

МИНОБРНАУКИ РОССИИ
ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ

**РАБОЧАЯ ПРОГРАММА
УЧЕБНОЙ ДИСЦИПЛИНЫ**

ОГСЭ.03 Иностранный язык

программы подготовки специалистов среднего звена
23.02.01 Организация перевозок и управление на транспорте
(по видам)

Форма обучения: *очная*

Владивосток 2024

СОДЕРЖАНИЕ

1. ОБЩИЕ СВЕДЕНИЯ	4
2. СТРУКТУРА И СОДЕРЖАНИЕ УЧЕБНОЙ ДИСЦИПЛИНЫ	6
3. УСЛОВИЯ РЕАЛИЗАЦИИ РАБОЧЕЙ ПРОГРАММЫ УЧЕБНОЙ ДИСЦИПЛИНЫ	9
4. КОНТРОЛЬ И ОЦЕНКА РЕЗУЛЬТАТОВ ОСВОЕНИЯ УЧЕБНОЙ ДИСЦИПЛИНЫ	10

1. ОБЩИЕ СВЕДЕНИЯ ОГСЭ. 03 «ИНОСТРАННЫЙ ЯЗЫК»

1.1. Место учебной дисциплины в структуре ППСЗ

Учебная дисциплина «Иностранный язык» относится к общему гуманитарному и социально-экономическому циклу основной профессиональной образовательной программы.

1.2. Цель и планируемые результаты освоения дисциплины

Базовая часть:

В результате освоения дисциплины студент должен уметь:

- профессионально пользоваться словарями, справочниками и другими источниками информации;
- переводить (со словарём) иностранные тексты профессиональной направленности;
- понимать общий смысл произнесенных высказываний на бытовые и профессиональные темы;
- строить простые и сложные предложения с использованием профессиональной лексики;
- самостоятельно совершенствовать устную и письменную речь;
- регулярно пополнять словарный запас;
- строить простые высказывания о себе и о своей профессиональной деятельности;
- общаться (устно и письменно) на иностранном языке на повседневные и профессиональные темы;
- писать простые связные сообщения на бытовые и профессиональные темы;
- кратко обосновывать и объяснять свои действия (текущие и планируемые);
- переводить документы, регламентирующие организацию перевозочного процесса;
- пользоваться современными компьютерными переводческими программами

В результате освоения дисциплины студент должен знать:

- лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарём) иностранных текстов профессиональной направленности;
- особенности произношения;
- лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности;
- основные общеупотребительные глаголы (бытовая и профессиональная лексика);
- правила построения простых и сложных предложений;
- основные правила, необходимые для понимания текстов по профессиональной тематике;
- основные документы, регламентирующие организацию перевозочного процесса и правила их оформления;
- правила пользования терминологическими словарями;
- правила пользования электронными словарями

Вариативная часть - не предусмотрено.

Содержание дисциплины должно быть ориентировано на подготовку студентов к освоению профессиональных модулей ППСЗ по специальности 23.02.01 Организация перевозок и управление на транспорте (по видам) и овладению профессиональными компетенциями (ПК):

ПК 1.1. Выполнять операции по осуществлению перевозочного процесса с применением современных информационных технологий управления перевозками.

ПК 1.3. Оформлять документы, регламентирующие организацию перевозочного процесса.

ПК 3.1. Организовывать работу персонала по обработке перевозочных документов и осуществлению расчетов за услуги, предоставляемые транспортными организациями.

ПК 3.3. Применять в профессиональной деятельности основные положения, регулирующие взаимоотношения пользователей транспорта и перевозчика

В процессе освоения дисциплины у студентов должны быть сформированы общие компетенции (ОК):

ОК 2. Использовать современные средства поиска, анализа и интерпретации информации, и информационные технологии для выполнения задач профессиональной деятельности.

ОК 9. Пользоваться профессиональной документацией на государственном и иностранном языках.

Объем учебной дисциплины и виды учебной работы

Вид учебной работы	Объем часов
Максимальная учебная нагрузка (всего)	192
Обязательная аудиторная учебная нагрузка (всего)	168
в том числе:	
лабораторные работы	-
практические занятия	168
контрольные работы	-
Самостоятельная работа обучающегося (всего)	24
в том числе:	
курсовая работа (проект)	-
Промежуточная аттестация: 1,2,3,4 семестры –контрольная работа	
Итоговая аттестация в форме дифференцированного зачёта (5 семестр)	

2. СТРУКТУРА И СОДЕРЖАНИЕ УЧЕБНОЙ ДИСЦИПЛИНЫ

2.1. Тематический план и содержание учебной дисциплины «Иностранный язык»

Наименование разделов и тем	Содержание учебного материала и самостоятельная работа обучающихся	Объём часов	Уровень освоения
1	2	3	4
Тема 1 «Logistics»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Logistics» (Occupational manual) 3. Грамматические темы: Countable / uncountable nouns The form of the possessive case ‘a lot of, much, many, any’ Pronouns: personal, possessive, reflexive, reciprocal, demonstrative 4. Describing job duties 5. “Hi, Rachel. How are you? ... (Listening)	6	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Talking about jobs. Becoming a logistician. Work experience. Education. Job duties (Speaking) 4. Filling out the e-mail (Writing) 5. Выполнение грамматических упражнений.		3
	Контрольная работа №1 по теме «Logistics»		
Тема 2 «Logistics Jobs 1»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Employment Opportunity: Logistics Manager» (Job advertisement) 3. Синонимичные и антонимичные значения слов и словосочетаний. 4. Грамматические темы: Sentence word order	4	2

	<p>Interrogatives: <i>wh-?</i> words and <i>how?</i> Word order in questions. 5. Talking about experience (Listening)</p>		
	<p>Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Applying for a job. Job interviews. Logistics job experience. Responsibilities of a logistics manager (Speaking) 4. Filling out the interview notes. Writing a resume. 5. Выполнение грамматических упражнений.</p>		3
Тема 3 «Logistics Jobs 2»	<p>Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Supply Chain & Logistics Management» (Employee Profile) 3. Грамматические темы: Tenses in Active Voice: Present Simple & Continuous. Action and non-action verbs Глаголы <i>should</i> и <i>would</i> в модальном значении 4. Talking about obligation. 5. Arranging a meeting time (Listening)</p>	4	1
	<p>Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Устное высказывание на тему «Logistics Jobs» (Speaking) 4. Making appointments. Filling out meeting schedules (Writing) 5. Выполнение грамматических упражнений</p>		3
	<p>Контрольная работа №2 по темам «Logistics Jobs (1 и 2)»</p>		
	<p>Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по темам: Word order in questions. Tenses in Active Voice: Present Simple & Continuous. Подготовка к устному высказыванию по теме «Logistics Jobs»</p>	2	3, 2

	Назначение встречи. Планирование совещаний на неделю.		
Тема 4 «Employment Opportunities»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Careers in Logistics» (Webpage article) 3. Грамматические темы: Tenses in Active Voice: Past Simple & Continuous. 4. Discussing options (Listening)	6	1, 2
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Choosing which job to take. Беседа на тему «Employment Opportunities» (Speaking) 4. Discussing different job positions. Filling out a list of pros & cons for the two positions (Writing) 5. Выполнение грамматических упражнений.		3
	Контрольная работа №3 по теме «Employment Opportunities».		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме: Tenses in Active Voice: Past Simple & Continuous. Подготовка к беседе по теме «Employment Opportunities»	1	3, 2
Тема 5 «Basic Math»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Basic Math» (Chart) 3. Грамматическая тема: The numerals (cardinal numbers, ordinal numbers, and fractional) Dates, weights, length, liquids 4. Talking about measurements (Listening)	2	2
	Практические работы: 1. Выполнение лексических упражнений. 2. Выполнение грамматических упражнений.		2
Тема 6	Содержание учебного материала:	2	1, 2

<p>«Measurements»</p>	<ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Measurements» (Manual excerpt) 3. Грамматическая тема: Словообразование (word-building): способы образования слов: суффиксация и префиксация, конверсия, словосложение 4. Giving a reminder (Listening) 		
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Measuring and transporting cargo. Converting measurements (Speaking) 4. Shipment. Filling out the release form (Writing) 5. Выполнение грамматических упражнений. 		3
	<p>Контрольная работа №4 по темам «Basic Math» и «Measurements».</p>		
<p>Тема 7 «Safety Issues»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Manufacturing Employee Manual» (Manual excerpt) 3. Лексическая тема: Препозитивные определения. Атрибутивные существительные в английском языке. 4. Грамматическая тема: Future forms: going to, present continuous (future arrangements); will/won't (predictions); will/won't (promises, offers, decisions) 5. Expressing disbelief (Listening) 	4	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений 2. Ответы на вопросы по тексту 3. Safety Issues. Role-play (Speaking) 4. Filling out an accident report (Writing) 5. Выполнение грамматических упражнений 		3
	<p>Контрольная работа №5 по теме «Safety Issues».</p>		
	<p>Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические</p>	1	3, 2

	<p>упражнения по теме. Подготовка к ролевой игре по теме «Safety Issues». Подбор материала по аспектам: Вопросы безопасности складского объекта. Внутренняя безопасность складов. Аварии, несчастные случаи, травмы, потеря трудоспособности. Источники травмирования. Средства безопасности. Правила охраны труда. Соблюдение правил техники безопасности. Меры по предупреждению травмирования людей или повреждения оборудования. Отгрузка. Заполнение формы разрешения на отгрузку.</p>		
Тема 8 «Customer Service»	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «FZ Floral Suppliers» (Company webpage) 3. Грамматическая тема: Present Perfect (experience) + <i>ever, never</i>; Present Perfect or Past Simple? Present Perfect Simple + <i>yet, just, already</i> 4. Making an apology. Making a complaint (Listening) 	6	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. Беседа на тему «Customer Service» (Speaking) 4. Letters of complaint. Filling out the customer service complaint log (Writing) 5. Выполнение грамматических упражнений 		3
	Контрольная работа №6 по теме «Customer Service».		
	Тестовое задание №1 по темам 1-8.		
	<p>Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Customer Service». Написание письма-жалобы. Заполнение журнала жалоб службы поддержки.</p>	2	3, 2
Тема 9 «Supply Chain»	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Supply Chains». 3. Лексическая тема: opposite adjectives 	4	1, 2

	<p>4. Грамматическая тема: Comparatives, as ... as / less ... than ... Superlatives (+ ever + present perfect)</p> <p>5. Requesting more information (Listening)</p>		
	<p>Практические работы:</p> <p>1. Выполнение лексических упражнений.</p> <p>2. Выполнение упражнений по содержанию текста.</p> <p>3. Making decisions. Elements in a supply chain (Speaking)</p> <p>4. Filling out a memo about supply chain management (Writing)</p> <p>5. Выполнение грамматических упражнений.</p>		3
	Контрольная работа №7 по теме «Supply Chain»		
	<p>Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме Степени сравнения прилагательных.</p> <p>Подготовка к обсуждению по теме «Supply Chain»</p> <p>Система снабжения. Составление служебной записки о поставках.</p>	1	3, 2
Тема 10 «Supplier Planning»	<p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения « Supplier Planning» (Email)</p> <p>3. Грамматическая тема: Present Perfect + <i>for</i> and <i>since</i> Present Perfect or Past Simple? <i>Usually</i> and <i>used to</i></p> <p>4. Telephone conversations between a supplier & a logistics manager. Clarifying information (Listening)</p>	4	2
	<p>Практические работы:</p> <p>1. Выполнение лексических упражнений</p> <p>2. Ответы на вопросы по тексту</p> <p>3. Discussing logistics problems. Reviewing upcoming changes (Speaking)</p> <p>4. Filling out the order form (Writing)</p> <p>5. Выполнение грамматических упражнений</p>		3
	Контрольная работа №8 по теме «Supplier Planning».		

Тема 11 «Types of Inventory»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Wolff Manufacturing » (Employee Manual). 3. Грамматическая тема: Модальные глаголы и их эквиваленты. Глаголы <i>should</i> и <i>would</i> в модальном значении 4. “Hi, Sam. Have you been working on the warehouse ...?” Confirming details (Listening) 	4	2
	Практические работы: <ol style="list-style-type: none"> 1. Выполнение лексических упражнений 2. Ответы на вопросы по тексту 3. The warehouse inventory. Inventory lists (Speaking) 4. Filling out a questionnaire about warehouse inventory (Writing) 5. Выполнение грамматических упражнений 		3
	Контрольная работа №9 по теме «Types of Inventory».		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме Степени сравнения прилагательных. Подготовка к обсуждению по теме «Supply Chain» Система снабжения. Составление служебной записки о поставках.	1	3, 2
Тема 12 «Inventory Costs»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения: «Minute Electronics Corporation» (Memo). 3. Грамматическая тема: Модальные глаголы и их эквиваленты. Глаголы <i>need</i>, <i>have to/don't have to</i>, <i>ought to</i>, <i>can/be able to</i> 4. Discussing options (Listening) 	4	2
	Практические работы: <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. Discussing ways to reduce carrying costs. Suggestions to reduce expenses (Speaking) 		3

	4. Reducing carrying cost. Filling out a memo (Writing) 5. Выполнение грамматических упражнений.		
	Контрольная работа №10 по теме «Inventory Costs».		
Тема 13 «Third-Party Logistics»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения: «3PL Providers» (Article) 3. Грамматическая тема: Review of tenses: present, past, and future 4. Expressing confidence 5. “I’m trying to decide on whether or not I ought to ...” (Listening)	6	2
	Практические работы: 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. 3PL services. Types of 3PL providers (Speaking) 4. Making requests. Filling out the request form (Writing) 5. Выполнение грамматических упражнений.		3
	Контрольная работа №11 по теме «Third-Party Logistics».		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Third-Party Logistics». Оформление заявки.	1	3, 2
Тема 14 «Inbound Logistics»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Bright Manufacturing» (Employee Manual). 3. Грамматическая тема: Active Voice: Active Voice vs. Passive Voice. Passive Voice в Present Simple, Past Simple и Future Simple Tenses. Предлоги <i>by</i> , <i>with</i> , <i>of</i> в Passive Voice. 4. Describing a process 5. “Do you have any questions about ...” (Listening)	4	2
	Практические работы: 1. Выполнение лексических упражнений.		3

	<ul style="list-style-type: none"> 2. Выполнение упражнений по содержанию текста. 3. Inbound Logistics processes. Materials receiving. Materials distribution. Storage facilities. Warehouse staff (Speaking) 4. Filling out a distribution checklist (Writing) 5. Выполнение грамматических упражнений. 		
Тема 15 «Outbound Logistics»	<p>Содержание учебного материала:</p> <ul style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Outbound Logistics» (Manual excerpt) 3. Тексты для дополнительного чтения по теме «Outbound Logistics» 4. Giving a reason 5. A conversation between a logistician & a warehouse supervisor (Listening) 	6	2
	<p>Практические работы:</p> <ul style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текстов. 3. Functions of outbound logistics. Outbound logistics activities (Speaking) 4. Filling out the order processing form (Writing) 5. Выполнение грамматических упражнений 		3
	<p>Контрольная работа №12 по темам «Inbound Logistics» и «Outbound Logistics».</p> <p>Тестовое задание №2 по темам 9-15.</p>		
	<p>Самостоятельная работа:</p> <p>Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме.</p> <p>Подготовка к обсуждению по темам «Inbound Logistics» и «Outbound Logistics»</p> <p>Составление контрольного списка распределения. Оформление заказа. Подготовка к промежуточному тесту.</p>	1	3, 2
Тема 16 «Procurement Logistics»	<p>Содержание учебного материала:</p> <ul style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Logistics Procurement Analyst» (job advertisement). 3. Stating requirements (for the position). 4. A conversation between an interviewer & a job candidate (Listening) 5. Грамматическая тема: The Infinitive. Forms and Functions. The <i>to</i>-infinitive 	6	1, 2

	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Discussing responsibilities of a logistics procurement analyst. Qualifications and experience. Required skills, knowledge and abilities (Speaking) 4. Filling out a questionnaire about working in logistics (Writing) 5. Выполнение грамматических упражнений. 		3
Тема 17 «Production Logistics»	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «The Importance of Production Logistics» (Article). 3. Describing benefits. 4. A conversation between a logistician & a production manager (Listening) 5. Грамматическая тема: The Bare Infinitive. The Infinitive with or without ' to ' 	6	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Filling out the memo regarding track & trace (Writing) 4. Выполнение грамматических упражнений. 		3
	Контрольная работа №13 по темам «Procurement Logistics» & «Production Logistics»		
	<p>Самостоятельная работа:</p> <p>Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Production Logistics» Отслеживание и контроль. Составление служебной записки.</p>	1	3, 2
Тема 18 «Distribution Logistics»	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Distribution Logistics» (Manual excerpt). 3. Introducing a problem 4. A conversation between a logistician & a warehouse manager (Listening) 5. Грамматическая тема: Objective with the Infinitive (Complex Object) 	4	2

	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Discussing problems of Distribution Logistics (Speaking) 4. Filling out the notice about new physical handling procedures (Writing) 5. Выполнение грамматических упражнений. 		3
<p>Тема 19 «Disposal Logistics»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Disposal Logistics» (Company policy). 3. Stating possibilities. 4. Discussing problems of production waste (Listening) 5. Грамматическая тема: The For-to-Infinitive Construction. 	4	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Reducing logistics costs. Efforts to minimize waste production (Speaking). 4. Filling out an email about reducing production waste (Writing) 5. Выполнение грамматических упражнений. 		2
<p>Тема 20 «Food Logistics»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Managing the Food Chain» (Journal article). 3. Explaining what is needed 4. “I need someone who can help me” (Listening) 5. Грамматическая тема: Nominative with the Infinitive (Complex Subject) 	4	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. The cold chain process. Extending the shelf life of perishable items (Speaking). 4. Transporting products. Filling out the contract. Terms of the contract (Writing) 5. Выполнение грамматических упражнений. 		3

	Контрольная работа №14 по темам «Distribution Logistics», «Disposal Logistics», & «Food Logistics»		
	<p>Самостоятельная работа: Отработка лексики и грамматики тем 18, 19, 20. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению по теме «Distribution Logistics». Задачи распределительной логистики: Планирование процесса реализации. Получение и обработки заказа. Выбор вида упаковки продукции, её комплектация. Операции, предшествующие отгрузке. Организация отгрузки продукции. Контроль над транспортировкой к месту потребления. Доставка продукции потребителю. Организация послереализационного обслуживания. Информационное сопровождение. Подготовка к обсуждению по теме «Food Logistics». Логистика и транспортировка пищевых продуктов. Особенности перевозки различных продуктов питания. Обеспечение требуемых условий хранения скоропортящихся продуктов. Холодильные установки. Температурный режим. Транспортировка в режиме среднего холода. Обеспечение температурного режима среднего холода по всей цепочке. Срок хранения продукции. Составление и написание договора о поставке пищевых продуктов. Обсуждение условий поставки.</p>	2	3, 2
Тема 21 «Reverse Logistics»	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «What is Reverse Logistics?» (Article). 3. Giving a compliment. 4. “I don’t understand why ... “. Refurbishing products to be resold (Listening) 5. Грамматическая тема: The Infinitive and the Infinitive Constructions (Revision) 	4	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Unwanted goods. Discussing the problems of the returned items (Speaking) 4. Filling out a logistician’s report. Ways for a company to improve reverse logistics (Writing) 		3

	5. Выполнение грамматических упражнений.		
Тема 22 «Emergency Logistics»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Emergency Logistics» (Webpage). 3. Expressing urgency 4. Telephone conversation: the urgent situation; rapid response (Listening) 5. Грамматическая тема: Модальные глаголы и их эквиваленты (Revision): Глаголы <i>should</i> и <i>would</i> в модальном значении. Глаголы <i>need, have to/don't have to, ought to, can/be able to</i>	6	2
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Logistics emergencies. Immediate actions. Case studies (Speaking) 4. Filling out an order form for a rapid response (Request Form) (Writing) 5. Выполнение грамматических упражнений.		3
	Контрольная работа №15 по темам «Reverse Logistics» & «Emergency Logistics»		
	Тестовое задание №3 по темам 16-22		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Emergency Logistics». Заполнение бланка заказа. Подготовка к написанию промежуточного теста 3 по темам 16-22.	1	3, 2
Тема 23 «Ordering and Scheduling»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Ordering and Scheduling» (E-mail) 3. Describing Benefits 4. Business correspondence: Order letter. 5. A conversation between a logistician and a supervisor (Listening) 6. Грамматическая тема: Gerund. Its Forms and Functions	6	2
	Практические работы: 1. Выполнение лексических упражнений.		3

	<ol style="list-style-type: none"> 2. Ответы на вопросы по тексту. 3. Some common third-party logistics services. Discussing benefits (Speaking) 4. Filling out the email response from the 3PL company to the logistician (Writing) 5. Выполнение грамматических упражнений 		
Тема 24 «Planning Information»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Checklist for Planning Orders» (Checklist). 3. Discussing risk 4. “We need to decide ...” A conversation between two logisticians. (Listening) 5. Грамматическая тема: Verb + Gerund Verb + Infinitive 	4	2
	Практические работы: <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Things to consider when planning orders (Speaking) 4. Filling out the telephone message (Writing) 5. Выполнение грамматических упражнений. 		3
	Контрольная работа №16 по темам «Ordering and Scheduling» & «Planning Information»		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Planning Information». Планирование заказов. Телефонное сообщение о поставках.	1	3, 2
Тема 25 «Material Handling Systems»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Material Handling» (Textbook excerpt). 3. Checking for understanding 4. “First, how do companies decide ...” (Listening) 5. Грамматическая тема: Gerundial Constructions 	4	2
	Практические работы:		3

	<ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Material Handling Systems. A conversation between a professor and a Student. Role-play. (Speaking) 4. Filling out notes about a lecture (Writing) 5. Выполнение грамматических упражнений 		
Тема 26 «Material Handling Equipment»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Material Handling Equipment» (Manual excerpt). 3. Disagreeing with an opinion. 4. “I am going to show them ...” (Listening) 5. Грамматическая тема: The Verbal Noun 	4	2
	Практические работы: <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Talking about material handling equipment (Speaking) 4. Filling out a memo about an equipment training program (Writing) 5. Выполнение грамматических упражнений. 		3
Тема 27 «Material Transport Units»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения 2. Текст для чтения «Material Transport Units» (Email) 3. Suggesting changes 4. Efficient ways to move materials. A conversation between a logistician and an industrial engineer (Listening) 5. Грамматическая тема: Gerund vs. The Verbal Noun 	4	2
	Практические работы: <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Discussing types of equipment used to transport materials. Improving material transport times (Speaking) 4. Filling out the checklist: is the container filled to capacity? (Writing) 5. Выполнение грамматических упражнений. 		3

	Контрольная работа №17 по темам «Material Handling Systems», «Material Handling Equipment» & «Material Transport Units»		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Material Transport Units». Написание письма-напоминания о лекции по теме “Программа обучения обслуживанию новой техники”	2	3, 2
Тема 28 «Storage Areas»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Storage Areas» (Letter) 3. Stressing a point 4. “What storage area option have you decided on?” (Listening) 5. Грамматическая тема: Participle I. Forms and Functions.	6	2
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Storage area options. Storage areas to use. A conversation between a logistician & a warehouse manager. Role-play (Speaking) 4. Filling out the memo from a warehouse manager to warehouse employees (Writing) 5. Выполнение грамматических упражнений.		3
Тема 29 «Storage Equipment»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Storage Equipment» (Webpage) 3. Making an apology 4. Business correspondence: Order letter (письмо-заказ) 5. Selling & buying new & used storage equipment. A conversation between a logistician and an operator (Listening) 6. Грамматическая тема: <i>-ing</i> forms (Participle I or Gerund?)	6	2
	Практические работы: 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста.		3

	<p>3. Ordering storage equipment. Role-play (Speaking)</p> <p>4. Filling out the email from a logistician to a storage equipment supply store (Writing)</p> <p>5. Выполнение грамматических упражнений.</p>		
	Контрольная работа №18 по темам «Storage Areas», «Storage Equipment»		
	Тестовое задание №4 по темам 23-29		
	<p>Самостоятельная работа:</p> <p>Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Storage Equipment».</p> <p>Подготовка к ролевой игре по теме “Заказ складского оборудования”</p> <p>Написание письма-заказа (order letter)</p> <p>Подготовка к написанию промежуточного теста №4 по темам 23-29</p>	1	3, 2
Тема 30 «Information Systems»	<p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения «Information Systems» (Manual excerpt)</p> <p>3. Asking for repetition</p> <p>4. “Let me tell you a bit about our information systems ...” (Listening)</p> <p>5. Грамматическая тема: Participle II. Functions.</p>	3	2
	<p>Практические работы:</p> <p>1. Выполнение лексических упражнений.</p> <p>2. Выполнение упражнений по содержанию текста.</p> <p>3. Company’s information systems. Filling out a report (Writing)</p> <p>4. Выполнение грамматических упражнений.</p>		3
Тема 31 «Warehouse Management Systems»	<p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения «Explaining Warehouse Management Systems (Journal article)</p> <p>3. Discussing features.</p> <p>4. “Our analysis shows that we are going to see improvements ...” (Listening)</p> <p>5. Грамматическая тема: Participial Constructions: Absolute Participial Construction.</p>	3	2

	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений 2. Выполнение упражнений по содержанию текста. 3. Improving warehouse operations with WMS (Speaking) 		3
Тема 32 «Distribution Centers»	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Distribution Centers» (Email) 3. Making predictions. Giving instructions. 4. “Hi, Raul. I wanted to talk about the email you sent” (Listening) 5. Грамматическая тема: Participial Constructions: Complex Object with Infinitive and Participle I 	3	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений 2. Выполнение упражнений по содержанию текста 3. An employment advertisement for the distribution center (Writing) 4. Письменный перевод текста «The Loading Dock» (Poster) 		3
	Контрольная работа №19 по темам «Information Systems», «Warehouse Management Systems», & «Distribution Centers»		
	<p>Самостоятельная работа:</p> <p>Отработка лексики и грамматики тем 30, 31, 32. Тренировочные лексико-грамматические упражнения по темам.</p> <p>Подготовка к обсуждению по теме «Distribution Centers» (Распределительные центры /оптовые базы): Система логистики распределительного центра. Приёмка товара от поставщика. Приспособления для разгрузки. Проверка качества поступившего товара. Процесс хранения на складе; Комплектации товара. Отгрузка и транспортировка. Прием товара в магазинах. Возврат товара в случае его несоответствия. Пополнение израсходованных запасов складов.</p>	1	3, 2
Тема 33 «Customs»	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Customs» (Webpage) 3. Giving a compliment 4. A conversation between a customs broker & a customer (Listening) 	3	2

	5. Грамматическая тема: Participial Constructions: Complex Object with Participle II. оборот “have something done”		
	Практические работы: 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. Filling out the customer’s shipment information (Writing) 4. Выполнение грамматических упражнений.		3
Тема 34 «Cargo Insurance»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Cargo Insurance» (Brochure). 3. Ending a conversation. 4. Getting insurance for the shipment (Listening)	3	2
	Практические работы: 1. Выполнение лексических упражнений 2. Выполнение упражнений по содержанию текста. 3. Insuring your cargo (Speaking) 4. Composing an email to a coworker about cargo insurance (Writing)		3
	Контрольная работа № 20 по темам «Customs» & «Cargo Insurance»		
	Самостоятельная работа: Отработка лексики и грамматики тем. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению по темам «Customs» (Таможенное оформление) и «Cargo Insurance» (Страхование грузов) Написание электронного письма о страховании груза.	1	3, 2
Тема 35 «Shipping Documents»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Shipping Documents» (Manual excerpt). 3. Expressing relief. 4. “Did you make sure all of the documents were ...?” (Listening) 5. Грамматическая тема: The Participle and the Participial Constructions (Revision)	4	2
	Практические работы:		3

	<ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Types of documents accompanying a shipment (Speaking) 4. Creating a description of the shipment (Writing) 5. Выполнение грамматических упражнений 		
Тема 36 «Transportation Load Planning»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Transportation Load Planning» (Advertisement). 3. Describing plans/schedules 4. “Thanks to the new load planning software ...” (Listening) 5. Грамматическая тема: Неличные формы глагола (Verbals): Infinitive, Gerund, Participle 	3	2
	Практические работы: <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Creating continuous moves with the software (Speaking) 4. Выполнение грамматических упражнений. 		3
	Контрольная работа № 21 по темам «Shipping Documents» & «Transportation Load Planning»		
	Самостоятельная работа: Оработка лексики и грамматики тем. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению по темам «Shipping Documents» (товаросопроводительные документы) и «Transportation Load Planning» (планирование объема перевозок/ оптимальная загрузка транспорта).	2	3, 2
Тема 37 «Air Freight Transportation. Rail Freight Transportation»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Тексты для чтения «Air Freight Transportation» (Brochure), “Rail Freight Transportation” (Textbook excerpt) 3. Giving an estimate. Asking for clarification. 4. “We need to figure out the best way to get the shipment ...” (Listening) 	3	2

	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по текстам. 3. Talking about the shipment. The best way to get the shipment across the country. Air freight transportation. (Speaking) 		3
<p>Тема 38 «Motor Freight Transportation. Ocean Freight Transportation»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Тексты для чтения «Motor Freight Transportation» (Pamphlet), «Ocean Freight Transportation» (Webpage) 3. Expressing confidence. Estimating time. 4. “I need to have about 22,000 tons of ...” (Listening) 	3	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по текстам. 3. Cargo shipments. Logistical support for shipments. Modes of transporting goods (Speaking) 		3
	<p>Контрольная работа №22 по темам «Air Freight Transportation. Rail Freight Transportation», «Motor Freight Transportation. Ocean Freight Transportation»</p>		
	<p>Самостоятельная работа: Оработка лексики и грамматики тем. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению по теме «Грузовые перевозки: авиаперевозки, перевозка грузов по железной дороге, автомобильные грузоперевозки, морские перевозки»</p>	1	3, 2
<p>Тема 39 «Logistics Problems»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения 2. Текст для чтения «Logistics Problems» (Article). 3. Talking about future events. 	2	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту «Logistics Problems». 3. Disruptions in the supply chain. Dealing with the logistics problems (Speaking) 		3

	<p>Самостоятельная работа: Оработка лексики по темам. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению (подбор материала) по теме «Logistics Problems in Russia - проблемы и барьеры на пути развития логистики и SCM в России». Недостаток инвестиций в логистическую инфраструктуру РФ. Отсталая транспортная, складская и IT-инфраструктура. Недостаточный уровень квалификации персонала в области логистики и SCM. Недостаточный уровень нормативной базы в области логистики. Отсутствие унифицированной статотчетности по логистике. Дефицит дипломированных логистов.</p>	1	3, 2
Тема 40 «Security. Sustainability»	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Тексты для чтения а) «Working with High-Risk Employees» (Article), б) «Sustainability. Modern Freight» (Advertisement). 3. Discussing risk. Describing progress. 4. “Let’s go over some ...” (Listening) 	4	2
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по текстам. 3. «Working with High-Risk Employees» (Speaking): Internal and external threats. Dealing with thefts. Suffering losses. Improving safety in the workplace. Taking precautions. Security measures. 4. «Sustainability. Modern Freight» (Speaking): Harmful materials released into an environment. Reducing emissions and switching to renewable energy. Current methods of reducing emissions. Direct & indirect benefits of green supply chains. Promoting sustainability and a clean environment 		3
	<p>Контрольная работа №23 по темам «Logistics Problems» & «Security. Sustainability»</p>		
	<p>Тестовое задание №5 по темам 30-40</p>		

ИТОГО	192	
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Для характеристики уровня освоения учебного материала используются следующие обозначения:

- 1.- ознакомительный (узнавание ранее изученных объектов, свойств);
- 2.– репродуктивный (выполнение деятельности по образцу инструкции или под руководством);
- 3.- продуктивный (планирование и самостоятельное выполнение деятельности, решение проблемных задач).

3. УСЛОВИЯ РЕАЛИЗАЦИИ ПРОГРАММЫ ДИСЦИПЛИНЫ

3.1 Материально-технические условия реализации образовательной программы

Реализация программы учебной дисциплины требует наличия кабинета иностранного языка (лингфонный кабинет)

Основное оборудование: Доска подкатная; Мультимедийный комплект (проектор Casio XJ-V2, экран Lumien Eco Picture); Парты ученические двойные; Стол преподавателя; Стулья.

Программное обеспечение: 1. Microsoft Windows 10Pro OEM.
2. Office ProPlus 2010 Russian Acdmc.

Кабинет иностранного языка (лингфонный кабинет)

Основное оборудование: Колонки Logitech 5.1 Z-906; Наушники Sanako SLH07; Персональные компьютеры Lenovo ThinkCentre; Телевизор LG 42LN540V; Парты ученические двойные; Стол преподавателя; Стулья.

Программное обеспечение: 1. Microsoft Windows 10Pro OEM.
2. Office ProPlus 2010 Russian Acdmc.

3.2 Информационное обеспечение обучения (перечень рекомендуемых учебных изданий, Интернет-ресурсов, дополнительной литературы)

Основные источники:

1. Гуреев, В.А. Английский язык. Грамматика (B2): учебник и практикум для среднего профессионального образования / В. А. Гуреев. — Москва: Издательство Юрайт, 2023. — 294 с. — (Профессиональное образование). — ISBN 978-5-534-10481-3. — Текст: электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/516727>

2. Купцова, А.К. Английский язык для менеджеров и логистов: учебник и практикум для СПО/А.К. Купцова, Л.А. Козлова, Ю.П. Волынец; под общей ред. А.К. Купцовой. — М.: Юрайт, 2023. — 355 с. — (Профессиональное образование). — ISBN 978-5-534-09213-4.—Текст: электронный //Образовательная платформа Юрайт [сайт].—URL: <https://urait.ru/bcode/51183>

3. Полубиченко, Л.В. Английский язык для колледжей (A2-B2): учебное пособие для среднего профессионального образования/ А.С. Изволенская, Е. Э. Кожарская; под редакцией Л. В. Полубиченко. — Москва: Издательство Юрайт 2023. — 185 с. — (Профессиональное образование). — ISBN 978-5-534-16355-1. — Текст: электронный//Образовательная платформа Юрайт [сайт]. URL: <https://urait.ru/bcode/530851>

Дополнительные источники:

1. Голубев А.П. Английский язык для всех специальностей +eПриложение: учебник / Голубев А.П., Балюк Н.В., Смирнова И.Б. — Москва: КноРус, 2024. — 385 с. — ISBN 978-5-406-12482-6. — URL: <https://book.ru/book/952748> — Режим доступа: Электронно-библиотечная система BOOK.RU. - Текст: электронный.

2. Евдокимова-Царенко, Э.П. Практическая грамматика английского языка в закономерностях (с тестами, упражнениями и ключами к ним): учебное пособие / Э. П. Евдокимова-Царенко. — 5-е изд., стереотипное. — Санкт-Петербург: Лань, 2024. — 348 с.

— ISBN 978-5-507-45567-6. — Текст: электронный // Лань: электронно-библиотечная система. — URL: <https://e.lanbook.com/book/404882>

3. Карпова, Т.А. English for Colleges. Английский язык для колледжей: учебное пособие / Карпова Т.А. — Москва: КноРус, 2023. — 281 с. — (СПО). — ISBN 978-5-406-11164-2. — URL: <https://book.ru/book/935920>

4. Карпова, Т.А. English for Colleges. Английский язык для колледжей. Практикум + Приложение: тесты.: учебно-практическое пособие / Карпова Т.А., Восковская А.С., Мельничук М.В. — Москва: КноРус, 2023. — 286 с. — (СПО). — ISBN 978-5-406-11323-3. — URL: <https://book.ru/book/932751>

5. Кузьменкова, Ю. Б. Английский язык: учебник и практикум для среднего профессионального образования / Ю. Б. Кузьменкова. — Москва: Издательство Юрайт, 2023. — 412 с. — (Профессиональное образование). — ISBN 978-5-534-09154-0. — Текст: электронный//Образовательная платформа Юрайт — URL: <https://urait.ru/bcode/531525>

Электронные источники:

1. Free Management Library, from <http://managementhelp.org/>
2. Glossary of Supply Chain Terms, from <https://www.inboundlogistics.com/>
3. Glossary of Transportation & Logistics Terms, from <https://icclogistics.com/glossary-transportation-logistics-terms/>
4. Investopedia, from <http://www.investopedia.com/terms/c/customer-service.asp>
5. Logistics Glossary, from <https://www.logisticsglossary.com/>
6. Logistics Terminology, from <http://www.unigrouplogistics.com/resource-library/terminology>
7. LogLink / Терминологический словарь по логистике, from <https://www.loglink.ru/dictionary/>
8. Lowe David. The Dictionary of Transport and Logistics, from <https://studfile.net/preview/4547777/>
9. MULTITRAN – интернет словарь, from <https://www.multitran.com>
10. Online Business Dictionary, from <http://www.businessdictionary.com/>
11. Yulia Stukalina. Professional English for students of Logistics. Riga. - 2014
12. from: <https://www.dropbox.com/sh/1dahcss24msf0ng/AAAEIIfIveqNI-VJSdfCDfLha?dl=0>
13. Transportweekly, from <http://www.transportweekly.com/>
14. Wikipedia, from https://en.wikipedia.org/wiki/Main_Page
15. wise Geek: clear answers for common questions, from <http://www.wisegeek.com/>
16. WWW.Virtual Library: Logistics World, from <http://www.logisticsworld.com/>
17. Англо-русский словарь логиста, from http://www.maxilog.su/services/voc_logist.php
18. Англо-русский словарь логиста, from http://logirus.ru/services/logistic_dictionary.php
19. Англо- русский толковый словарь логистических терминов, from <http://studfiles.net/preview/4521608/>
20. Файзрахманова Ю.С., Ситдикова Н.Г., Ядловская Э.Р. Professional English for Students of Logistics from <https://www.fond21veka.ru/publication/20/48/66264/>

4. КОНТРОЛЬ И ОЦЕНКА РЕЗУЛЬТАТОВ ОСВОЕНИЯ ДИСЦИПЛИНЫ

Контроль и оценка освоения дисциплины осуществляется преподавателем в процессе проведения практических занятий, тестировании, а также выполнения обучающимися индивидуальных заданий, проектов, исследований.

Результаты обучения	Критерии оценки	Методы оценки
<p>понимать общий смысл четко произнесенных высказываний на известные темы (бытовые и профессиональные)</p> <p>понимать тексты на базовые профессиональные темы</p> <p>участвовать в диалогах на знакомые общие и профессиональные темы</p> <p>строить простые высказывания о себе и о своей профессиональной деятельности</p> <p>кратко обосновывать и объяснить свои действия (текущие и планируемые)</p> <p>писать простые связные сообщения на знакомые или интересующие профессиональные темы</p> <p>правила построения простых и сложных предложений на профессиональные темы</p> <p>уметь читать и понимать содержание основных документов, регламентирующих организацию перевозочного процесса и знать правила их оформления</p> <p>знать:</p> <p>лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности.</p> <p>правила построения простых и сложных предложений на профессиональные темы</p> <p>основные общеупотребительные глаголы (бытовая и профессиональная лексика)</p> <p>лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p> <p>особенности произношения</p> <p>правила чтения текстов профессиональной направленности</p> <p>самостоятельно совершенствовать устную и письменную речь</p> <p>пополнять словарный запас</p>	<p>Понимать смысл и содержание высказываний на английском языке на профессиональные темы.</p> <p>Понимать содержание технической документации и инструкций на английском языке.</p> <p>Строить высказывания на знакомые профессиональные темы и участвовать в диалогах в ходе профессиональной деятельности на английском языке.</p> <p>Писать краткие сообщения на профессиональную тему.</p>	<p>Экспертное наблюдение за выполнением практических работ.</p> <p>Результаты вы</p> <p>полнения контрольных работ</p> <p>Оценка устных и письменных ответов</p>

МИНОБРНАУКИ РОССИИ
ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ

КОНТРОЛЬНО-ОЦЕНОЧНЫЕ СРЕДСТВА
для проведения текущего контроля и промежуточной аттестации
по учебной дисциплине

ОГСЭ. 03 Иностранный язык

программы подготовки специалистов среднего звена
23.02.01 Организация перевозок и управление на транспорте
(по видам)

Форма обучения: *очная*

Владивосток 2024

Контрольно-оценочные средства для проведения текущего контроля и промежуточной аттестации по учебной дисциплине *ОГСЭ. 03 Иностранный язык* разработаны в соответствии с требованиями ФГОС СПО по специальности *23.02.01 Организация перевозок и управление на транспорте (по видам)*, утвержденного приказом Минобрнауки РФ от *22.04.2014 г., №376*, примерной образовательной программой, рабочей программой учебной дисциплины.

Разработчик:

Н.К. Тёщина, преподаватель иностранного языка АК ВВГУ

Рассмотрено и одобрено на заседании цикловой методической комиссии

Протокол № 9 от 15 мая 2024 г.

Председатель ЦМК  _____ *А.Д. Гусакова*
подпись

1 Общие сведения

Контрольно-оценочные средства (далее – КОС) предназначен для контроля и оценки образовательных достижений обучающихся, освоивших программу учебной дисциплины ОГСЭ. 03. Иностранный язык.

КОС разработаны на основании:

– основной образовательной программы СПО по специальности 23.02.01 *Организация перевозок и управление на транспорте (по видам)*;

– рабочей программы учебной дисциплины Иностранный язык.

Формой итоговой аттестации является дифференцированный зачет.

Код ОК, ПК	Код результата обучения	Наименование
ОК 2 ОК 9 ПК 1.1 ПК 1.3 ПК 3.1 ПК 3.3	31	лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности
	32	основные общеупотребительные глаголы (бытовая и профессиональная лексика)
	33	особенности произношения
	34	правила построения простых и сложных предложений
	35	правила, необходимые для чтения и понимания текстов по профессиональной тематике
	36	лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарём) иностранных текстов профессиональной направленности.
	37	основные документы, регламентирующие организацию перевозочного процесса и правила их оформления
	38	правила пользования электронными терминологическими словарями
	У1	переводить (со словарём) иностранные тексты профессиональной направленности
	У2	понимать тексты с использованием бытовой и профессиональной лексики
	У3	понимать общий смысл произнесенных высказываний на бытовые и профессиональные темы
	У4	строить простые предложения с использованием профессиональной лексики
	У5	строить простые высказывания о себе и о своей профессиональной деятельности
	У6	самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас
	У7	кратко обосновывать и объяснить свои действия (текущие и планируемые)
	У8	участвовать в диалогах на изученные повседневные и профессиональные темы
	У9	писать простые связные сообщения на изученные бытовые и профессиональные темы

2 Распределение типов контрольных заданий по элементам знаний и умений, контролируемых в процессе изучения

Код результата обучения	Содержание учебного материала (темы)	Вид оценочного средства	
		Текущий контроль	Промежуточная аттестация
31 32 33 34 35 36 37 38 У1 У2 У3 У4 У5 У6 У7 У8 У9	Тема 1. Logistics	Контрольная работа	Тестирование 1
	Тема 2,3. Logistics Jobs (1 & 2)	Контрольная работа	Тестирование 1
	Тема 4. Employment Opportunities	Контрольная работа	Тестирование 1 Монологическое высказывание
	Тема 5. Basic Math Тема 6. Measurements	Контрольная работа	Тестирование 1
	Тема 7. Safety Issues	Контрольная работа	Тестирование 1
	Тема 8. Customer Service	Контрольная работа	Тестирование 1 Чтение и перевод текста, ответы на вопросы по тексту
	Тема 9. Supply Chain	Контрольная работа	Тестирование 2
	Тема 10. Supplier Planning	Контрольная работа	Тестирование 2
	Тема 11. Types of Inventory	Контрольная работа	Тестирование 2 Монологическое высказывание
	Тема 12. Inventory Costs	Контрольная работа	Тестирование 2
	Тема 13. Third-Party Logistics	Контрольная работа	Тестирование 2
	Тема 14. Inbound Logistics Тема 15. Outbound Logistics	Контрольная работа	Тестирование 2 Беседа
	Тема 16. «Procurement Logistics» Тема 17. «Production Logistics»	Контрольная работа	Тестирование 3
	Тема 18. «Distribution Logistics», Тема 19. «Disposal Logistics», Тема 20. «Food Logistics»	Контрольная работа	Тестирование 3 Монологическое высказывание
	Тема 21. «Reverse Logistics» Тема 22. «Emergency Logistics»	Контрольная работа	Тестирование 3 Чтение и перевод текста, ответы на вопросы по тексту
	Тема 23. «Ordering and Scheduling» Тема 24. «Planning Information»	Контрольная работа	Тестирование 4
	Тема 25. «Material Handling Systems», Тема 26. «Material Handling Equipment,	Контрольная работа	Тестирование 4 Монологическое высказывание

	Тема 27. «Material Transport Units»		
	Тема 28. «Storage Areas», Тема 29. «Storage Equipment»	Контрольная работа	Тестирование 4 Тестовые задания на понимание основного содержания текста и запрашиваемой информации
	Тема 30. «Information Systems», Тема 31. «Warehouse Management Systems», Тема 32. «Distribution Centers»	Контрольная работа	Тестирование 5
	Тема 33. «Customs» Тема 34. «Cargo Insurance»	Контрольная работа	Тестирование 5
	Тема 35. «Shipping Documents» Тема 36. «Transportation Load Planning»	Контрольная работа	Тестирование 5 Перевод документов, регламентирующих организацию перевозочного процесса
	Тема 37. «Air Freight Transportation. Rail Freight Transportation», Тема 38. «Motor Freight Transportation. Ocean Freight Transportation»	Контрольная работа	Тестирование 5 Беседа
	Тема 39. «Logistics Problems» Тема 40. «Security. Sustainability»	Контрольная работа	Тестирование 5 Чтение и перевод текста, ответы на вопросы по тексту. Монологическое высказывание

3 Структура банка контрольных заданий для текущего контроля и промежуточной аттестации

Тип контрольного задания	Количество контрольных заданий (вариантов)	Общее время выполнения обучающимся контрольный заданий
Текущий контроль		
Контрольная работа №1, Тема 1. Logistics	1	60

Тип контрольного задания	Количество контрольных заданий (вариантов)	Общее время выполнения обучающимся контрольный заданий
Контрольная работа №2, Тема 2,3. Logistics Jobs (1&2)	1	60
Контрольная работа №3, Тема 4. Employment Opportunities	1	45
Контрольная работа №4, Тема5. Basic Math, тема 6. Measurements	1	45
Контрольная работа №5, Тема 7. Safety Issues	1	45
Контрольная работа №6, Тема 8. Customer Service	1	60
Контрольная работа №7, тема 9. Supply Chain	1	60
Контрольная работа №8, Тема 10. Supplier Planning	1	60
Контрольная работа №9, Тема 11. Types of Inventory	1	60
Контрольная работа №10, Тема 12. Inventory Costs	1	60
Контрольная работа №11, Тема 13. Third-Party Logistics	1	60
Контрольная работа №12, Тема 14. Inbound Logistics, тема 15. Outbound Logistics	1	60
Контрольная работа №13, Тема 16. Procurement Logistics, тема 17. Production Logistics	1	45
Контрольная работа №14, Тема 18. Distribution Logistics, тема 19. Disposal Logistics, тема 20. Food Logistics	1	45
Контрольная работа №15, Тема 21. Reverse Logistics, тема 22. Emergency Logistics	1	45
Контрольная работа №16, Тема 23. Ordering and Scheduling, тема 24. Planning Information	1	45
Контрольная работа №17, Тема 25. Material Handling Systems, тема 26. Material Handling Equipment, тема 27. Material Transport Units	1	45
Контрольная работа №18, Тема 28. Storage Areas, тема 29. Storage Equipment	1	30
Контрольная работа №19, Тема 30. Information Systems, тема 31. Warehouse Management Systems, тема 32. Distribution Centers	1	45
Контрольная работа №20, Тема 33. Customs, тема 34. Cargo Insurance	1	45
Контрольная работа №21, Тема 35. Shipping Documents, тема 36. Transportation Load Planning	1	60
Контрольная работа №22, Тема 37. Air Freight Transportation. Rail Freight Transportation, Тема 38. Motor Freight Transportation. Ocean Freight Transportation.	1	60
Контрольная работа №23, Тема 39. Logistics Problems, тема 40. Security. Sustainability	1	60
Промежуточная аттестация		
Тестовое задание №1,	1	60 мин

Тип контрольного задания	Количество контрольных заданий (вариантов)	Общее время выполнения обучающимся контрольный заданий
Тестовое задание №2,	1	60 мин
Тестовое задание №3,	1	60 мин
Тестовое задание №4,	1	60 мин
Тестовое задание №5,	1	60 мин

4. Описание процедуры оценивания

Текущий контроль и промежуточная аттестации включают в себя теоретические задания, позволяющие оценить уровень усвоения обучающимися знаний, практические задания, выявляющие степень сформированности умений и владений.

Объем и качество освоения обучающимися МДК, уровень сформированности дисциплинарных компетенций оцениваются по результатам текущих и промежуточной аттестаций количественной оценкой, выраженной в баллах, максимальная сумма баллов по дисциплине равна 100 баллам.

Сумма баллов, набранных студентом, переводится в оценку в соответствии с таблицей.

Сумма баллов	Оценка по промежуточной аттестации	Характеристика уровня освоения дисциплины
от 91 до 100	«зачтено» / «отлично»	Студент демонстрирует сформированность дисциплинарных компетенций на итоговом уровне, обнаруживает всестороннее, систематическое и глубокое знание учебного материала, усвоил основную литературу и знаком с дополнительной литературой, рекомендованной программой, умеет свободно выполнять практические задания, предусмотренные программой, свободно оперирует приобретенными знаниями, умениями, применяет их в ситуациях повышенной сложности.
от 76 до 90	«зачтено» / «хорошо»	Студент демонстрирует сформированность дисциплинарных компетенций на среднем уровне: основные знания, умения освоены, но допускаются незначительные ошибки, неточности, затруднения при аналитических операциях, переносе знаний и умений на новые, нестандартные ситуации.
от 61 до 75	«зачтено» / «удовлетворительно»	Студент демонстрирует сформированность дисциплинарных компетенций на базовом уровне: в ходе контрольных мероприятий допускаются значительные ошибки, проявляется отсутствие отдельных знаний, умений, навыков по некоторым дисциплинарным компетенциям, студент испытывает значительные затруднения при оперировании знаниями и умениями при их переносе на новые ситуации.
от 41 до 60	«не зачтено» / «неудовлетворительно»	Студент демонстрирует сформированность дисциплинарных компетенций на уровне ниже базового, проявляется недостаточность знаний, умений, навыков.
от 0 до 40	«не зачтено» / «неудовлетворительно»	Дисциплинарные компетенции не сформированы. Проявляется полное или практически полное отсутствие знаний, умений, навыков.

5. Структура контрольных заданий

5.1 Контрольная работа №1 Тема Logistics

1. Match the words or phrases (1-6) with the definitions (A-F)

1 - logistician

4 - manufacturing

2 – industry

5 - consumer

3 – supplier

6 - supply chain

A someone who purchases products or services for use

B an individual or organization that makes products available for use or sale

C a system of individuals, organizations, technology, and resources that move a product from a supplier to a consumer

D a professional specialist who analyzes and coordinates a company's supply chain, which involves managing how a product is acquired, distributed, allocated, and delivered

E a profit-making enterprise that employs large personnel to create products or services of commercial value

F - the process or business of making goods, in large amounts, in a factory

2. Use the words below to complete the sentences:

Logistician suppliers movement materials education

1. Every organization needs a reliable flow of _____.

2. Managers have to make the _____ of materials as efficient and effective as possible.

3. A manager who works in logistics, or an academic who studies the subject, is, formally, a _____.

4. Logistics is responsible for the transport and storage of materials on their journey between _____ and customers.

5. All parents want a good _____ for their children.

3. Translate the following word combinations:

to coordinate a company's supply chain, every step in a supply chain, to enter a career in logistics, to move products, to work in manufacturing, to deliver items, a problem with distribution, to fix distribution problems, to make distribution effective, far-paced work, to be responsible (for),

communication skills, work experience, to gain experience, military service, the global economy, the latest technology, to look for a job, job duties, to manage a company

4. Read the text. Use dictionary if necessary.

LOGISTICS

Logistics can be defined as the management of the flow of goods, information and other resources, energy and people between the point of origin and the point of consumption in order to meet the requirements of consumers. Logistics involves the integration of information, transportation, inventory, warehousing, material handling, packaging and security. Logistics may have an internal focus (inbound logistics), or external focus (outbound logistics).

If the company manufactures a product from parts purchased from suppliers, and those products are then sold to customers, one can speak about a *supply chain*. *Supply Chain* can be defined as a network of facilities and distribution options that performs the function of procurement of materials, transformation of these materials into intermediate and finished products, and the distribution of these finished products to customers.

Logistics management is part of supply chain management. Logistics management plans, implements, and controls the efficient flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements.

Successful supply chain operators work in close partnerships with their customers; they jointly explore the opportunities for increasing efficiency of the supply chain and improving service levels by using the latest systems and techniques.

A professional working in the field of logistics management is called a *logistician*. The main functions of a qualified logistician include, among other things, inventory management, purchasing, transportation, warehousing, consultation and organizing and planning of these activities. Logisticians are responsible for the life cycle and supply chain operations of a variety of products. They are also responsible for customs documentation. They regularly work with other departments to ensure that the customers' needs and requirements are met.

5. Mark the following sentences as True or False

1. Logistics can be defined as the management of the flow of goods between the point of origin and the point of consumption.
2. Logistics involves the integration of information, transportation, inventory, warehousing, etc.
3. Logistics always has an external focus.
4. All supply chains are very simple.
5. The complexity of the supply chain will vary with the size of the business.
6. Logistics management is part of supply chain management.
7. Successful supply chain operators work in close partnerships with their customers.

8. A professional working in the field of logistics management is called an academician.
9. The main functions of a qualified logistician include, inventory management, purchasing, transportation, warehousing, etc.
10. Logisticians are responsible for the life cycle and supply chain operations of a variety of products.

6. Answer the following questions.

1. What is logistics?
2. How important is logistics?
3. What is the role of logistics in the organizations?
4. What does the term *supply chain* imply?
5. What is *logistics management*?
6. What are the main functions of a qualified logistician?
7. What are professional logisticians responsible for?
8. How does someone become a logistician?

5.2 Контрольная работа №2 Тема Logistics Jobs (1 & 2)

1. Match the words or phrases (1-6) with the definitions (A-F)

- | | |
|------------------------------|-------------------------------------|
| 1 – customer service manager | 4 - consultant |
| 2 - logistics engineer | 5 – production manager |
| 3 – analyst | 6 – international logistics manager |
- A - uses analytical and quantitative methods to understand and interpret data
- B – works with clients to improve logistics performance using skills such as strategic planning, process re-engineering, and/or information technology.
- C – oversees production in manufacturing, managing the work of manufacturing engineers, production associates, machine operators, and other plant employees
- D – works to create efficient import/export supply chains
- E - determines processes, technology, or infrastructure to support management
- F - plans and directs the activities of the customer service team

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

production manager supply chain manager warehouse operations manager
transportation manager purchasing manager logistics software manager

1. The _____oversees all buying activities for the company.
2. Mark called the _____ when he needed assistance with technology tools.
3. When the vice president wanted a review of all production and procedure activities, he contacted the _____.
4. Helen called the _____ when she needed assistance with technology tools.
5. The entire manufacturing process is managed by the _____.
6. Contact the _____ if you have questions about shipping products by train.

3. Translate the following word combinations:

employment opportunities, to manage logistics personnel, independent consultant, to oversee teams, customer service, to develop strategic processes, to negotiate with suppliers, to work closely with, to oversee efficient import/export supply chains, qualified candidates, to have experience, job advertisement, to oversee customer service teams, process improvement, to plan and direct the activities (of), to interpret data, to integrate services, to determine processes, to support management, to create efficient supply chain, to hire an outside consultant, to improve strategic planning, a logistics job candidate, to apply for a job, to work in the field of, logistics job experience, a job candidate, position applied for, previous jobs, to coordinate shipments, distribution methods, to manage third party contracts, to meet customer needs, to arrive safely and on time, job training, opportunities for advancement, job requirements, proven leadership skills, outside contractors, , to oversee warehouse activities, to need assistance, to set up a time to meet, meeting schedule

4. Answer the following questions.

9. What is the most common career path in logistics?
10. Who works in a logistical management?
11. What kinds of organizations employ logistics managers?
12. Where do new logistics managers get started?
13. What are some responsibilities of a logistics manager?
14. What skills do logistics managers need?
15. What are some ways that logistics managers work with people outside their companies?

16. What types of information do logistics managers analyze to improve efficiency?
17. What types of things does a logistics engineer plan?
18. How important is a graduate degree in entering a career?

5.3 Контрольная работа №3 Тема Employment Opportunities

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

- | | |
|-------------------|---------------|
| 1. transportation | 5. consulting |
| 2. manufacturing | 6. passenger |
| 3. merchandising | 7. education |
| 4. freight | 8. retailer |

- A the art of displaying products in stores in a manner that makes people want to buy them
- B goods that are transported by vehicles, and the system of moving them
- C the act of learning and teaching, usually in a school, college or university environment
- D a person who travels in a vehicle without driving it or working on it
- E a person or business that sells goods directly to customers for their personal use
- F the system or activity of moving people or objects from one place to another
- G the business of giving professional help and advice on a certain subject
- H the process or business of making goods in large amounts in a factory

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

opportunities	transportation	education	manufacturing process
consumers	logistician	transportation	to improve

1. Logistics is the connection between manufacturers and_____.
2. She applied for both employment _____.
3. A professional working in the field of logistic management is called _____.
4. The logistics consultant wanted _____ the company's transportation.
5. The term “_____” refers to the movement of product from one point to another
6. You may need a high degree of _____ to get a well-paid logistics job.

7. International logistics managers must have an extensive knowledge of different modes of _____.

8. _____ is all the stages involved in making something.

3. Translate the following word combinations:

employment opportunities, consumer products, to reach retailers, consulting firms, manufacturing company, merchandising firm, education institution, service institution, government agencies, basic knowledge, business skills, entry-level supervisor, education level, prior experience, to hire workers, job openings, in the logistics field, to have a set career path, to improve transportation, the manufactured product, to deliver products, in large amounts, business of making goods, to provide professional help, to transport goods, to provide a service, to celebrate a promotion, the pay and benefits (package), to apply for employment opportunities, to take the job

4. Talk about these questions.

1. What kinds of companies hire logistics workers?
2. At which type of company would you like to work?

5.4 Контрольная работа №4 Темы: Basic Math. Measurements.

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

- | | |
|---------------|------------------|
| 1. plus | 5. inch |
| 2. minus | 6. mile |
| 3. divided by | 7. convert |
| 4. equals | 8. volume weight |

- A used to indicate division
- B used to give the result of a mathematical operation
- C a unit of length that is equal to one-twelfth of a foot
- D used to indicate addition
- E used when taking away a number from another
- F a calculation that shows the density of a package
- G an imperial unit of length that is equal to 5.280 feet
- H to exchange one system of weights and measures for another

2. Read the sentence pairs. Choose which word or phrase best fits each blank.

1. foot/meter

- A One hundred centimeters is equal to one _____.
- B The ruler measured twelve inches, or one _____.

2. imperial system/kilometers

- A In Canada, distance is measured in _____.
- B One cubic yard is a unit of _____.

3. suppliers/consumers

- A _____ often complain about the high cost of products.
- B _____ distribute finished products, parts, and raw materials.

4. weight/length

- A The metric system uses meters to measure _____.
- B A pound is an imperial unit of _____.

3. Translate the following word combinations:

basic mathematical operations, metric system, imperial system, to abbreviate numbers, to indicate division, to indicate subtraction, to request information, to calculate the volume of the shipment, to convert to kilograms, to ship freight, to deliver cargo, conventional cargo, to determine measurements, container loads, volume weight, to provide measurements in miles, the density of a package, a unit of weight/length, to measure distance, roll-on/roll-off cargo

4. Talk about these questions.

1. What are some basic math operations?
2. What are some ways to express the results of mathematical operations?
3. What are the different ways in which freight is shipped?
4. What are some examples of imperial and metric units?

5.5 Контрольная работа №5 Тема Safety Issues

1. Match the words or phrases (1-7) with the definitions (A-G)

- | | |
|-------------|---------------------------------------|
| 1 safety | 5 lockouts |
| 2 accidents | 6 personal protective equipment (PPE) |

3 injuries 7 first aid kits

4 malfunction (v)

- A physical damage that occurs to the body or a body part
- B a procedure that locks and labels malfunctioning electrical equipment as a safety measure.
- C an unplanned event that results in damage or injury
- D a case that contains bandages, medicines, and other items needed to administer care in case an injury occurs.
- E clothing and accessories designed to protect people from harm.
- F to not work properly
- G protection from danger or harm that could cause injury or death

2. Read the sentences and choose the correct words or phrases

1. Falls and slips are the biggest cause of **safety/injury** in warehouses.
2. Safety procedures reduce **fatalities/personal protective equipment** caused by accidents on the job.
3. A hard hat is part of an employee's **personal protective equipment/injury**.
4. All employees need to follow safety procedures to avoid **lockout/accidents**.
5. **Fatality/slip** is a death that occurs as a result of an accident or disaster.
6. All inventory needs to be off the floor so people don't **spill/trip** over it.
7. Electrocution/accident is an injury or death that results from coming in direct contact with electricity.

3. Translate the following word combinations:

safety issues, to ensure safety, employee manual, to follow safety procedures, to avoid accidents, personal protective equipment, job assignment, PPE requirements, lockout/ tagout procedures, to reduce the risk of electrocution, the cause of injury, to trip over items, first aid kits, in case of injuries, to reduce accidents (fatalities), unsafe handling of electrical equipment, to improve safety, accident report

4. Talk about these questions.

1. Why is safety important in warehouses?
2. What are some measures to ensure safety in a warehouse setting?

5.6 Контрольная работа №6 Тема Customer Service

1. Match the words or phrases (1-7) with the definitions (A-G)

- 1 - customer service 5 - update
2 – customer 6 - complaint
3 - order (n) 7 - expectation
4 – inquiry

A – a question you ask in order to gather information about someone or something

B – a written or spoken statement in which a person says they are unhappy with something

C – the latest news or information about something

D – what you believe or hope will happen

E – the way in which a business treats its customers. It is also the department in a company that deals with customer issues and complaints.

F – a person or organization that buys products or services from a store or business

G – a request for a company to make goods for you, or to send them to you

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

assistance complaint customers polite
suppliers customer service return

- 1 If you need any _____ you may call the company's helpline.
- 2 Rude or poor _____ can ruin a company's reputation.
- 3 The woman brought the _____ back to the store.
- 4 The customer service department rarely receives a _____.
- 6 The company values its _____.
- 7 The customer service representatives tried to be very _____.
8. Most products move through a series of organizations as they travel between original _____ and final customers.

3. Translate the following word combinations:

customer service, to exceed expectations, prompt and friendly service, to answer inquiries, to take complaints seriously, to make it right, to accept returns for damaged orders, to resolve the problem, to provide customers with order updates, timely delivery of shipments, to value customers, to expand services, the shipment of goods, delivery time

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

order flow suppliers satisfaction complaints

1. Poor logistics is the cause of roughly 50 per cent of all customer_____.
2. Logistics is the function that is responsible for the _____ of materials into, through and out of an organization.
3. Logistics forms links with _____, developing mutually beneficial, long-term trading relationships.
4. Logistics forms links with customers, contributing to customer _____ and added value.
5. The customer's _____ was delivered on time.

5. Read the text and translate it.

The success of every organization depends on customer satisfaction. If it doesn't satisfy customers, it is unlikely to survive in the long term, let alone make a profit, have high return on assets, add shareholder value, or achieve any other measure of success. So organizations must deliver products that satisfy customers. Unfortunately, customers judge products by a whole series of factors. When you buy a DVD, for example, you judge its contents, appearance, how easy it is to buy, how long you wait, how expensive it is, whether the right DVD was delivered, whether it was damaged, how courteously you were treated by sales staff, and so on.

Some of these factors clearly depend on logistics – the availability of the DVD depends on stocks; the delivery time depends on transport; damage is prevented by good material handling; the price is affected by logistics costs. So we can phrase the overriding aim of logistics in terms of customer service.

The overall AIM of LOGISTICS is to achieve high customer satisfaction. It must provide a high quality service with low – or acceptable – costs. Organizations that put a lot of emphasis on customer satisfaction are said to have a **customer focus**. Organizations with satisfied customers have the obvious benefit of bringing them back with repeat business – remembering the rule of the thumb that *it costs five times as much to attract a new customer as it does to retain an existing one*. Satisfied customers also attract new business, as they recommend a good service to four or five other people – compared with dissatisfied customers who warn a dozen potential customers about a bad experience.

6. Answer the questions to the text.

1. What does the success of every organization depend on?

2. What kind of customer service does everyone expect from a business?
3. Why is customer service so important?
4. How does logistics contribute to customer satisfaction?

Тестовое задание 1 по темам 1-8.

1. Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|--------------|---------------|
| 1. training | 4. purchasing |
| 2. employees | 5. consumer |
| 3. warehouse | 6. producer |

A the place where you store finished products before they are sold

B the act of buying goods or services to accomplish an intended purpose, e.g. buying raw materials to manufacture a product

C organized help and advice with learning the job

E an individual or organization that creates goods or services for other people to use and consume

E workers in the company

F a person who uses any product or service

2. Complete the test.

- 1. What is logistics? (Choose the most complete definition.)
 - A. The system of creating plans for an organization.
 - B. The study of Logarithms within Calculus.
 - C. Managing the flow and storage of goods from their point of origin to the point of consumption.
 - D. The implementation of policies and procedures.
- 2. Each organization acts as a customer when it buys materials from its own suppliers, and then it acts as a supplier when it delivers materials to its own customers.
 - A. True

B. False

- 3. Responsiveness is the right support in the right quantity in the right place at the right time.

A. True

B. False

- 4. Plans must be flexible in order to ensure the successful delivery of required equipment and supplies.

A. True

B. False

- 5. The global economy makes logistics more complicated than before.

A. True

B. False

- 6. A complaint is a written or spoken statement in which a person says that he/she is happy with something.

A. True

B. False

- 7. One hundred centimeters is _____ one meter.

A. equal to

B. more than

C. less than

D. the number of

- 8. Logistic Functions: Which of the following is **NOT** one of the six broad functional areas of Logistics?

A. Transportation

B. Supply Systems

C. Health Services

D. Public Affairs

- 9. People who buy IBM's products and services are IBM's _____ or clients.
 - A. producers
 - B. customers
 - C. sellers
 - D. suppliers

- 10. People who buy products or services for their own use are _____.
 - A. sellers
 - B. producers
 - C. consumers
 - D. distributors

- 11. Finding the best way of getting goods to the supermarkets in a supermarket group is _____.
 - A. manufacturing
 - B. warehousing
 - C. consulting
 - D. supply chain management

- 12. A university professor who lectures on supply chain managing is a _____.
 - A. consultant
 - B. logistician
 - C. supplier
 - D. coordinator

- 13. Your resume shows that you have several years of _____ in logistics.
 - A. distribution
 - B. experience
 - C. development
 - D. celebrating a promotion

- 14. She applied for both _____.
 - A. business skills
 - B. employment opportunities
 - C. congratulations
 - D. manufactured products

- 15. to purchase something means _____.
 - A. to sell
 - B. to supply
 - C. to buy
 - D. to return

- 16. Activities related to making things are _____.
 - A. manufacturing operations
 - B. manufacturing plant
 - C. supply warehouse
 - D. information systems

- 17. A physical damage that occurs to the body or a body part is _____.
 - A. industry
 - B. injury
 - C. safety
 - D. physics

- 18. Protection from danger that could cause injury or death is _____.
 - A. industry
 - B. injury
 - C. safety
 - D. accident

19. To malfunction means _____.
- A. to protect
 - B. to function improperly
 - C. to load shipments
 - D. to function effectively
- 20. Satisfied customers _____ new business, as they recommend a good service to four or five other people
- A. buy
 - B. sell
 - C. attract
 - D. warn
- 21. Dissatisfied customers _____ a dozen potential customers about a bad experience.
- A. buy
 - B. sell
 - C. attract
 - D. warn
- 22. Instant communication between sellers and customers is vital for management of the _____.
- A. complaints
 - B. production plan
 - C. supply chain
 - D. transport

5.7 Контрольная работа №7 Тема Supply Chain

1. Translate the following word combinations.

Supply chain, supply chain system, production plan, raw materials, to test materials, to check the quality of each delivery, to improve quality, to store extra raw materials, a supply warehouse, to transport the finished product, shipping department, to organize delivery, to list products and their prices, the terms of sale, modes of transportation, to speed up deliveries, to send invoices, customers' needs, customer service, the customer service department, communication systems, logistics team, damaged orders, the company webpage, manufacturing process

2. Match the words or phrases (1-7) with the definitions (A-G)

- | | |
|-----------------|---------------|
| 1. supply chain | 5. supply (n) |
| 2. production | 6. order (v) |
| 3. delivery (n) | 7. invoice |
| 4. quantity | |

A. a collection of raw materials that are stored until they are needed by the production department

B. the number or amount of something

C. to arrange for a product to be sent or delivered to your address

D. a system of individuals, organizations, technology, and resources that move a product from a supplier to a consumer

E. an itemized list of sold and shipped products, showing prices and terms of sale

F. an item or a collection of items that is brought to the customers who ordered them

G. a process in which items are made using raw materials bought by suppliers

3. Read the text and try to understand it.

A **supply chain** consists of the series of activities and organizations that materials move through on their journey from initial suppliers to final customers.

Every product has its own unique supply chain, and these can be both long and complicated. The supply chain for Cadbury starts with cocoa beans growing on farms and ends with the delivery of bars of chocolate to hungry customers. The supply chain for Levi jeans starts with cotton growing in a field and ends when you buy the jeans in a shop. The supply chain describes the total journey of materials as they move 'from dirt to dirt'. Along this journey, materials may move through raw materials suppliers, manufacturers, finishing operations, logistics centers, warehouses, third-party operators, transport companies, wholesalers, retailers, and a whole range of other operations. Sometimes, the supply chain goes beyond the final customer to add recycling and re-use of materials.

Each product has its own supply chain, and there is a huge number of different configurations. Some are very short and simple – such as a cook buying potatoes directly from a farmer. Others are surprisingly long and complicated. An everyday product like a shirt has a long journey from the farm growing cotton through to the final customer. It also has several chains merging as buttons, polyester, dyes and other materials join the main process.

Supply chains diverge to meet demand from different types of customer. Manufacturers of car components, for example, sell some products to car assembly plants, some to wholesalers for garages doing repairs, some to retail shops for individual customers, and some directly to customers through websites. Then the supply chain divides into separate strands with the same product following alternative routes.

As we can see, the picture of supply chains is getting more complicated, with various mergers and divisions along their length. The reality is even more complex, as each organization works with many – often thousands – of different products, each of which has its own supply chain.

4. Decide whether the following statements are true or false.

1. A supply chain is a system of organizations, people, technology involved in moving a product or service from customer to provider.

2. Supply chain activities transform natural resources, raw materials and components into a finished product that is delivered to the end customer.

3. The supply chain starts and ends with the provider.

4. A simple supply chain links a company that manufactures or assembles a product with its suppliers and distributors and customers.

5. The raw materials are received from the customers, checked for quality and accuracy and moved into the warehouse.

6. The finished products ordered by the customer are manufactured using the raw materials purchased from suppliers.

7. After the items have been completed and tested, they are stored in the main office prior to delivery to the customer.

8. When the goods are received by the customer, the company will send the customer an invitation to a business meeting.

5. Answer the following questions.

1. What is the role and structure of supply chains?

2. What is the most important element in every supply chain?

3. How do companies successfully manage a supply chain?

4. Why is the supply chain regarded as an essential component of success for most companies?

5. What elements is a simple supply chain made up of?

5.8 Контрольная работа №8 Тема Supplier Planning

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

- | | |
|------------------|-------------------|
| 1. replenishment | 5. lead time |
| 2. consumption | 6. shipment |
| 3. lot size | 7. transport mode |
| 4. long run | 8. short run |

A the process of buying or using products

B a quantity of goods sent by boat, air, train, or truck

C the method used to send a product to a recipient (air, rail, road, and water)

D the process of replacing supplies that have been used, or putting new supplies into something

E a type of production run where a small amount of product is made often

F a type of production run where a large amount of product is made over a long period of time

G the number of items in a batch

H the period of time from when a customer places an order to when a customer gets the order

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

mode of transport

shipping (2)

suppliers

movement

service

rail

road

1. The overall aim of logistics is to achieve high customer satisfaction. It must provide a high quality _____ with low – or acceptable – costs.
2. Transport is responsible for the _____ of materials between facilities in the supply chain.
3. The _____ describes the type of transport used.
4. There are five basic modes of transport – _____, road, water, air and pipeline.
5. Most supply chains use _____ to cross the oceans at some point, and over 90% of world trade is moved by sea.
6. If you want to deliver coffee from Brazil to Amsterdam, you will use _____; if you want to move gas from the Gulf of Mexico to Dallas, you use a pipeline.
7. Both rail and _____ transport have the obvious limitation of only being used on land.
8. This industry is very competitive, and the Managing Director knows that customers will go to other _____ if he cannot guarantee deliveries.

3. Translate the following word combinations

supplier planning, to store less inventory, lot sizes, to keep up with replenishment, to produce in short runs, long runs, to reduce lead time, transport container, to affect transport mode, transit time, supply chain, to replace supplies, to place an order, a large quantity of goods, supply chain management, shipped products, the terms of sale, ready for shipment, to make a purchase, the purchase of materials

4. Talk about these questions.

1. What is the difference between a short run and a long run?
2. What factors affect lead time?

5.9 Контрольная работа №9 Тема Types of Inventory

1. Match the words or phrases (1-7) with the definitions (A-G).

- | | |
|--|---------------------------|
| 1. raw materials | 5. inventory |
| 2. work in process | 6. distribution inventory |
| 3. finished goods | 7. MRO supplies |
| 4. spare parts | |
| 5. A parts that are used to maintain or repair the finished products sold by a company | |

B completed products that are stored and ready for sale

C a complete list of materials or products in stock

D materials that are in transit, off-site, or held by a seller on consignment

E materials that are purchased by a company to be processed or manufactured into a finished product

F _____ refers to maintenance, repair, and ordering supplies, the items that are not part of the finished product,

G materials that have been processed in some way, but are not finished products

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

production inventory materials services raw material finished goods sale

1. The three most important types of _____ are the raw materials, the work in process (WIP) inventory and the finished goods.
2. Plastic is _____ for production of toys.
3. Inventory of _____ occurs at various stages and departments of an organization.

4. A manufacturing enterprise must stock an adequate amount of raw materials to ensure uninterrupted _____.
5. Your business inventory consists of your stock, the goods that you offer for _____ and any other materials you need to run your businesses.
6. Sufficient amount of _____ was carried in stock to meet customers' demand.
7. Inventories consist of raw material, work-in-process and finished goods which are held by a business in ordinary course of business, either for sale or for the purpose of using them in the process of producing goods and _____.

3. What type of inventory is this text about?

It is a type of inventory which acts as the *basic* constituent of a product. For example, cotton is _____ for cloth production. This type of inventory is usually held by *manufacturing* companies because they have to manufacture goods from it/them.

- a) work in process
- b) raw material
- c) finished goods

4. Translate the following word combinations:

manufacturing process, inventory awaiting production, raw materials, work in process, finished goods, finished parts, to stock spare parts, to be stored on-site, to be stored in the warehouse, to be used as replacement parts, final assembly, ready for sale, distribution inventory, consignment items, nonproduction items, to coordinate warehouse departments, to manage inventory, to process materials, inventory list, warehouse inventory

5. Read the text and translate it. Make five questions to the text.

Raw materials are inventory items that are used in the manufacturer's conversion process to produce components, subassemblies, or finished products. These inventory items may be commodities or extracted materials that the firm or its subsidiary has produced or extracted. They also may be objects or elements that the firm has purchased from outside the organization. Even if the item is partially assembled or is considered a finished good to the supplier, the purchaser may classify it as a raw material if his or her firm had no input into its production. Typically, raw materials are commodities such as ore, grain, minerals, petroleum, chemicals, paper, wood, paint, steel, and food items. However, items such as nuts and bolts, ball bearings, key stock, casters, seats, wheels, and even engines may be regarded as raw materials if they are purchased from outside the firm.

5.10 Контрольная работа №10 Тема Inventory Costs

1. Match the words or phrases (1-7) with the definitions (A-G)

1 – depreciation

- 2 – obsolescence
- 3 – warehousing
- 4 – insurance
- 5 – carrying cost
- 6 – handling cost
- 7 – storage cost

- A the storing (holding) of goods
- B includes all expenses related to moving and transporting items
- C the total cost of holding an asset, including storage, maintenance, insurance, and other expenses
- D includes all expenses related to storage, including warehouse space, security, and maintenance
- E refers to loss of value, often due to damage or deterioration during storage caused by handling, weather, age, evaporation, or shrinkage.
- F a loss in the utility or value of property that results over time from intrinsic imitations (as outmoded facilities) or external circumstances
- G a guarantee to protect inventory

2. Use the words above to complete the sentences:

depreciation storage cost carrying cost deliveries satisfaction

1. The success of every organization depends on customer _____. If it doesn't satisfy customers, it is unlikely to survive in the long run
2. This industry is very competitive, and the managing director knows that customers will go to other suppliers if he cannot guarantee _____.
3. The company searched for a new storage warehouse, hoping to decrease _____.
4. The company increased the price of the end product to cover _____.
5. _____ occurs when an item experiences a loss of value. It can occur as a result of age, general use, or obsolescence.

3. Translate the following word combinations:

inventory costs, material overhead cost, carrying cost, storage cost, acquisition cost, handling costs, inspection cost, increased costs, to invest money, to involve expenses, to protect assets, to earn interest, to order materials, to place orders, to increase the price of the end product, to reduce carrying cost, to decrease storage cost, to reduce expenses, unsold merchandise, causes of depreciation, at a reduced cost, to cover carrying cost

4. Fill in the blanks with the correct words or phrases:

- 1. The company increased the price of the end product to cover _____
 - A. carrying cost
 - B. depreciation
- 2. The company purchased _____ to protect its assets.
 - A. interest
 - B. insurance
- 3. _____ is the cost of keeping goods somewhere, including the costs of storing them, insurance, taxes, etc.
 - A. Inventory cost
 - B. Warehousing
- 4. _____ is a risk-transfer mechanism that ensures full or partial financial compensation for the loss or damage caused by event(s) beyond the control of the insured party.
 - A. Insurance
 - B. Unsold merchandise
- 5. Depreciation is the _____ in value of assets.
 - A. increase
 - B. decrease
- 6. Inspection cost includes the costs for _____ of materials received, products in process, and finished goods.
 - A. increases
 - B. inspections

5. Answer the questions

1. What are some expenses associated with carrying cost?
2. What are some causes of depreciation?

5.11 Контрольная работа №11 Тема Third-Party Logistics

1. Match the words or phrases (1-7) with the definitions (A-G)

1 – outsource

2 – third-party logistics provider

3 – standard provider

4 – service developer

5 – customer adapter

6 – customer developer

7 – non-asset based

A – a provider who engages in warehousing, pick and pack, and distribution

B – a provider who takes over the company's logistics activities, and improves them without developing a new service

C – a firm that provides outsourced third-party logistics services to customers

D – a provider who takes over logistics functions and performs extensive and detailed tasks for a few customers. This provider is at the highest level of logistics.

E – a provider who offers tracking and tracing, cross-docking, and security

F – having expertise and information technology resources but no personnel

G – to use an outside supplier to acquire goods and services that are needed by a business or organization

2. Translate the following word combinations:

to use a third-party logistics provider, to provide logistics services, logistics needs, to perform distribution services, to offer transportation services, freight forwarder, to take over logistics activities, to improve operations, to outsource tasks to subcontractors, to involve on-demand transport, to hire outside help, to subcontract non-asset based tasks, the highest level of logistics

3. Look through the text. Give answers to the questions below.

The term 3PL is an acronym for third party logistics. It refers to a process whereby the logistics of a company are outsourced and managed by another company. Though the most commonly outsourced logistics activity is transportation, third party logistics may include warehousing, supply chain management, and order fulfillment.

Transportation. 3PL is widely outsourced around the globe. Most businesses contract with government postal services, commercial carriers, and airlines to get their goods from the manufacturing facility to the end customer. When the product is ready to ship, the 3PL carrier will pick up the package and deliver it to the end customer. The shipping costs are then billed by the carrier to the business. By hiring an outside firm that specializes in shipping and transportation,

businesses are able to reduce overall costs since there is no need to invest in trucks, planes, trains, or employees to transport the goods.

Warehousing is another activity commonly outsourced to third party logistics. For businesses that want to devote the bulk of their time to design, sales, and manufacturing, outsourcing the warehouse activity may be a prudent move. The third party logistics company will house either raw components or finished products until such time as the parts are needed for manufacture or shipping. Typically, a notification is then sent to the third party logistics company to deliver the goods. A third party warehouse reduces the amount of space a business must lease or own and also reduces the number of employees required.

Supply chain management is the process used by businesses to manage their goods. This process often involves an automated ordering system where purchasing agents order material from suppliers and send purchase orders for raw goods. For many businesses, this activity is outsourced to a third party logistics company and purchasing professionals at the third party logistics company actually handle the ordering process. The goods are then delivered when needed to either the third party logistics warehouse or the manufacturing plant.

Order fulfillment is the process of completing an order and delivering it to a customer. When using a third party logistics company to manage order fulfillment, many businesses simply provide a standalone ordering system or access to the internal ordering system to the 3PL company. When orders are placed by end customers, the 3PL company confirms the orders, pulls the product from the warehouse, packages the product, and schedules the shipment. Depending on the amount of outsourced logistics, the 3PL company may also be responsible for transportation to the end customer.

4. Answer the following questions. Write down your answers.

1. What does the term 3PL mean?
2. What are third-party logistics, and who provides their services?
3. What activities may third-party logistics include?
4. What happens when businesses hire an outside firm that specializes in shipping?
5. What does the term outsourcing mean?
6. Why do 3PL providers sometimes outsource tasks to subcontractors?
7. Why do companies need third-party logistics?

5. 12 Контрольная работа №12 Темы Inbound Logistics, Outbound Logistics

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

- | | |
|----------------|-----------------------|
| 1 – plant | 4 – order processing |
| 2 – distribute | 5 – check out |
| 3 – store(v) | 6 – receiving area |
| 4 – verify | 8 – inbound logistics |

A the physical area where materials are taken in and processed

- B the process of receiving, storing, and managing materials used in production
- C a facility or factory that is used for manufacturing
- D to deliver materials to the necessary recipients
- E to make a note that materials have been removed from inventory
- F – to set materials in a warehouse or other storage facility for future use
- G – to check if something is correct or not
- H – the activity of fulfilling a customer’s request for a product

2. Use the words below to complete the sentences:

**shipment staff timely verified objective damaged
documents**

1. Before a shipment goes out, an employee _____ it.
2. When order information is unclear, orders are _____ with the customer.
3. Choose packing materials based on the method of _____.
4. Delivering _____ products due to careless packing is not acceptable.
5. All outbound logistics should be done in a _____ manner.
6. The company’s _____ is to provide good quality products for low prices.
7. The manager called a meeting for all members of the inbound logistics _____.

3. Translate the following word combinations:

Inventory control, materials receiving, receiving area, to confirm accuracy, materials distribution, to track down materials, to check out materials, incoming raw materials, designated facility, method of shipment, order processing, credit card authorization, order information, to verify orders, to pack orders, to choose packing materials, careless packing, packed products, damaged products, tracking of shipments, outbound logistics activities, in a timely manner

4. Make nouns from the following verbs:

to provide, to supply, to move, to carry, to deliver, to ship, to collect, to require, to pack, to receive, to distribute, to consume, to serve, to develop, to integrate, to contain, to inspect, to operate, to reduce, to produce, to add, to inform, to locate, to use, to confirm, to store, to require, to pay, to order, to choose, to ship, to damage

5. Underline the gerunds or gerund phrases in the following sentences. Translate the sentences.

1. Inbound Logistics involves the activities of receiving, storing, and distributing raw materials for use in production.

2. Outbound Logistics is the process related to storing the final product and moving it from the end of the production line to the end user.
3. Inbound Logistics focuses on manufacturing.
4. Receiving and storing raw materials is a big responsibility for large manufacturers.
5. Outbound logistics are the processes involved in moving products from the creating firm to the firm's customers.
6. Value in Outbound Logistics is obtained through decreasing transit time.
7. Delaying the shipment may cost the company money.
8. Our customers request online cargo tracking and complete transparency of all logistics operations.

6. Answer the following questions.

1. What are the steps in the materials receiving process?
2. What are the steps in the materials distribution process?
3. What are some functions of outbound logistics?
4. What are some issues that may arise in outbound logistics?
5. What activities does Inbound Logistics involve?
6. What does Outbound Logistics focus on?
7. Name some common activities that both Inbound and Outbound systems share.

Тестовое задание 2 по темам 9-15.

Match the words or phrases (1-7) with the definitions (A-G).

- | | |
|-----------------|--------------|
| 1. retailer | 5. inventory |
| 2. invoice | 6. order |
| 3. distribution | 7. storage |
| 4. supply chain | |

- A the storing of goods in a warehouse awaiting use or further transportation
- B a list of goods and materials held available in stock by a business
- C a piece of paper that shows the products that a customer bought and the money they have to pay
- D an individual or organization which purchases products from a manufacturer or distributor and resells them to the ultimate consumer
- E a type of request for goods or services such as a purchase order, sales order, work order, etc
- F a method of transporting items from supplier to consumer
- G a network of producers, manufacturers, distributors and retailers who turn raw materials into finished goods and services, delivered to consumers

Complete the test. Read each question carefully.

- 8. Activities related to making things are _____.
 - A. manufacturing operations
 - B. manufacturing plant
 - C. supply warehouse
 - D. information systems

- 9. A supply chain is a system of organizations, people, activities, information, and resources involved in moving a product or service from supplier to customer.
 - A. True
 - B. False

- 10. Vertical integration is when a company produces everything internally that it needs, owning all the stages of the supply chain itself.
 - A. True
 - B. False

- 11. Every company is part of another company's supply chain and in general all companies have multiple supply chains.
 - A. False
 - B. True

- 12. Retailers typically only have one kind of goods called merchandise. They purchase it from wholesalers or manufacturers as finished products to sell to their customers. (Fill in the blanks)
 - A. raw materials
 - B. broken electrical equipment
 - C. finished products
 - D. the most important concept

- 13. Washing machines on a truck going out of the factory gate, rather than components being delivered to make them
 - A. transport

- B. raw materials
- C. work-in-process (work-in-progress)
- D. finished goods
- 14. Work in process inventory consists of all partially finished products that a manufacturer produces.
 - A. raw materials
 - B. partially finished products
 - C. ready for sale completed products
 - D. technology tools and systems
- 15. Which is **NOT** listed as inventory?
 - A. raw materials
 - B. consignment items
 - C. service parts
 - D. distributors
- 16. Aircraft wings to be used in the construction of a plane.
 - A. finished goods
 - B. work in process
 - C. raw materials
 - D. transport
- 17. The timing of orders is a critical factor that may impact inventory cost.
 - A. True
 - B. False
- 18. The cotton to be used in making thread for clothes
 - A. service parts
 - B. order
 - C. inventory (stock(s))

- D. production
- 19. They distribute finished products, parts, and raw materials.
 - A. government agencies
 - B. logistics software managers
 - C. suppliers
 - D. consumers
- 20. When Ford started making cars, it raised its own sheep _____ wool for the seat covers.
 - A. to distribute
 - B. to provide
 - C. to finish
 - D. to describe.
- 21. A customer developer is a provider who is at the highest level of logistics.
 - A. True
 - B. False
- 22. Which of the following is **NOT** a service offered by standard providers?
 - A. pick and pack
 - B. distribution
 - C. security
 - D. warehousing
- 23. The influx of raw material and parts, from suppliers to the manufacturing plant
 - A. Inbound logistics
 - B. Outbound Logistics
- 24. The outward movement of final goods, from the company to the end user
 - A. Inbound Logistics

B. Outbound logistics

- 25. Focuses on movement of finished goods or product from the business to final customer.

A. Outbound logistics

B. Inbound Logistics

26. Focuses on Deployment of resources and raw materials, within the manufacturing plant.

A. Outbound logistics

B. Inbound Logistics

- 27. Interaction between firm and the customers

A. Outbound logistics

B. Inbound Logistics

- 28. Interaction between supplier and the firm

A. Outbound logistics

B. Inbound Logistics

- 29. Moving materials into the organization from suppliers is called *inbound* or *inward* logistics

A. True

B. False

- 30. Moving materials out to customers is *outbound* or *outward* logistics

A. True

B. False

- 31. Dyson (company) makes vacuum cleaners. It takes _____ like steel and plastic, and makes some of the components – or parts – used in its products. (Other components are made by other companies)

A. invoice

B. raw materials

C. finished goods

D. order

- 32. Quantities of raw materials, components, work-in-process and finished goods in a particular place are _____.
 - A. customers' purchase
 - B. stocks (inventories)
 - C. delivery trucks
 - D. necessary recipients

- 33. Dyson (home appliances company) has its own manufacturing operations, but it works with its _____ - companies that provide materials and components.
 - A. customers
 - B. suppliers
 - C. buyers
 - D. inventory

- 34. The physical area where materials are taken in and processed is a _____.
 - A. case
 - B. place
 - C. stage
 - D. receiving area

- 35. Warehouse: storage place for products. Principal warehouse activities include receipt of product, storage, shipment, and order picking.
 - A. True
 - B. False

- 36. an itemized list of sold and shipped products, showing prices and terms of sale
 - A. injury
 - B. invoice
 - C. inquiry

- D. quality
- 37. Delivering damaged products due to careless packing is _____.
 - A. necessary
 - B. acceptable
 - C. not acceptable
 - D. desirable
 - 38. Before a shipment goes out, an employee _____ it.
 - A. delivers
 - B. orders
 - C. distributes
 - D. documents
 - 39. The system or activity of moving people or objects from one place to another is _____.
 - A. industry
 - B. transport
 - C. education
 - D. transportation
 - 40. The company's _____ is to provide good quality products for low prices.
 - A. objective
 - B. objectivity
 - C. delivering
 - D. shipping

5.13 Контрольная работа №13 Темы Procurement Logistics и Production Logistics

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

1. work station

5. purchase

- 2. procurement
- 3. assembly line
- 4. material flow
- 6. point of use
- 7. regulation
- 8. bottleneck

- A the process of purchasing supplies, products or equipment for a company
- B to buy something that is for sale
- C the transportation of raw materials, parts, and products down a supply chain
- D a legal or official rule that determines how something is done
- E the place in which a product is implemented
- F the assigned space in which an employee performs daily operations
- G something that slows or stops the progress of materials
- H a system of machines, workers, and equipment

2. Read the sentence pairs. Choose which word or phrase best fits each blank.

1. purchase/export

A. You can _____ the books by mail order.

B. We _____ a lot of automobiles to that country.

2. procurement /production logistics

A. The term _____ is used to describe logistic processes within an industry.

B. A _____ professional is responsible for the purchasing activity of a business or organization.

3. import/negotiate

A. The analyst was able to _____ a fair contract with the supplier.

B. Countries are most likely to _____ goods that their domestic industries cannot produce as efficiently or cheaply as the exporting country.

3. Read the text. Use dictionary if necessary.

Procurement logistics are the processes used in the delivery, receipt, movement and storage of materials purchased for a business or organization. In most manufacturing or distribution companies, procurement logistics form the backbone of the company. The primary concepts surrounding procurement logistics are focused on minimizing costs and increasing service.

Procurement is the entire process used to select suppliers and negotiate contracts for delivery of goods or services. Procurement logistics typically form a major part of the contract with material suppliers. Items included in this section of a purchasing contract include minimum and maximum order sizes, lead time requirements, delivery expectations and drop-off locations.

The cost of transportation and storage is included in the final price of all goods. However, companies that are negotiating high-value contracts can try to minimize these hidden costs through various strategies. For example, just-in-time delivery requires the supplier to store and ship the goods on a set schedule. The contract guarantees a specific volume of materials in each order. If the customer decides to store the materials, the per-unit price can be negotiated lower, because these costs are not incurred by the supplier.

Shipping of raw or processed materials from around the world is very costly. Some companies use a specialized logistics firm as a broker to manage the flow of materials and minimize costs.

Regardless of the industry, the driving factor behind all procurement logistics initiatives is a desire to reduce costs and minimize production disruptions. The failure of parts to arrive on schedule can easily result in a complete stoppage of all work.

4. Talk about these questions.

3. What type of work does a logistics procurement analyst do?
4. What is the purpose of production logistics?
5. What is “track and trace”, and when is it used?

5.14 Контрольная работа №14 Темы Distribution Logistics, Disposal Logistics, Food Logistics

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

- | | |
|-------------|------------------|
| 1. disposal | 5. caution |
| 2. damage | 6. shelf life |
| 3. harmless | 7. contamination |
| 4. pack | 8. reuse |

- A not capable of causing harm, injury, or illness
- B to gather items together and load them in a protective container
- C the length of time that products remain suitable for sale, use, or consumption
- D loss or harm resulting from injury to property
- E the condition of being soiled or infected by bacteria
- F to use something more than once
- G the practice of taking care to avoid risk or damage
- H the process of getting rid of items that are no longer needed or useful

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

fresh **perishable** **recycled** **shelf life**
production waste **specialty foods**

1. Fresh fruit has a very short _____.
2. The company makes every effort to minimize _____.
3. Consumers typically pay higher prices for _____.
4. Farmer's markets deliver _____ produce every morning.
5. We can now extend the shelf life of _____ items.
6. Most of the production waste can be reused or _____.

3. Translate the following word combinations:

physical characteristics, to pack items, ways to reduce production waste, to cause environmental damage, waste disposal, to minimize waste production, to take steps, the quality of produce, fresh items, to extend the shelf life of perishable items, the cold chain process, to avoid contamination, to reduce shrink, temperature changes, consumer satisfaction, to tag fruits and vegetables, harmless materials, available space, to suit customers' needs, quality control, order fulfillment, delivery fulfillment, timely delivery, damaged shipments, delivered goods, in proper quantities, to keep delivery prices competitive, to cause harm, injury, or illness.

4. Talk about these questions.

3. What is the purpose of distribution logistics?
4. What are some concerns about hazardous waste disposal?
5. What steps can companies take to minimize waste production?
6. What is the cold chain process?
7. What are some causes of food contamination?

5.15 Контрольная работа №15 Темы Reverse Logistics & Emergency Logistics

6 Match the words or phrases (1-6) with the definitions (A-F)

- | | |
|---------------|---------------|
| 1 - expedite | 4 - triage |
| 2 – deadline | 5 - cargo |
| 3 – refurbish | 6 – emergency |

- A goods carried by a ship, aircraft, or other vehicle
B to fix, repackage, or replace its parts
C the process of sorting products according to their condition or quality

D an unexpected situation that requires immediate action

E to speed up

F - the final point in time by which tasks must be completed

7 Use the words below to complete the sentences:

same day scrap sell off return refurbish

1. If the product is defective, the customer would _____ the product.
2. Companies can _____ products to be resold.
3. The product was beyond repair so it was dismantled and sold as _____ .
4. The company had to _____ the goods quickly and at a fifty percent discount.
5. Rapid response delivery services include _____ delivery.

3. Translate the following word combinations:

Rejected goods, to have an opportunity, returned items, unnecessary losses, to recapture value, selling refurbished goods, high-speed delivery, an unexpected situation, to require immediate action, to offer urgent solutions, direct delivery, rapid-response, delivery service, to reload the cargo, to expedite a delivery, charter flights, motor vehicle, to require immediate action, before the deadline, to drop off goods, to come with a warranty, to attach a tag to the item, reverse logistics, current situation, ways to improve, expected result

5. Read the text. Use dictionary if necessary.

REVERSE LOGISTICS

Reverse logistics stands for all operations related to the reuse of products and materials. It is "the process of planning, implementing, and controlling the efficient, cost effective flow of raw materials, in-process inventory, finished goods and related information from the point of consumption to the point of origin for the purpose of recapturing value or proper disposal. More precisely, reverse logistics is the process of moving goods from their typical final destination for the purpose of capturing value, or proper disposal. Remanufacturing and refurbishing activities also may be included in the definition of reverse logistics."

The reverse logistics process includes the management and the sale of surplus as well as returned equipment and machines from the hardware leasing business. Normally, logistics deal with events that bring the product towards the customer. In the case of reverse logistics, the resource goes at least one step back in the supply chain. For instance, goods move from the customer to the distributor or to the manufacturer.

When a manufacturer's product normally moves through the supply chain network, it is to reach the distributor or customer. Any process or management after the sale of the product involves reverse logistics. If the product is defective, the customer would return the product. The manufacturing firm would then have to organize shipping of the defective product, testing the product, dismantling, repairing, recycling or disposing the product. The product would

travel in reverse through the supply chain network in order to retain any use from the defective product. The logistics for such matters is reverse logistics.

6. Answer the following questions.

19. What is reverse logistics?

20. How important is reverse logistics?

21. Why are emergency logistics important?

Тестовое задание №3 по темам 16-22.

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

- | | |
|--------------|---------------------|
| 1. caution | 5. repair |
| 2. waste | 6. cargo |
| 3. humidity | 7. regulation |
| 4. strategic | 8. food distributor |

- A material that is no longer needed or no longer useful
- B a person who transports food or drink from one place to another
- C planned well, in order to achieve a specific goal
- D a legal or official rule that determines how something is done
- E goods carried by a ship, aircraft, or other vehicle
- F the practice of taking care to avoid risk or damage
- G to mend something that is broken, damaged or does not work
- H the amount of moisture in the atmosphere

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

service prices successful attracted provides opened
customers

1. A telephone company _____ a communication service.
2. Most products move through a series of organizations as they travel between original suppliers and final _____.

In 1962 Sam Walton _____ (3) a discount store in Rogers, Arizona. He _____ (4) customers with a combination of low _____ (5), a wide range of goods and friendly _____ (6). Sam called his store Wal-Mart, and was so _____ (7) that he quickly opened more branches.

3. Read the sentence pairs. Choose which word best fits each blank.

1. transport/delivery

- A. Mark assigned thirty trucks to _____ freight.
- B. The morning _____ was three hours late due to bad weather.

2. production/manufacture

- A. We _____ some products by hand.
- B. _____ slowed down last year.

3. ordered/purchased

- A. Sasha _____ his supplies by phone.
- B. Our company _____ three thousand dollars' worth of timber.

4. customer/supplier

- A. The _____ is the most important element in every supply chain.
- B. The _____ sent an invoice to the company for the delivered items.

5. load/pack

- A. The dock workers _____ the delivery trucks each morning.
- B. Employees usually _____ boxes with plastic and styrofoam.

6. sort/handling

- A. Couriers use extra care when _____ fragile items.
- B. Mark was asked to _____ goods according to size.

7. damage/caution

- A. Managers ensure that workers use _____ when handling goods.
- B. Ten customers complained about _____ to their packages.

8. flexibility /reliability

- A. The couriers are known for their _____; they deliver on time.
- B. Tom suggested that we include more _____ in the schedule.

9. timing/quality

- A. The distribution department is focused on _____ control.
- B. The delivery team has adjusted its schedule to improve_____.

10. spoil/return

- A. The customer wanted to _____ several items that he had purchased.
- B. Ron worried that the meat would _____ during the power outage.

4. Complete the sentences with grammatically correct forms of the words

1. A lot of mobile phone _____ (produced, producing, production) takes place in China, but Nokia still _____ (make(s), producer, production) them in Finland too, so Finland is a (product, production, producer, produced) of mobile phones.
2. India is important for call centers, but it is also emerging as a _____ (provide, provider, provision) of (provide, producer, services) of all kinds, including accountancy.
3. Russia is a major oil _____ (product, production, producer) and also important for the (product, producer, production) of gas.
4. The United Kingdom is a big (provide, provision, provider) of legal and financial services.
5. Brazil is still the world's biggest coffee _____ (production, producer, products), but coffee is also _____ (produced, production, producer) in many other countries, including new ones such as Vietnam.
6. With the increase of medical tourism, Thailand is emerging as an important center for the _____ (provide, provision, provider) of healthcare services to people from other countries.

5.16 Контрольная работа №16 Темы «Ordering and Scheduling» & «Planning

Information»

3. Match the words or phrases (1-6) with the definitions (A-F)

- | | |
|----------------|----------------------|
| 1 – milk run | 4 – shutdown |
| 2 – scheduling | 5 – stock-out |
| 3 – frequent | 6 – consumption rate |

A – a regular, scheduled route designed to help suppliers pick up shipments

B – an end or temporary suspension of an operation or activity

C – happening often, common

D – an inventory lacks the quantity of a part or product that is needed

E – the average quantity or amount of an item used during a given time period

F - a planned program showing the order of receiving, handling, and storing materials

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

hours of operation consolidate fixed arrival time interval
transportation manager purchasing manager logistics software manager

1. The date of the meeting was _____.
2. There will be a 20-minute _____ between acts one and two.
3. The warehouse's _____ changed from 8 a.m. to 5 p.m. to 7 a.m. to 4 p.m.
4. The 2 companies are going to _____.
5. The _____ is 3:45 P.M. Thursday, JFK, Oceanic Flight 1097.

3. Translate the following word combinations:

Highly rated, to make orders, large-scale deliveries, assembly line, to avoid consequences, to take corrective actions, to consign deliveries, to take corrective actions, to avoid delays and stock-outs, third-party logistics, to consolidate shipments at docks, to streamline delivery services, planning orders, to check the safety stock, arrival time, hours of operation, within a time period, delivery schedules, extended hours of operation, fixed hours of operations, consumption rate

4. Answer the following questions.

1. What factors do logisticians consider before scheduling?
2. What are some common third-party logistics services?

3. What are some things to consider when planning orders?
4. Why is it important to have a safety stock?

5.17 Контрольная работа №17 Темы Material Handling Systems, Material Handling Equipment, Material Transport Units

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

- | | |
|----------------------|-------------|
| 1. origin | 5. shape |
| 2. destination | 6. bulk |
| 3. one-size-fits-all | 7. conveyor |
| 4. suitability | 8. set-down |

- A the contour or outline of an object
- B massed together in a large group or amount
- C a mechanical belt used to transport materials
- D designed to fit a wide range of sizes, needs, or tastes
- E the place where something begins, or comes from
- F the place where something is going
- G the appropriateness or fitness of equipment for a particular purpose
- H the act of unloading an item from transport equipment

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

direct system pickup transport units weight capacity

1. Before _____ consider the distance and intensity of your load.
2. A _____ distributes materials separately and directly from origin to destination.
3. The shelf collapsed under the _____ of the books.
4. Containers must be filled to _____ before they are transported,
5. Dangerous goods packed in limited quantities were carried in containers and _____.

3. Translate the following word combinations:

To improve transport times, to carry out moves, to improve system, within arm's reach, to install pneumatic tubes, to be grouped by size, to offer suggestions, to be filled to capacity, risk of damage, physical characteristics, to operate equipment, to provide safety training, trained employees, to

permit access to..., to confirm safe operating conditions, “out of service”, to check for safety, to set a path, to suit the particular needs of a company, to move materials, one move at a time, combined pick and deliver, predetermined needs, replenishment systems.

4. Talk about these questions.

1. Why are material handling systems important to the manufacturing process?
2. What is the difference between the two basic types of movement systems?
3. What are important physical characteristics to consider when examining equipment?
4. What is the difference between complex equipment and simple equipment?
5. What are some types of equipment used to transport materials within a factory?
6. What are some challenges that must be considered when moving items by hand?

5.18 Контрольная работа №18 Темы: Storage Areas, Storage Equipment.

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

- | | |
|----------------|--------------------|
| 5. rack | 5. central storage |
| 6. drum | 6. vertical space |
| 7. floor stock | 7. pallet |
| 8. bin | 8. cart |

- A inventory that has not yet been placed on shelves
- B a metal framework or stand on which items are placed
- C storage space that is designed by using the length of a space
- D a movable platform used for storing, handling, or conveying materials and packages
- E a system that unites storage items into one, or a few, large areas
- F a large, metal, cylindrical container used for storing liquids
- G a small-wheeled vehicle used for moving materials from one part of a space to another
- H a box, or some other lidded container, used for storage

2. Translate the following word combinations:

to manage warehouse facility, storage potential, continuous flow, to ensure efficient processing operations, to suggest in-line storage, to offer more choices, temporary storage, used storage equipment, to accept equipment, the average sale price, to be in good condition, to check condition, the average sale price, recycled cardboard

3. Talk about these questions.

5. What are some storage area options?

6. How do logisticians decide on which storage areas to use?
7. What are some examples of storage equipment?
8. What materials are used to make storage equipment?

Тестовое задание №4 по темам 23-29

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

- | | |
|-------------|-------------|
| 1. rack | 5. interval |
| 2. frequent | 6. milk run |
| 3. title | 7. variable |
| 4. shutdown | 8. conveyor |

- A happening often, common
- B a mechanical belt used to transport materials
- C an end or temporary suspension of an operation or activity
- D likely to change or is marked by change
- E a regular, scheduled route designed to help suppliers pick up shipments
- F a metal framework or stand on which items are placed
- G the space of time between events
- H a document that shows ownership of inventory

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

calendar	hours of operation	fixed	holiday
pre-established	patterns		

1. All offices will be closed for the Thanksgiving _____.
2. Delivery schedules are _____, and occur every day between 10 a.m. and 4 p.m.
3. The warehouse's _____ changed from 8 a.m. to 5 p.m. to 7 a.m. to 4 p.m.
4. Opportunistic ordering _____ usually occur at the end of the year.
5. Re-order points are usually _____, and are organized early by management.

6. Check the _____ to find out on which day December 11th falls.

3. Read the sentence pairs. Choose which word best fits each blank.

1. infrequent/frequent

A. Henry wants to start a milk run so that shipments will be _____.

B. Rural areas get more _____ deliveries than urban areas.

2. consequence/sequence

A. Assembly line materials are placed in a(an) _____.

B. Delays are a common _____ of bottlenecks.

3. system/one-size-fits-all

A. The manager did not think that a _____ method would be cost efficient.

B. Staff members were asked for input when the company updated their _____.

4. bottlenecks/shipments

A. We organize these smaller _____ at the docks.

B. Disorganization can lead to _____ and stock-outs.

5. hours of operation /customers

A. Suppliers do different things before holidays to convenience _____.

B. One example is to extend _____.

6. indirect system/direct system

A. A _____ distributes materials separately and directly from origin to destination.

B. Decoupled pick and deliver is an example of a(an) _____.

7. boxes/crates

A. Tom insisted that we use _____ made of recycled cardboard.

B. Metal or wooden _____ are usually used for shipments by sea.

8. cabinets /tubs

A. Some of the _____ need their doors replaced.

B. Helen filled plastic _____ with pine cleaner to polish the floors.

9. bin/shelf

A. The _____ tipped over and spilled screws everywhere.

B. Susan has trouble reaching inventory on the highest _____.

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

pipe

capacity

contained

move

arm's reach

1. Containers must be filled to _____ before they are transported.

2. Liquid material is transferred through a series of _____ along the outer walls.

3. Every _____ requires some form of container or support.

4. In order for the employees to move materials by hand, everything must be within _____.

5. Completed products are _____ within storage bins until they are requested for shipping.

5.19 Контрольная работа №19 Темы: Information Systems, Warehouse Management Systems, Distribution Centers

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

1. label

5. WMS

2. bar code

6. vendor

3. accuracy

7. direct-to-customer

4. wireless

8. break up

A transmitted without the use of wires

B a tag that is attached to an object in order to provide information

C a company that sells goods or services

D a distribution management system used to track shipping and receiving

E to divide into smaller pieces or packages

F a measurement of how exact, true, or correct a representation is

G sent straight to the customer rather than being sent to a retail store

H a series of vertical lines that form a code which can be read by a scanner

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

Manufacturing execution system (MES)
scanner

retail distribution

vendors

break up

1. A _____ is used to read and decode bar codes.
2. The warehouse did not deal with direct-to-consumer shipments, just _____.
3. Large stores often sell products that come from hundreds of different _____.
4. _____ is an information system used to direct production and material handling.
5. The worker needed to _____ the large shipment into smaller ones.

3. Translate the following word combinations:

accuracy and efficiency, to update information systems, to utilize WMS, the key to accurate data acquisition, to reduce errors in data entry, to accomplish additional tracking, to be entered manually, technological improvements, to identify products, to install a computer program, product tracking, to relay coded product information, to read bar codes, to increase efficiency, to hire temporary workers, understaffed areas, to focus on retail distribution, to shop online, to expand direct-to-customer services, to break up shipments, part of the shipment, to arrive on time

4. Talk about these questions.

3. What are some benefits of using a manufacturing execution system?
4. What are the benefits and drawbacks of using bar codes for automatic identification?
5. How do warehouse management systems improve warehouse operations?
6. What are the benefits of different types of scanners?
7. What happens at a distribution center?
8. Who works at a distribution center?

5.20. Контрольная работа №20 Темы: Customs, Cargo Insurance

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

1 – customs area

5 - duty

2 – customs clearance

6 – delay

3 – port of entry

7 – fault

4 - claim

8 – protection

A – a place where people or goods can legally enter a country

B – a tax placed on goods, especially ones that are imported or exported

C – the period of time that someone or something is slowed down, causing a late arrival

D – an agreement that an insurance company will pay compensation if property is damaged

E – the process of sending goods to be inspected by customs so they can enter or leave a country

F - an area where commercial goods that have not yet cleared customs are stored

G – the responsibility for causing an accident to occur

H – a claim is an official request from a policy holder for money to be paid out by an insurance company.

2. Translate the following word combinations:

Import and export regulations, to prevent delays, to determine duty rates on imported goods, to arrange immediate transportation, to release shipments, to handle cross border shipments, to operate 24 hours a day, to provide immediate assistance, to insure individual shipments, to offer comprehensive coverage, in case of loss or damage, to sustain damage or loss, to cover damage or loss, to make a claim, to purchase insurance, insurance company, fast and easy, to receive compensation, damaged property, cargo insurance needs

3. Translate the following word combinations:

Таможенный брокер, таможенная очистка, таможенная зона, таможенные тарифы, порт прибытия, пошлина, страхование груза, виды страхового покрытия (объём страховой защиты), страховать груз, отгрузка отдельных партий, убытки (потеря и повреждение), понести ущерб или убыток, возмещать убыток, авиаперевозки, оговорка об ограничении страхового покрытия в связи с ... (исключающая оговорка, предъявлять претензию, легко и быстро, представитель, устанавливать (определять) сумму страховых выплат, получать компенсацию, страховое покрытие ответственности, выплачивать компенсацию

4. Answer the following questions.

1. What is the role of a customs agency?
2. Why does an individual or company hire someone to handle customs procedures for them?
3. What are some things people purchase insurance to protect?
4. Why is it important to insure high-value items?

5.21 Контрольная работа №21 Темы: Shipping Documents, Transportation Load Planning

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

- | | |
|--------------------------|------------------|
| 1. certificate of origin | 5. load |
| 2. insurance certificate | 6. collaboration |
| 3. deadhead leg | 7. packing list |
| 4. consolidation | 8. backhaul |

- A the amount of goods that can be transported in one trip
B the act of working together to accomplish something
C the combining of separate items
D a document that states that goods in a shipment being exported have been manufactured or processed in a specific country
E a return trip made by a carrier to its point of origin while carrying a new load
F a trip that is made without any goods in transport
G a document that states insurance will cover loss or damage that occurs to cargo while it is being transported to its destination
H a document that itemizes the materials in a shipment and gives a description of packaging and measurements for each package.

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

bill of lading **unclean bill of lading** **loaded** **deadhead leg**
continuous move **dangerous goods declaration**

1. The truck's trailer was empty on the _____ of the trip.
2. It is invaluable when companies want to implement a _____ program.
3. When shipping flammable gases, a _____ is needed.
4. A _____ was needed for the cargo to travel by ship.
5. A(n) _____ revealed that the shipment had been damaged in transit.
6. A truck is productive (i.e., generates revenue) only when it moves _____.

3. Translate the following word combinations from English into Russian:

regardless of destination, customer invoice, airway bill, invaluable, to implement a program, load match, deadhead, to assess opportunities, to carry loads in both directions, to run empty, to increase efficiency, transportation costs, easy-to-use features, drag and drop cargo, useful tool, a click of a button, to get a free 30-day trial

4. Translate the following word combinations from Russian into English:

коносамент, нечистый коносамент, страховое свидетельство, аккредитив, страхование, таможенный счет-фактура, слияние (укрупнение), оптимизация затрат, сотрудничество, соответствие установленным требованиям (приведение в соответствие с требованиями), схема распределения нагрузок, увеличивать, использование площади, грузовик (партия груза на грузовую машину), большое количество, накапливаться, планирование погрузочных работ, непрерывное перемещение, смешанная транспортировка, порожняк (незагруженный автомобиль/состав ...), обратный груз/обратный транзит

5. Talk about these questions.

1. What are some types of documents that accompany a shipment?
2. Why do shipping documents need to be completed accurately?
3. Why is load planning important?
4. How can load planning software benefit companies?

5.22 Контрольная работа №22 Темы: Air Freight Transportation. Rail Freight Transportation. Motor Freight Transportation. Ocean Freight Transportation.

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

- | | |
|----------------------|--------------------------|
| 9. reefer ship | 5. valuable |
| 10. impediment | 6. car carrier |
| 11. dry bulk carrier | 7. time-sensitive |
| 12. freighter | 8. multi-purpose vessels |

- A being worth a lot of money
- B an obstacle that slows down progress
- C needed to be delivered by a particular time or date
- D a ship that is used to transport perishable cargo in a temperature-controlled environment
- E a ship that is designed to carry cargo
- F a ship that is used to transport general cargo and liquid cargo at the same time
- G a ship that is used to transport coal, grain, or other loose substances
- H a trailer that can be loaded with multiple automobiles in order to transport them

2. Read the sentences. Choose the correct words or phrases.

1. The destination was only one hundred miles away, so it was a **short haul/reefer**
2. The aircraft was not authorized to enter the country's **aviation/airspace**.

3. The cargo was transported in two refrigerated **rail yards/boxcars**.
4. **RO-RO/Rail yards** are places where locomotives and train cars are stored, loaded, unloaded, and sorted.
5. The **multi-purpose vessel/general cargo vessel** was able to transport liquids and dry goods at the same time.
6. The **track/terminal** ran past the station and into the rail yard.

3. Translate the following word combinations:

time-sensitive cargo, to focus on transporting cargo, live animals, belly holds, to be loaded with cargo, bound for, to get to destination on time, to be regularly inspected, to keep running, to save time and money, to engage in shipping operations, to handle cargo, to transport shipments, freighter

4. Translate the following word combinations:

скоропортящийся, перевозка грузов по железной дороге, транспорт общего пользования, перевозки грузов на дальние расстояния, перерабатывать груз, судоходная трасса, транспорт с генеральным грузом, грузовое судно, перевозить пассажиров, самолет

5. Talk about these questions.

5. What are some benefits of using aircraft to transport cargo?
6. Why might some companies only choose to transport specific kinds of cargo?
7. What are some benefits to transporting cargo by rail?
8. What are some different types of train cars that are used to ship cargo?
9. Why do a lot of companies choose motor transportation for shipments?
10. What are some types of trailers used to transport freight?
11. What are some types of shipping vessels?
12. Why would a company choose to use marine vessels to transport shipments?

5.23 Контрольная работа №23 Темы: Logistics Problems. Security. Sustainability

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

- | | |
|--------------|--------------|
| 1. alarm | 5. compound |
| 2. external | 6. default |
| 3. indicator | 7. shut down |

4. sustainability 8. unpredictable

- A something that shows the state of conditions
- B coming from outside a company, organization or country
- C difficult to tell whether or not it will happen
- D an electronic device that warns or alerts of danger or trespassing
- E the ability to maintain life and resources at a healthy level
- F not to fulfill an obligation
- G to stop operating, usually due to financial troubles
- H to make something more extreme or intensified

2. Read the sentences and choose the correct words or phrases

1. Alarms can help with **external/internal** crimes, like breaking and entering.
2. Both chemical factories were **shut down/regulated** for safety reasons.
3. The **disruption/strike** in the supply chain caused a delay in production.
4. Thorn was arrested for writing bad checks, and other acts of **fraud/theft**.
5. Destruction caused by **breakdowns/natural disasters** can cause transportation delays.
6. We need at least one security camera/security expert

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

theft loss alarm environment
security guards collusion security cameras

- 1 The _____ and alarm were installed to deal with external threats.
- 2 Our company suffered a twenty percent _____ of inventory after a robbery.
- 3 Only the warehouse manager knows the _____ code.
- 4 Personnel can sometimes be in _____ with truck drivers to steal merchandise.
- 4 The company installed CCTV to watch for potential _____.
6. We need to post _____ at entryways.
- 7 It would be better for the _____ if more people used bikes rather than cars.

4. Talk about these questions.

1. What are some things that can disrupt a supply chain?
2. How can logisticians prepare for problems?
3. How can companies protect themselves from internal theft?
4. How can companies protect themselves from external theft?
5. What are some ways in which carbon dioxide is produced?
6. What are some examples of renewable energy?

Тестовое задание №5 по темам 30-40

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

- | | |
|--------------------------|----------------------------|
| 1. customs broker | 5. continuous moves |
| 2. arrangement | 6. impediment |
| 3. update | 7. railway |
| 4. transmission | 8. delay |

- A. To supply the most recent information or changes
- B. A railroad system that operates in a specific area
- C. A message sent electronically
- D. The way in which lines, images, or objects are placed in relation to one another
- E. A person who is licensed through a customs agency to act as an agent for individuals or companies that export or import goods
- F. The period of time that someone or something is slowed down, causing a late arrival
- G. The process of keeping a carriers moving with different loads to maximize efficiency
- H. An obstacle that slows down progress

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

terminal **customs** **train** **losses**
customs area **roll on-roll off** **external theft**

1. The _____ was located at the airport and surrounded by a high fence.
2. A _____ official inspected the goods and cleared them.

3. Automobiles are classified as _____ cargo.
4. Passenger _____ travel isn't as popular as it used to be.
5. Most employees know how to protect themselves from _____,
6. Andy and Diane bought train tickets at the _____,
7. Businesses can suffer great _____ due to internal crimes.

3. Read the sentence pairs. Choose which word best fits each blank.

1. customs broker/customs clearance

- A. The company hired a _____ to handle the customs paperwork.
- B. The shipment was given _____.

2. delay/excise

- A. There was a(an) _____ in the delivery due to incomplete customs paperwork.
- B. A (an) _____ is often placed on goods that can be harmful to a person's health, such as cigarettes.

3. authority/seizure

- A. The _____ of a shipment causes costly delays.
- B. Regulations governing imports are created by a government _____.

4. tariffs/ports of entry

- A. _____ are usually located in big cities or near a country's borders.
- B. The store owner had to pay _____ on the goods he imported for his customers.

5. insurance certificate/certificate of origin

- A. The _____ stated the merchandise was made in Mexico.
- B. The amount of the coverage was stated on the _____.

6. bill of lading/letter of credit

- A. The bank issued a _____.
- B. A _____ was needed for the cargo to travel by ship.

7. flight/aircraft

- A. Jack arrived at the airport late and missed his _____ to London.
- B. The _____ is solely used to transport cargo and has a large belly hold.

8. shipping line/tanker ships

- A. The company operates a _____ with its headquarters in Baltimore.
- B. The petroleum company uses _____ to transport its products by sea.

4. Read the sentences and choose the correct words or phrases.

1. The company received **compensation/protection** for the items stolen from the shipment.
2. The seller has **deductible/liability** for a shipment until it reaches the buyer.
3. If a customer does not pay the **liability/premium** on time, their coverage expires.
4. Mark purchased insurance **coverage/fault** for the package he sent overseas.
5. Sarah had a **certificate of inspection/certificate of origin** giving a description of the goods.
6. The **packing list/letter of credit** listed all the items included in the shipment.
7. A(an) **unclean bill of lading/insurance certificate** revealed the shipment had been damaged in transit.
8. The cargo was transported in two refrigerated **rail yards/boxcars**.
9. Sam was concerned about the **instability/shut down** of the supplier's finances.
10. The company was sued because it **defaulted/compounded** on its obligations.
11. Destruction caused by **breakdowns/natural disasters** can cause transportation delays.
12. Unfortunately, there is no foolproof way to protect your business from **dishonest/legal** workers.
13. The **software/consolidation** saves time and is more accurate.
14. Many customs brokers have offices near **shopping centers/ports of entry**.
15. Automated systems save a lot of time when compared to manual **data entry/bar code** into computers.
16. A scanner is a device that uses a laser to read **bar code/label** information.
17. Insuring your cargo is the smart thing to do in case of loss or **protection/damage**.

5. Translate the following word combinations from Russian into English:

1. безопасность,
2. устойчивость
2. совершать преступления
3. нечестный

4. уменьшать порожний пробег
5. выброс
6. постоянно отслеживать
7. альтернативный вид топлива
8. возобновляемые источники энергии
9. развитие, не истощающее природные ресурсы