- Identify yourself clearly.
- Be kind – don't flame.
- Proofread.
- Don't assume privacy.
- Distinguish between formal and informal situations.
- Respond Promptly.
- Show Respect and Restraint.

(<http://jerz.setonhill.edu/writing/e-text/e-mail.htm>, 11. 12. 2008)

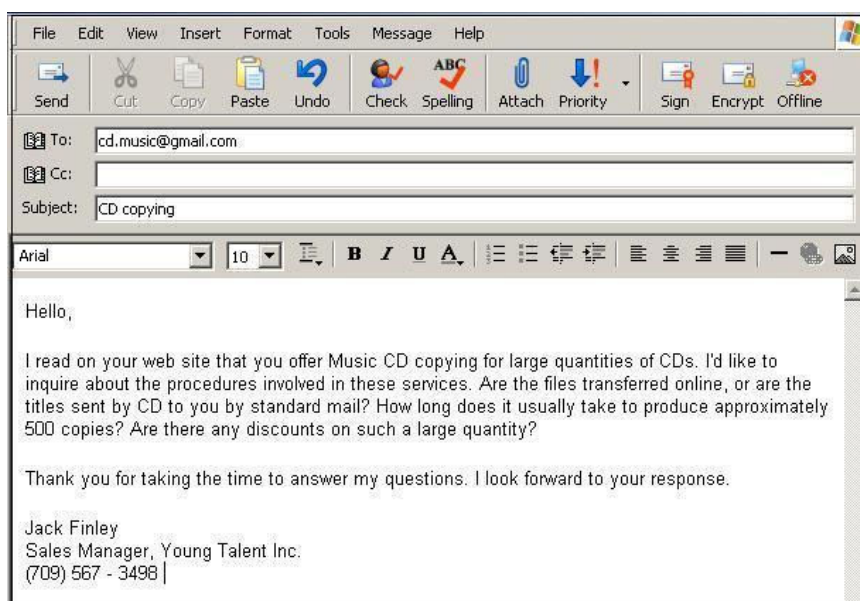


Figure 30: Example of an e-mail
Source: Author's own



Write an e-mail to your professor asking him/her to check your seminar paper draft (Figure 31).

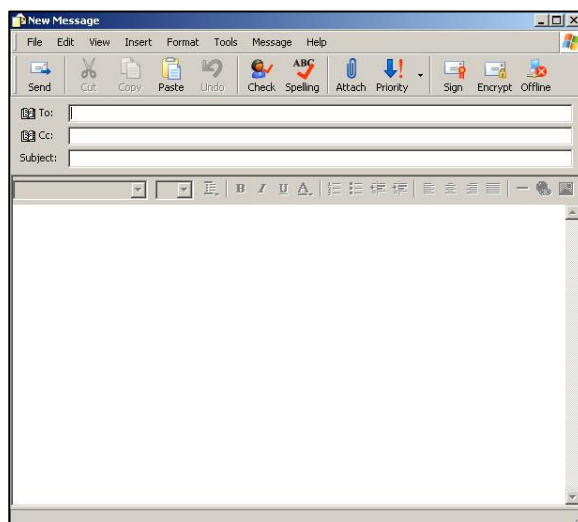


Figure 31: E-mail, blank
Source: Author's own

SUMMARY

When transporting freight there is a variety of transport documents. Among the most important are the consignment note, the airway bill, bill of lading and the import/export documents, e. g. the Single Administrative Document and Simplified Clearance Procedure.

In this unit you discussed the transport documents, formal letters and wrote an email.

11 INTERMODAL TRANSPORT

After this unit you will be able to:

- define and describe intermodal transport;
- read a legislation text;
- discuss containers, container terminals and material handling.



Read the text below and answer the questions.

- What is intermodal freight transport?
- What is the advantage of intermodal freight transport?

Intermodal is a term that refers to more than one mode of transport. Intermodal freight transport is transport of freight in a container or vehicle, using multiple modes of transportation (rail, ocean carrier and truck), without any handling of the freight itself when changing modes. The advantage of using containers is that it reduces cargo handling, and so improves security, reduces damages and loss, and allows freight to be transported faster.

(http://en.wikipedia.org/wiki/Intermodal_freight_transport, 24. 8. 2008)



Read the text below and put the verbs in brackets in the correct form.

History

Pallets made their first major appearance during World War II, when the United States military ¹ _____ (assemble) freight on pallets, allowing fast transfer between warehouses, trucks, trains, ships, and airplanes. Because no freight handling ² _____ (require), fewer personnel were required and loading times were decreased.

Truck trailers were first carried by railway after World War II, an arrangement often ³ _____ (call) "piggyback".

While rudimentary freight containers, then known as lift vans, were used in the United States as early as 1911, it ⁴ _____ (not be) until the 1950s that containers started ⁵ _____ (revolutionize) freight transportation. One pioneering railway was the White Pass and Yukon Route, who ⁶ _____ (acquire) the world's first container ship, the *Clifford J. Rogers*, built in 1955, and introduced containers to its railway in 1956. Starting in the 1960s the use of containers ⁷ _____ (increase) steadily.

Standards for containers ⁸ _____ (issue) by the International Organization for Standardization (ISO) between 1968 and 1970, ensuring interchangeability between different modes of transportation worldwide. The containers ⁹ _____ (become) known as ISO containers for this reason.

(http://en.wikipedia.org/wiki/Intermodal_freight_transport, 24. 8. 2008)



Read the text 'History' again and explain the following expressions:

warehouse, decrease, truck trailer, piggyback, pioneering, ISO, interchangeability



Read the text 'Intermodal Freight Transport' and answer the questions.

- Which country is the text from/about?
- Which legal document is it about?
- Find the definition of the term intermodal transport in the text.
- What is the Commission's policy?
- Which effects does the Commission expect from the intended measures?
- Who/What is Marco Polo?



Intermodal Freight Transport

Introduction

Intermodality is a major part of the Commissions White Paper: **European Transport Policy for 2010: Time to decide** and contributes to the objective of shifting the balance between modes.

The aim of the Commissions policy on Intermodal Freight Transport is to support the efficient "door to door" movement of goods, using two or more modes of transport, in an integrated transport chain. Each mode of transport has its own advantages e. g. potential capacity, high levels of safety, flexibility, low energy consumption, low environmental impact; intermodal transport allows each mode to play its role in building transport chains which overall are more efficient, cost effective and sustainable.

Road haulage is set to grow by 50 % between 1998 and 2010. The Commission's policy, through an integrated package of measure, aims to limit the increase to 38 %. Actions will hence focus on supporting alternatives to road transport particularly for the "long haul" section of journeys. This not only reduces congestion but improves road safety and is good for the environment.

Short term priorities are for technical harmonisation (particularly containers and swap bodies), research into promising technologies and the new Community support programme "Marco Polo". (<http://europa.eu.int/comm/transport/themes/>, 15. 12. 2002)



Read the text again and find derivatives from the words:

intermodal, move, safe, flexible, consume, environment, sustain, haul, congest, harmonise

11. 1 CONTAINERIZATION



Read the text and answer the following questions:

- What is containerization?
- How can containers be transported?
- What are the sizes of standard containers?
- What are the measure units of container capacity?
- Who invented containers?



Containerization

Containerization is a system of intermodal cargo transport using standard ISO containers that can be loaded on container ships, railroad cars, and trucks. There are three common standard lengths, 20 ft (6.1 m), 40 ft (12.2 m) and 45 ft (13.7 m). Container capacity is measured in twenty-foot equivalent units (TEU).

Most containers today are of the 40-ft variety and thus are 2 TEU. 45 ft containers are also designated 2 TEU. Two TEU are referred to as one forty-foot equivalent unit (FEU). These two terms of measurement are used interchangeably. "High cube" containers have a height of 9.5 ft (2.9 m), while half-height containers, used for heavy loads, have a height of 4.25 ft (1.3 m).

Containerization is an important element of the logistics revolution that changed freight handling in the 20th century. Malcolm McLean claimed to have invented the shipping container in the 1930s in New Jersey, but only founded Sea-Land Corporation in the 1950s.

McLean explained that while sitting at a dock waiting for cargo he trucked in to be reloaded onto a ship, he realized that rather than loading and unloading the truck, the truck itself could be the container that is transported.

Containerization revolutionized cargo shipping. Today, approximately 90 % of cargo moves by containers stacked on transport ships. Over 200 million containers are shipped per year.

The widespread use of ISO standard containers influenced modifications in other freight moving standards, gradually forcing removable truck bodies or swap bodies into the same sizes and shapes, and changing completely the worldwide use of freight pallets which fit into ISO containers or into commercial vehicles. (<http://en.wikipedia.org/wiki/Containerization>, 24. 8. 2008)



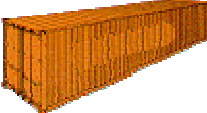
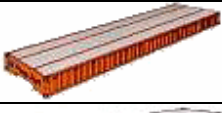
Explain the following expressions:

- intermodal cargo transport
- a "High cube" container
- a half-height container
- a swap body

Types of Containers

The exterior dimensions of all containers conforming to ISO standards are 20 feet long x 8 feet wide x 8 feet 6 inches high or 9 feet 6 inches high for high cube containers (Table 3).

Table 3: Types of Containers

	ventilated container 20'	ideal for cargo requiring ventilation
	bulk container 20'	for bulk cargoes
	tank container 20'	for transportation of liquid chemicals and food stuffs
	dry freight container 20' and 40'	general purpose container
	high cube container 40' and 45'	9'6" high – for over height and voluminous cargo
	open top container 20' and 40'	removable tarpaulin for top loading of over height cargo
	flat rack 20' and 40'	for over width and heavy cargo
	platform 20' and 40'	for extra length and heavy cargo
	insulated container 20' and 40'	for additional insulation of sensitive cargo
	reefer container 20' and 40'	for cooling, freezing or heating of foods or chemicals

Source: <http://www.mccaughrinmaritime.com/Typeofcontainers.htm> (10. 5. 2007)



Look at the table 'Types of Containers' again and decide which type of container would be best for intermodal transport of the following types of freight:

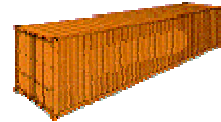
1. lettuce

a.



2. fresh milk from a farm

b.



3. spare parts for cranes

c.



4. coal and ores

d.



5. frozen chicken from China

e.



11. 2 MATERIAL HANDLING



Look at the pictures and the descriptions under the pictures. Match the pictures with the correct descriptions (Figure 32).

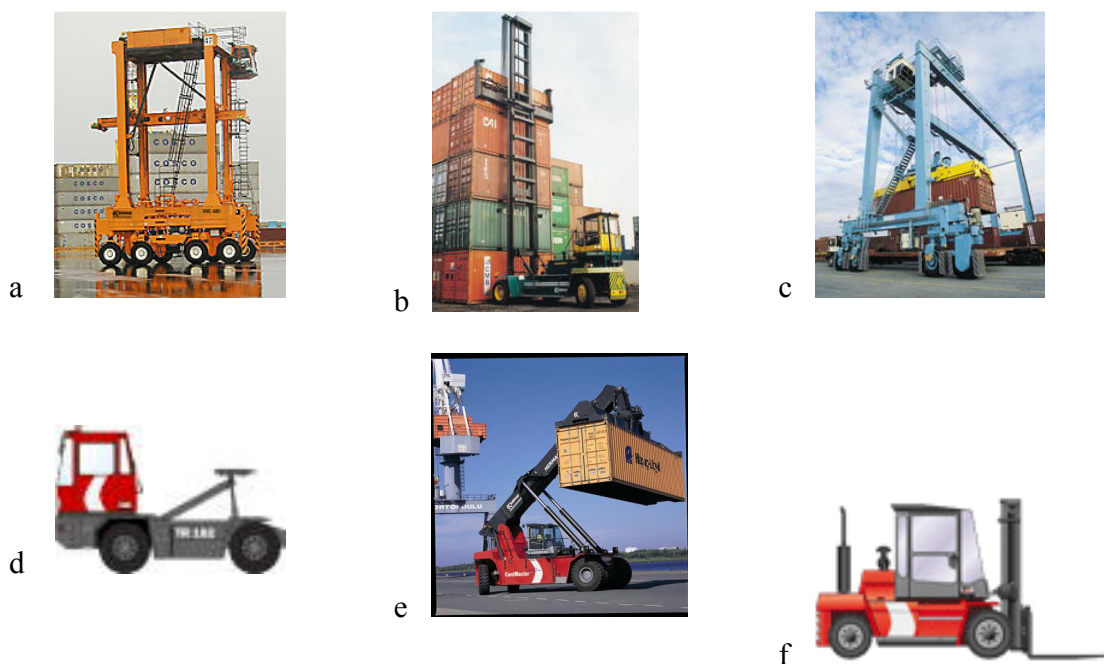


Figure 32: Material handling machines

Source: Adapted from: <http://www.kalmarind.com/show.php?id=605> (5. 5. 2007)

- | | | |
|----------------------------------|---------------------------------|------------------------|
| _____ Fork lift truck | _____ Reachstacker | _____ Terminal tractor |
| _____ Straddle carrier | _____ Rubber tyred gantry crane | |
| _____ Empty container lift truck | | |



Look at the Slovenian expressions for the material handling machines and match the expressions in column A with the correct expressions in column B.

- | A | B |
|---------------------------------------|-------------------------------|
| 1. čelni viličar | a. Empty container lift truck |
| 2. portalno kontejnersko dvigalo | b. Fork lift truck |
| 3. vlačilec | c. Reachstacker |
| 4. regalno dvigalo | d. Rubber tyred gantry crane |
| 5. čelni viličar s spreaderjem | e. Straddle carrier |
| 6. mobilno portalno dvigalo ("jahač") | f. Terminal tractor |



Wordformation. Read the text ‘Better, Wider, Closer’ and fill the gaps with the correct form of the word given in brackets.

Better, Wider, Closer

Outstanding Kalmar

No-one can offer more efficient and economical container handling, always customer's precise needs and circumstances.



Better

We offer the finest container and trailer handling machines and a level of ¹ _____ (**expert**) that is unique in its breadth and ² _____ (**deep**). Our machines are designed and constructed by dedicated people with a deep understanding of the needs of our ³ _____ (**custom**).

Wider

Whatever task you have in mind, Kalmar has the perfect ⁴ _____ (**solve**). No-one offers a wider range of container and trailer handling machinery.

Closer

We provide Customer Support which is ⁵ _____ (**instant**) available and always ⁶ _____ (**access**). Assistance which ensures that a Kalmar machine always runs. (<http://www.kalmarind.com/show.php?id=605>, 5. 5. 2007)

Read the text ‘Better, Wider, Closer’ again and answer the questions.

- What does Kalmar produce?
- What products and services do they offer?
- Do they construct special machines, according to the needs of the customer?



Read the text about the container terminal and translate it into English. Do not translate literally but use the corresponding English expressions.

Kontejnerski terminal Ljubljana

Kontejnerski terminal Ljubljana je del Slovenskih Železnic. Osnovni namen terminala je zagotavljanje hitrega pretoka blaga s nižjimi stroški.

Prekladanje kontejnerjev in zamenljivih zabojnikov se opravlja s portalnim dvigalom in kontejnerskima manipulatorjema. Terminal ima na razpolago 7 sredstev prekladalne mehanizacije nosilnosti od 2 do 40 ton. Terminal ima 10 vlačilcev in 18 specialnih polpriklopnikov za prevoz kontejnerjev ter vozilo za prevoz zamenljivih zabojnikov.

Na terminalu se opravlja tudi oprtni prevoz. Vsak dan prispejo in odidejo trije pari oprtnih vlakov, ki vozijo na relaciji Ljubljana–Salzburg–Ljubljana. Vozniki spremljajo kamione v posebnem vagonu ležalniku.

SUMMARY

Intermodal freight transport involves transportation of freight in a container or vehicle, using multiple modes of transportation (rail, ship, and truck), without any handling of the freight itself when changing modes. The method reduces cargo handling, and so improves security, may reduce damages and loss, and may allow freight to be transported faster. Reduced cost versus over the road trucking is the key benefit for intracontinental use.

In this unit you discussed intermodal transport, types of containers and material handling equipment and machines for handling containers in container terminals.

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Projekt **Impletum**

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



**Šolski center
Novo mesto**



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' in prednostne usmeritve 'Izboljšanje kakovosti in učinkovitosti sistemov izobraževanja in usposabljanja'.