Warehouse Milestones

Englisch für Lagerberufe

Teildruck

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Klett

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Videos, Anhang, Symbole ▶

Üben interaktiv: Online Grammatiktraining

Modul A: 3u5mw9	**Modul E:** 5zw8jx
Modul B: gc2x9w	**Modul F:** pf5r3n
Modul C: x3gj95	**Modul G:** 3b9c4h
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Die Module A – H legen den Schwerpunkt auf die Skills zu Business Communication, die im Workbook intensiv trainiert werden.

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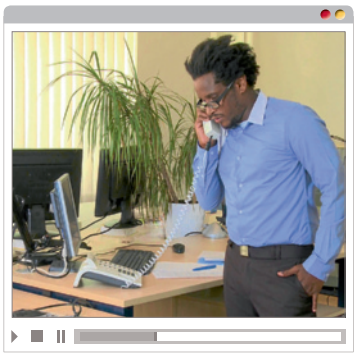

V 2 Telephoning

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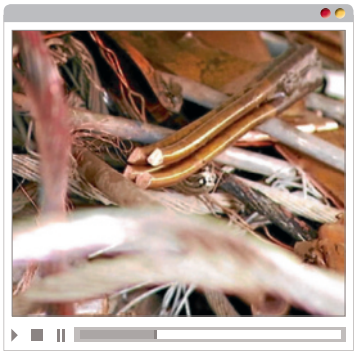
V 4 Technical support



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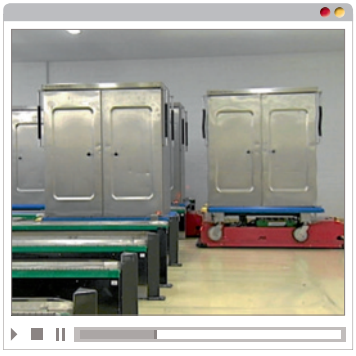

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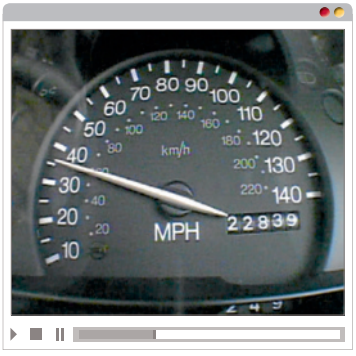

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Modulelemente

Nach diesem Modul	Lernziele
WORD BANK	Fachvokabular
UNDERSTANDING TECHNICAL ENGLISH	Hinweise und Aufgaben zu englischem Fachvokabular
SAFETY FIRST ⚠	Aufgaben zur Arbeitssicherheit
Video Lounge	Aufgaben zu authentischen Videos (die Videos und die Videoskripte befinden sich im Lehrerhandbuch)
→ Phrases: Telephoning	Verweis auf Phrases (Telephoning) im Anhang

Symbole

◎ A 1.2	Audioverweis mit Tracknummer (CD1 – Track 2)
P, M, I, R	Produktion, Mediation, Interaktion, Rezeption
	Aufgabe mit Internetrecherche
	Anspruchsvollere Aufgabe (advanced)
	Partner- und Gruppenaufgaben
3u5mw9	Grammatiktraining online über www.klett.de
KMK II	Aufgabe zur Vorbereitung auf die Prüfung des KMK-Fremdsprachenzertifikats (Niveaustufe II)

07

NACH DIESEM MODUL:

- ✓ **kann ich auf Englisch verschiedene Transportmittel sowie deren Vor- und Nachteile beschreiben,**
- ✓ **kann ich auf Englisch die Organisation von Warentransporten erläutern,**
- ✓ **kann ich auf Englisch Dokumente und Incoterms benennen und erklären.**

1

2

3

4

Shipping goods

Shipping goods requires careful planning. In particular, questions about the kind of goods, the schedule and the final destination need to be answered when preparing for the shipping of goods.

1 **Look at the pictures and complete the following text about the route of the goods to their destination. Use the words from the box.**

deliver • destination port • loading dock • ship • stored • truck

Your company wants to 1 goods to a customer in Halifax, Canada. First the goods have to be transported to Rotterdam by 2. At the 3 they are loaded onto a 4 which takes them to the 5, where the goods are 6 for the customer to collect.

2 **Make a list of the means of transport that you know.**

P **3** **Talk to your partner about what products your company ships and to which destinations. Say which means of transport are used for them.**

WATCH OUT!
The term 'shipping' not only means transportation by ship – it refers to all means of transport.

A | Different means of transport

Choosing the right means of transport is important because transportation is a major cost factor. However, you shouldn't just use the cheapest means of transport, especially when your goods are perishable or need to arrive quickly.

1 **Collect possible advantages and disadvantages of different means of transport. Then read the text and check your ideas.**

Means of transport

Goods must be transported efficiently and according to the customer's wishes. There are four types of carriers: railroads, waterways, roads and planes.

Railroads are used more and more for carrying freight. Trains can transport both heavy and light products and are environmentally friendly. There are refrigerator wagons for perishables. Hazardous or urgent goods can be shipped by rail, too.

Waterway carriers offer cheap and environmentally friendly transportation, in particular of bulky, heavy and hazardous goods. Disadvantages are that seaworthy packing is needed to protect the goods and that it is rather slow.

Road carriers are not used for bulky, low-value goods. But they can offer door-to-door delivery and they reach places other carriers cannot get to. Special lorries can transport liquids, refrigerator trucks are used for perishables and vans are often used for furniture.

Air freight is used for goods which have to arrive quickly. Examples are urgent medicines, spare parts and perishables. The main disadvantage is the high cost.

2 **Match the means of transport with the most suitable goods. Give reasons.**

1. air transport	a. clothing from Austria to Switzerland
2. rail transport	b. furniture from Hamburg to Braunschweig
3. road transport	c. 30 trucks from Madrid, Spain to New York, USA
4. sea transport	d. urgent medicine from Munich to Sydney, Australia

P **3** **Compare the different means of transport using the words in the box.**

cheap • environmentally friendly • expensive • fast • reliable • risky • slow

WORD BANK

air freight – Luftfracht
bulky goods – Sperrgut
carrier – Beförderungsunternehmen, Frachtführer
consignment – Warensendung
deliver (v) – zustellen, liefern
destination – Bestimmungsort
fragile – zerbrechlich
freight – Fracht
hazardous – gefährlich
label (v) – etikettieren, kennzeichnen, beschriften
load (v) – (ver)laden
loading dock – Ladedock
means of transport – Transportmittel
overseas – Übersee
packing – Versandverpackung
perishable – (leicht) verderblich
refrigerator wagon – Kühlwaggon
seaworthy – seefest
ship (v) – versenden, verschiffen
shipment – Versand, Verschiffung
urgent – dringend, eilig
waterway – Wasserweg

B | Organising transportation

Before goods are transported, you have to reach an agreement with the customer on the schedule, the costs, the means of transport and the packing material.

1 **Match the words with the correct definitions.**

1. consignment	a. easily broken
2. fragile	b. freight that is sent somewhere
3. to label	c. other countries across the sea
4. overseas	d. place where goods are stored
5. warehouse	e. when you put information on something

R **2** **Listen to the dialogue between the storemen Tom and Luke. Answer the questions.**
A 3.22

1. Which goods do they have to prepare for transportation?
2. Which country is the consignment going to be shipped to?
3. How must the goods be packed?
4. Why is it important to talk to the customer before the goods are shipped?

P **3** **When you organise transport you should also think about possible environmental costs. First explain what 'environmental costs' might be. Then collect ideas about the causes of environmental costs. Report to the class.**

P **4** **Search the Internet for information about the causes and costs of the following disasters. Prepare a short presentation and present your results to the class.**

→ **PHRASES:** Presentations

Hurricane Katrina hitting New Orleans in 2005 • floods and droughts in China in 2010/2011 • Exxon Valdez oil spill in 1989

P **5** **Discuss this statement: "It's fair that road carriers have to pay some of the environmental costs they are causing."**

6 **UNDERSTANDING TECHNICAL ENGLISH**

The words 'carrier', 'dock(s)' and 'to load' have various meanings. Use a dictionary and translate the following sentences.

1. We are an international carrier that transports goods to Spain.
2. The production company knows a carrier that provides various services.
3. Sue is waiting for a delivery at the dock.
4. We arrived at the docks on time.
5. It took an hour to load the truck.
6. I need to load paper into the printer.

C | Documentation in foreign trade

In foreign trade, different documents clarify aspects such as description, quality, number, means of transport, indemnity and inspection. Incoterms (terms of delivery) are used for contracts in international trade. They make clear who bears what risks and costs for the goods at each point during transport.

1 **Match the documents with the correct definitions.**

1. air waybill	a. document giving details of the goods sent
2. bill of lading	b. invoice issued by the seller to the buyer
3. certificate of origin	c. document issued by the insurance company insuring the freight against risks
4. commercial invoice	d. document issued by the shipping company for the goods shipped and signed by the carrier
5. insurance certificate	e. documents that the goods have been received for shipment by air
6. packing list	f. shows the country of origin of the goods or the country where they were mainly produced

R/P **2** **Read the information on page 87. Choose three Incoterms and take turns asking your partner what they mean and who bears what risks and costs.**

P **3** **Which documents for foreign trade are used in your company? Report to the class.**

4 **Look at page III and convert the following imperial measurements into metric measurements. Compare your answers with your partner and read them out.**

1. 14 feet
2. 2,100 pounds
3. 10 inches
4. 40 miles
5. 30,500 lbs
6. 340 oz

P **5** KMK III **Ihr Betrieb überlegt in Rotterdam ein Warenlager zu eröffnen, um die günstige verkehrstechnische Lage für die Verschiffung von Gütern zu nutzen. Verfassen Sie eine formgerechte Anfrage per E-Mail an Ihren in Rotterdam ansässigen Spediteur (Herr Steinbach, E-Mail: k.steinbach@logistics . . .com) mit folgendem Inhalt:**

- Wählen Sie eine passende Betreffzeile und Anrede.
- Informieren Sie Herrn Steinbach über die Pläne Ihrer Firma.
- Erkundigen Sie sich nach der Größe des Containerhafens. Fragen Sie nach der Anzahl der Terminals und ob Binnen- und Tiefseeschiffahrt dort abgefertigt werden.
- Da Ihnen eine schnelle Abfertigung wichtig ist, möchten Sie wissen, wie das Be- und Entladen von Containern erfolgt.
- Beenden Sie Ihre Anfrage formgerecht.

WORD BANK

airway bill – Luftfrachtbrief
bear (v) – tragen
bill of lading – Konnossement
certificate of origin – Ursprungszeugnis
commercial invoice – Handelsrechnung
contract – Vertrag
environmental costs – Umweltkosten
foreign trade – Außenhandel
indemnity – Schadensersatz
inspection – Prüfung, Kontrolle
insurance certificate – Versicherungspolice
invoice – Rechnung
issue (v) – ausstellen, anfertigen
measure – Maß
packing list – Packliste
packing material – Verpackungsmaterial
storeman – Lagerist, Lagerverwalter
terms of delivery – Lieferbedingungen

→ **PHRASES:** Written communication

G

NACH DIESEM MODUL:

- ✓ kann ich eine englische Präsentation vorbereiten,
- ✓ kann ich auf Englisch präsentieren.

1

2

3

4

Presentations

At some point in your career you may be required to present your company, or their products or services, either informally or on a more formal level. This could mean presenting a new product to a potential customer, or presenting the company as a whole, or something more specific, such as assembly instructions or a positional sketch. Whatever you may be presenting, the ability to give an oral presentation is a key skill. It is also a skill that can be developed and improved.

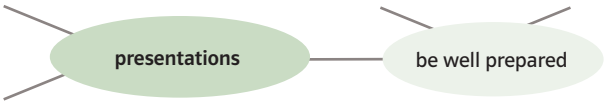
P **1** **Look at the pictures above and describe them using the words below.**

to present • meeting • flipchart • graph • chart • laptop • preparation • to explain • sales pitch • audience • projector

P **2** **For what reasons might you have to give a presentation? Write a list.**

3 **With a partner, decide upon a final list and share it with the class.**

4 **With the same partner brainstorm what you think is important to remember when giving a presentation. Write your answers in a word web like the one below.**



A | Preparing a presentation

1 **In the following table are words which are linked to presentations. Match the English words (1.–10.) with the appropriate German words (a.–j.).**

1. audience	a. Augenkontakt
2. prompt cards	b. beschreiben
3. body language	c. Zusammenfassung
4. eye contact	d. visuelle Hilfsmittel
5. handout	e. Publikum
6. to prepare	f. Schaubild
7. graph	g. Stichwortkarten
8. visual aids	h. Körpersprache
9. to describe	i. vorbereiten
10. summary	j. Informationsblatt

M KMK II **2** **Fassen Sie den folgenden Text über die Vorbereitung einer Präsentation unter Beantwortung folgender Fragen auf Deutsch zusammen.**

1. Warum soll eine Präsentation nicht schriftlich ausformuliert werden?
2. Wie soll eine Präsentation gegliedert sein?
3. Was ist „signposting“?
4. Welche Vorteile bieten visuelle Hilfsmittel?
5. Wie müssen Präsentationsfolien aussehen, damit sie wirken?

How to make a presentation

You have been asked by your boss to give a presentation? Here are a few tips:

- ➜ Do not write out your presentation in full. Instead, use numbered prompt cards with key words – they are the best way to remember important points.
- ➜ Remember: your presentation needs to have an introduction, a main part, and a conclusion.
- ➜ Begin by giving a brief overview of the points to be covered.
- ➜ Use “signposting” phrases to lead through your presentation, e.g.:

  I would like to begin by … • Let me start by showing you … • Next, I would like to say something about … • Another important point is … • Finally, I will talk about … • In conclusion, …

- ➜ Always finish with a conclusion.

Visual aids

You can use visual aids, such as Powerpoint, to help reinforce what you say. Visual aids help you explain complicated ideas or technical details more easily and hold the interest of your audience. They also make your presentation look more professional.
If necessary, you can print them out and use them as a handout for the audience. Visual aids could include graphs, pictures, plans, diagrams, or short texts. However, if you do use your visual aids to show text, then follow these guidelines:

- ➜ Limit the text to six lines.
- ➜ Try to use no more than six words per line.
- ➜ Print the text in large letters, using upper and lower case letters.
- ➜ Use dark colours, such as black, red, blue, or green. Light colours are difficult to read.

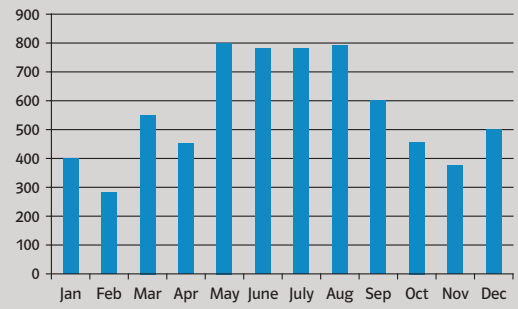
WORD BANK

assembly – Montage
positional sketch – Technologie-schema

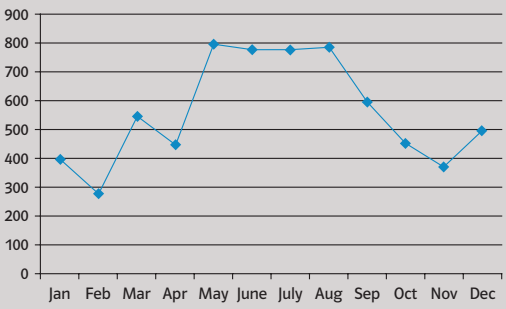
3 Match the visual aids (1.–6) with the pictures below (a.–e.).

1. plan 2. pie chart 3. line graph 4. bar chart 5. diagram 6. table

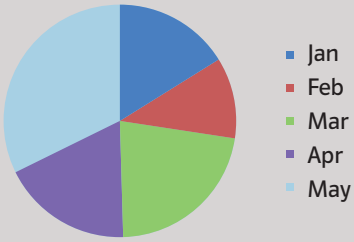
a.



b.



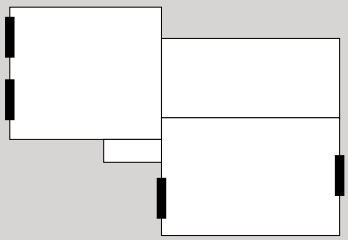
c.



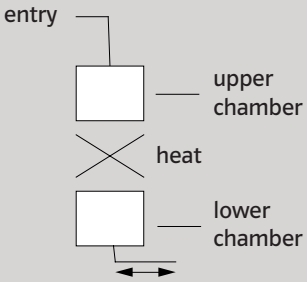
d.

2012		
Jan	$1,256	–6%
Feb	$1,477	+4%
Mar	$1,288	–5%
Apr	$1,543	+9%

e.



f.



B | Describing materials and products

P **1** Think of something that you use often and describe it by using the terms in the box to help you. Don't name the item you are describing. Try and write 3 to 5 sentences.

I **2** Take it in turns to read your sentences to each other and see if you can guess what your partner is describing.

INFO BOX: Useful phrases for describing materials and products

It is a	| strong • sturdy • rigid • flexible • lightweight • shiny • robust • matt |	material.
The design is	| modern • state-of-the-art • classic • elegant • old-fashioned.	
It is	| user-friendly • difficult to operate • reliable • innovative • hand-crafted.	

C | Delivering a presentation

R **1** ◎ A 1.6 **Max Wiesinger, a trained carpenter who works for a furniture design company, is presenting a new line of furniture at a trade show. Listen to the presentation and complete the following text.**

Good morning ladies and gentleman. Today **1** our new range of **2**, *Simply Wood*. The range, which is shown here on the first slide, includes chairs, a large table, a lounger, and benches. I would like to start by talking about the **3** used in the furniture. All of the *Simply Wood* range is made from single softwood timber and has been **4** by our highly-skilled carpenters and joiners.
If you look at this picture, you can see that the benches and the seats are designed with a low back, deep seats and long arms to offer a great deal of comfort and convenience. Thanks to a special varnish, the furniture is 100 % **5** and will not suffer from discolouring. **6** from this final slide, the furniture is also available in white, to give it a classic, timeless look. And do not worry, we have used a durable white polyurethane coating that is suitable for every environment.
On your handout you will see more details about each piece, including the measurements. **7** this morning. Are there any questions? Yes …

P **2** **Now it's your turn. Work in small groups and design a chair, a pocket torch, or any other object of your choice. Present your ideas in class. Use the following words and phrases to help you:**

→ **PHRASES:** Presentations

We have designed a … • Our idea was to … • Our design is made of … • The advantage of the material we used is … • Its measurements are … • length • diameter • weight • width • height • rectangular • circle • circular • square • smooth edges • glued/screwed together • made out of one piece

M **3** KMK I **Ihre Kollegin muss nächste Woche eine wichtige Präsentation halten und bittet Sie um Ihre Hilfe. Sie hat den folgenden Text gefunden, versteht aber leider nur wenig Englisch. Übertragen Sie den Text für sie sinngemäß ins Deutsche.**

7 Ways to Do it Right: Presentations

1. Keep it short and simple (KISS).
2. Do not use too many visual aids.
3. If you are presenting in a group, decide beforehand who will say what.
4. Practice at least once in front of an audience.
5. Do not read from your notes. Look at your audience.
6. Structure your presentation with phrases so your audience can follow more easily.
7. Tell the audience when they can ask questions – either during the presentation, or at the end.

WORD BANK

carpenter – Tischler(in) / Schreiner(in)
circle – Kreis
circular – kreisförmig
diameter – Dicke
furniture – Möbel
height – Höhe
length – Länge
rectangular – rechteckig
smooth – glatt
square – quadratisch
trade show – Messe
weight – Gewicht
width – Breite

WORD BANK ◎

durable – haltbar
joiner – Tischler(in) / Schreiner(in)
polyurethane coating – Polyurethanbeschichtung
softwood – Weichholz
timber – Holz
varnish – Lack

KMK-Prüfungssätze

KMK Stufe I *(100 VP)*

1 Rezeption (Hörverstehen) — 20 VP

◎ A 6.1 **Sie interessieren sich für eine Stelle im englischsprachigen Ausland, z. B. ein Praktikum oder eine längerfristige Anstellung nach der Gesellen- oder Facharbeiterprüfung. Die Virtual Employment Agency (VEA) vermittelt solche Praktika. Sie laden einen Podcast mit vier Stellenangeboten herunter. Erstellen Sie hierzu eine Tabelle mit folgenden Stichwörtern und hören Sie den Podcast zweimal an. Füllen Sie Ihre Tabelle auf Englisch aus.**

Information number	1 *(5 VP)*	2 *(5 VP)*	3 *(5 VP)*	4 *(5 VP)*
trade/position offered				
length of practical				
company and location of practical				
requirements				
extra information: email address, telephone number if given				

2 Rezeption (Leseverstehen) — 20 VP

Sie möchten Ihren Arbeitgeber überzeugen, Sie während Ihrer Ausbildung für ein Praktikum im Ausland freizustellen und haben dazu folgendes Informationsmaterial von der Internetseite der VEA heruntergeladen. Ihr Arbeitgeber bittet Sie, folgende Fragen zu diesem Text auf Deutsch zu beantworten.

1. Was erfahren wir über die Organisation der VEA? *(2 VP)*
2. Welche Vorteile eines Praktikums werden genannt? *(3 VP)*
3. Was konkret bietet die VEA an? *(3 VP)*
4. Was wird über eine Bezahlung/Kostenzuschuss für die Praktikanten gesagt? *(3 VP)*
5. Wie lange dauern die angebotenen Praktika? *(3 VP)*
6. Wer kann sich bei der VEA bewerben und welche Voraussetzungen sollten die Bewerber mitbringen? *(3 VP)*
7. Wie bewirbt man sich? Welche Unterlagen müssen geschickt werden? *(3 VP)*

London-based VEA offers job placements

Who we are
VEA is an organisation funded by the European Union and European companies. Our aim is to help to make European companies fit to operate more effectively in a global world by giving their trainees a chance to work abroad, improve their English language skills and become acquainted with a new culture. The trainees who take part in the programme have a chance to see different work techniques and learn to adapt to new working conditions.

▶

Phrases

A | Meeting people

Formal greetings	Formelle Begrüßung
Good morning / afternoon / evening, Ms Robinson / Mr Jones.	Guten Morgen / Tag / Abend, Frau Robinson / Herr Jones.
Good morning / afternoon / evening, ladies and gentlemen.	Guten Morgen / Tag / Abend, meine Damen und Herren.
Informal greetings	**Informelle Begrüßung**
Good morning, Susan / James.	Guten Morgen, Susan / James.
Hi / Hello / Morning, Karl.	Tag / Morgen, Karl.
Hi everybody!	Tag zusammen!
Formal goodbyes	**Formelle Verabschiedung**
Goodbye! It's been nice / pleasant meeting you.	Auf Wiedersehen! Es war nett / angenehm, Sie kennen zu lernen!
Thank you for your help / your time. Let's keep in touch.	Danke für Ihre Hilfe / Ihre Zeit. Wir bleiben in Kontakt.
Informal goodbyes	**Informelle Verabschiedung**
Bye!	Tschüss / Ciao!
See you later!	Bis später!
See you around!	Wir sehen uns!
See you tomorrow / on Monday / next week!	Bis morgen / Montag / nächste Woche!
Formal introduction	**Formelle Vorstellung**
May I introduce myself?	Darf ich mich vorstellen?
Hello, my name is / I'm Lukas Hansen from ATW Shipping.	Hallo, mein Name ist / ich heiße Lukas Hansen von ATW Shipping.
Pleased to meet you. / Nice to meet you. / How do you do?	Angenehm. / Sehr erfreut.
It's a pleasure to finally meet you in person.	Es freut mich sehr, Sie endlich einmal persönlich kennen zu lernen.
Informal introduction	**Informelle Vorstellung**
Hi. I'm Peter, Peter James.	Hi. Ich bin Peter, Peter James.
Hello, my name is Sarah O'Neill.	Hallo, ich heiße Sarah O'Neill.
Hi Sarah. Nice to meet you.	Hi Sarah. Freut mich, dich kennen zu lernen.

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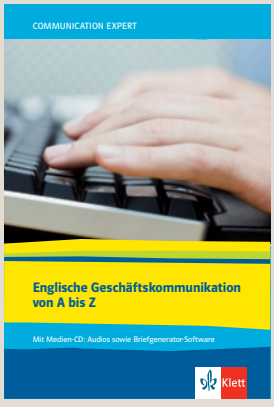

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