

МИНОБРНАУКИ РОССИИ
ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ

**РАБОЧАЯ ПРОГРАММА
УЧЕБНОЙ ДИСЦИПЛИНЫ**

СГ.02 Иностранный язык в профессиональной деятельности

программы подготовки специалистов среднего звена

38.02.03 Операционная деятельность в логистике

Форма обучения: очная

Владивосток 2023

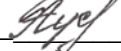
Рабочая программа учебной дисциплины СГ.02 «Иностранный язык в профессиональной деятельности» разработана в соответствии с требованиями Федерального государственного образовательного стандарта среднего профессионального образования по специальности 38.02.03, Операционная деятельность в логистике, утвержденного приказом Минобрнауки России от 21.04.2022, №257, примерной образовательной программой.

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Рассмотрено и одобрено на заседании цикловой методической комиссии

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ОБЩАЯ ХАРАКТЕРИСТИКА ПРОГРАММЫ УЧЕБНОЙ ДИСЦИПЛИНЫ

1.1 Место дисциплины в структуре основной образовательной программы

Учебная дисциплина СГ.02 «Иностранный язык в профессиональной деятельности» является частью профессиональной подготовки общего гуманитарного и социально-экономического учебного цикла основной образовательной программы (далее ООП) в соответствии с ФГОС СПО по специальности 38.02.03 Операционная деятельность в логистике.

1.2 Цель и планируемые результаты освоения дисциплины

По итогам освоения дисциплины, обучающиеся должны продемонстрировать результаты обучения, соотнесённые с результатами освоения ООП СПО, приведенные в таблице.

Код компетенции	Умения	Знания
ОК 01 ОК 04 ОК 09	<p>Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.</p> <p>Организовывать собственную деятельность, выбирать типовые методы и способы выполнения профессиональных задач, оценивать их эффективность и качество.</p> <p>Принимать решения в стандартных и нестандартных ситуациях и нести за них ответственность.</p> <p>Осуществлять поиск и использование информации, необходимой для эффективного выполнения профессиональных задач, профессионального и личностного развития.</p> <p>Использовать информационно-коммуникационные технологии в профессиональной деятельности.</p> <p>Работать в коллективе и команде, эффективно общаться с коллегами, руководством, потребителями.</p>	<p>Правила построения простых и сложных предложений на профессиональные темы;</p> <p>основные общеупотребительные глаголы (бытовая и профессиональная лексика); лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности;</p> <p>особенности произношения; правила чтения текстов профессиональной направленности</p>

2 СТРУКТУРА И СОДЕРЖАНИЕ УЧЕБНОЙ ДИСЦИПЛИНЫ

2.1 Объем учебной дисциплины и виды учебной работы

Вид учебной работы	Объем часов
Объем образовательной программы учебной дисциплины	130
в том числе:	
– практические занятия	100
– самостоятельная работа	18
– консультации	6
– промежуточная аттестация – дифференцированный зачет, экзамен	6

2.2 Тематический план и содержание учебной дисциплины

Наименование разделов и тем	Содержание учебного материала и формы организации деятельности обучающихся	Объем в часах	Уровень освоения
1	2	3	4
Тема 1 «Logistics»	Содержание учебного материала		OK 01
	Практическое занятие №_1_ 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)	3	OK 04 OK 09
	Самостоятельная работа обучающихся 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.	1	
Тема 2 «Logistics Jobs 1»	Содержание учебного материала		
	Практическое занятие № 2 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 Interrogatives: wh-? words and how? Word order in questions. 5. Talking about experience (Listening)	3	OK 01 OK 04 OK 09
Тема 3 «Logistics Jobs 2»	Содержание учебного материала		OK 01
	Практическое занятие № 3 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Supply Chain & Logistics Management» (Employee Profile) 3. Грамматические темы:	3	OK 04 OK 09

	<p>Tenses in Active Voice: Present Simple & Continuous. Action and non-action verbs Глаголы should и would в модальном значении 4. Talking about obligation. 5. Arranging a meeting time (Listening)</p>		
	<p>Самостоятельная работа обучающихся Выполнение лексических и грамматических упражнений на тему "Obligations"</p>	1	
Тема 4 «Employment Opportunities»	<p>Содержание учебного материала</p>		OK 01 OK 04 OK 09
	<p>Практическое занятие № 4 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)</p>	3	
	<p>Самостоятельная работа обучающихся Выполнение лексических и грамматических упражнений на тему "Past Simple"</p>	1	
Тема 5 «Basic Math»	<p>Содержание учебного материала</p>		OK 01 OK 04 OK 09
	<p>Практическое занятие № 5 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)</p>	3	
Тема 6 «Measurements»	<p>Содержание учебного материала</p>		OK 01 OK 04 OK 09
	<p>Практическое занятие № 6 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>	4	
	<p>Самостоятельная работа обучающихся Выполнение лексических и грамматических упражнений на тему "Measurements"</p>	1	
Тема 7	Содержание учебного материала		

«Safety Issues»	<p>Практическое занятие № 7</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) 5. Expressing disbelief (Listening) 	5	OK 01 OK 04 OK 09
	<p>Самостоятельная работа обучающихся</p> <p>Выполнение лексических и грамматических упражнений на тему “Future forms”</p> <p>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>	1	
Тема 8 «Customer Service»	<p>Содержание учебного материала</p> <p>Практическое занятие № 8</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «FZ Floral Suppliers» (Company webpage) 3. Выполнение упражнений по содержанию текста. 4. Беседа на тему «Customer Service» (Speaking) 5. Грамматическая тема: Present Perfect (experience) + ever, never; Present Perfect or Past Simple? Present Perfect Simple + yet, just, already 6. Making an apology. Making a complaint (Listening) 7. Filling out the customer service complaint log (Writing) 	4	OK 01 OK 04 OK 09

	Самостоятельная работа обучающихся 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.	1	
Тема 9 «Supply Chain»	Содержание учебного материала Практическое занятие № 9 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Supply Chains». 3. Выполнение упражнений по содержанию текста. 4. Лексическая тема: opposite adjectives 5. Грамматическая тема: Comparatives, as ... as / less ... than Superlatives (+ ever + present perfect) 6. Requesting more information (Listening) 7. Making decisions. Elements in a supply chain (Speaking) 8. Filling out a memo about supply chain management (Writing)	5	OK 01 OK 04 OK 09
	Самостоятельная работа обучающихся Выполнение лексических и грамматических упражнений на тему “Степени сравнения прилагательных” Подготовка к обсуждению по теме «Supply Chain». Система снабжения. Составление служебной записки о поставках.	1	
Тема 10. «Supplier Planning»	Содержание учебного материала Практическое занятие № 10 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Supplier Planning»(Email). 3. Ответы на вопросы по тексту 4. Discussing logistics problems. Reviewing upcoming changes (Speaking) 5. Filling out the order form (Writing) 6. Грамматическая тема: Present Perfect + <i>for</i> and <i>since</i> Present Perfect or Past Simple? <i>Usually</i> and <i>used to</i> 7. Telephone conversations between a supplier & a logistics manager. Clarifying information (Listening)	4	OK 01 OK 04 OK 09
	Самостоятельная работа обучающихся	1	

	Выполнение лексических и грамматических упражнений по теме.		
Тема 11 «Types of Inventory»	Содержание учебного материала		
	<p>Практическое занятие № 11</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения «Wolff Manufacturing» (Employee Manual). Ответы на вопросы по тексту.</p> <p>3. Грамматическая тема: Модальные глаголы и их эквиваленты Глаголы <i>should</i> и <i>would</i> в модальном значении</p> <p>4. “Hi, Sam. Have you been working on the warehouse ...?” Confirming details (Listening).</p> <p>5. The warehouse inventory. Inventory lists (Speaking).</p> <p>6. Filling out a questionnaire about warehouse inventory (Writing)</p>	5	OK 01 OK 04 OK 09
	Самостоятельная работа обучающихся Выполнение лексических и грамматических упражнений по теме.	1	
Тема 12 «Inventory Costs»	Содержание учебного материала		
	<p>Практическое занятие № 12</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения: «Minute Electronics Corporation» (Memo).</p> <p>3. Выполнение упражнений по содержанию текста.</p> <p>4. Грамматическая тема: Модальные глаголы и их эквиваленты. Глаголы <i>need, have to/don't have to, ought to, can/be able to</i></p> <p>5. Discussing options (Listening)</p> <p>6. Discussing ways to reduce carrying costs. Suggestions to reduce expenses (Speaking)</p> <p>7. Reducing carrying cost. Filling out a memo (Writing)</p>	4	OK 01 OK 04 OK 09
	Самостоятельная работа обучающихся Выполнение лексических и грамматических упражнений по теме	1	
Тема 13 «Third-Party Logistics»	Содержание учебного материала		
	<p>Практическое занятие № 13</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения: «3PL Providers» (Article).</p>	5	OK 01 OK 04 OK 09

	<p>3. Выполнение упражнений по содержанию текста.</p> <p>4. Expressing confidence</p> <p>5. “I’m trying to decide on whether or not I ought to ...” (Listening)</p> <p>6. 3PL services. Types of 3PL providers (Speaking)</p> <p>7. Making requests. Filling out the request form (Writing)</p> <p>8. Грамматическая тема: Review of tenses: present, past, and future</p>		
	<p>Самостоятельная работа обучающихся</p> <p>Выполнение лексических и грамматических упражнений по теме. Подготовка к обсуждению по теме «Third-Party Logistics». Оформление заявки..</p>	2	
Тема 14 «Inbound Logistics»	<p>Содержание учебного материала</p> <p>Практическое занятие № 14</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения «Bright Manufacturing» (Employee Manual).</p> <p>3. Выполнение упражнений по содержанию текста.</p> <p>4. “Do you have any questions about ...” (Listening)</p> <p>5. Describing a process</p> <p>6. Inbound Logistics processes. Materials receiving. Materials distribution. Storage facilities. Warehouse staff (Speaking)</p> <p>7. Filling out a distribution checklist (Writing)</p> <p>8. Грамматическая тема: Passive Voice. Active Voice vs. Passive Voice. Passive Voice в Present Simple, Past Simple и Future Simple Tenses. Предлоги <i>by, with, of</i> в Passive Voice.</p>	4	OK 01 OK 04 OK 09
	<p>Самостоятельная работа обучающихся</p> <p>Выполнение лексических и грамматических упражнений по теме</p>	2	
Тема 15 «Outbound Logistics»	<p>Содержание учебного материала</p> <p>Практическое занятие № 15</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения «Outbound Logistics» (Manual excerpt)</p> <p>3. Тексты для дополнительного чтения по теме «Outbound Logistics»</p> <p>4. Выполнение упражнений по содержанию текстов.</p> <p>5. Giving a reason</p>	4	OK 01 OK 04 OK 09

	<p>6. A conversation between a logistician & a warehouse supervisor (Listening)</p> <p>7. Functions of outbound logistics. Outbound logistics activities (Speaking)</p> <p>8. Filling out the order processing form (Writing)</p>		
	<p>Самостоятельная работа обучающихся Отработка лексики по темам «Inbound Logistics» и «Outbound Logistics». Подготовка к обсуждению по темам «Inbound Logistics» и «Outbound Logistics». Составление контрольного списка распределения. Оформление заказа.</p>	1	
Тема 16 «Procurement Logistics»	<p>Содержание учебного материала Практическое занятие № 16 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Logistics Procurement Analyst» (job advertisement). 3. Выполнение упражнений по содержанию текста. 4. Stating requirements (for the position). 5. A conversation between an interviewer & a job candidate (Listening) 6. Discussing responsibilities of a logistics procurement analyst. Qualifications and experience. Required skills, knowledge and abilities (Speaking) 7. Filling out a questionnaire about working in logistics (Writing) 8. Грамматическая тема: The Infinitive. Forms and Functions. The <i>to</i>-infinitive 9. Выполнение грамматических упражнений.</p>	6	<p>OK 01 OK 04 OK 09</p>
Тема 17 «Production Logistics»	<p>Содержание учебного материала Практическое занятие № 17 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «The Importance of Production Logistics» (Article). 3. Выполнение упражнений по содержанию текста. 4. Describing benefits. 5. A conversation between a logistician & a production manager (Listening) 6. Filling out the memo regarding track & trace (Writing)</p>	6	<p>OK 01 OK 04 OK 09</p>

	7. Грамматическая тема: The Bare Infinitive. The Infinitive with or without ' to ' 8. Выполнение грамматических упражнений.		
	Самостоятельная работа обучающихся Выполнение лексических и грамматических упражнений по теме. Подготовка к обсуждению по теме «Production Logistics». Отслеживание и контроль. Составление служебной записки.	1	
Тема 18 «Distribution Logistics»	Содержание учебного материала Практическое занятие № 18 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Distribution Logistics» (Manual excerpt). 3. Выполнение упражнений по содержанию текста. 4. Introducing a problem. 5. A conversation between a logistician & a warehouse manager (Listening) 6. Discussing problems of Distribution Logistics (Speaking) 7. Filling out the notice about new physical handling procedures (Writing) 8. Грамматическая тема: Objective with the Infinitive (Complex Object) 9. Выполнение грамматических упражнений.	6	OK 01 OK 04 OK 09
Тема 19 «Disposal Logistics»	Содержание учебного материала Практическое занятие № 19 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Disposal Logistics» (Company policy). 3. Выполнение упражнений по содержанию текста. 4. Stating possibilities. 5. Discussing problems of production waste (Listening) 6. Reducing logistics costs. Efforts to minimize waste production (Speaking). 7. Filling out an email about reducing production waste (Writing). 8. Грамматическая тема: The For-to-Infinitive Construction.	6	OK 01 OK 04 OK 09

	9. Выполнение грамматических упражнений.		
Тема 20 «Food Logistics»	Содержание учебного материала		
	<p>Практическое занятие № 20</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения «Managing the Food Chain» (Journal article).</p> <p>3. Ответы на вопросы по содержанию текста.</p> <p>4. Explaining what is needed</p> <p>5. “I need someone who can help me” (Listening).</p> <p>6. The cold chain process. Extending the shelf life of perishable items (Speaking).</p> <p>7. Transporting products. Filling out the contract. Terms of the contract (Writing).</p> <p>8. Грамматическая тема: Nominative with the Infinitive (Complex Subject).</p> <p>9. Выполнение грамматических упражнений.</p>	6	OK 01 OK 04 OK 09
	<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.</p> <p>Подготовка к обсуждению по теме «Food Logistics».</p> <p>Логистика и транспортировка пищевых продуктов. Особенности перевозки различных продуктов питания.</p> <p>Обеспечение требуемых условий хранения скоропортящихся продуктов.</p> <p>Холодильные установки. Температурный режим. Транспортировка в режиме</p>	1	

	<p>среднего холода. Обеспечивание температурного режима среднего холода по всей цепочке. Срок хранения продукции. Составление и написание договора о поставке пищевых продуктов. Обсуждение условий поставки.</p>		
Тема 21 «Reverse Logistics»	Содержание учебного материала		
	<p>Практическое занятие № 21</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «What is Reverse Logistics?» (Article). 3. Выполнение упражнений по содержанию текста. 4. Giving a compliment. 5. “I don’t understand why ... “. <p>Refurbishing products to be resold (Listening)</p> <ol style="list-style-type: none"> 6. Unwanted goods. Discussing the problems of the returned items (Speaking). 7. Filling out a logistician’s report. Ways for a company to improve reverse logistics (Writing). 8. Грамматическая тема: The Infinitive and the Infinitive Constructions (Revision). 9. Выполнение грамматических упражнений. 	6	OK 01 OK 04 OK 09
Тема 22 «Emergency Logistics»	Содержание учебного материала		
	<p>Практическое занятие № 22</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Emergency Logistics» (Webpage). 3. Выполнение упражнений по содержанию текста. 4. Expressing urgency 5. Telephone conversation: the urgent situation; rapid response (Listening) 6. Logistics emergencies. Immediate actions. Case studies (Speaking) 7. Filling out an order form for a rapid response (Request Form) (Writing) 8. Грамматическая тема: 9. Модальные глаголы и их эквиваленты (Revision): <p>Глаголы <i>should</i> и <i>would</i> в модальном значении. Глаголы <i>need</i>, <i>have to/don’t have to</i>, <i>ought to</i>, <i>can/be able to</i></p>	5	OK 01 OK 04 OK 09

	10. Выполнение грамматических упражнений.		
	Самостоятельная работа обучающихся Выполнение лексических и грамматических упражнений по теме. Подготовка к обсуждению по теме «Emergency Logistics». Заполнение бланка заказа.	1	
Консультации		6	
Самостоятельная работа студента		18	
Промежуточная аттестация дифференцированный зачет. экзамен		6	
Всего:		130	

3 УСЛОВИЯ РЕАЛИЗАЦИИ ПРОГРАММЫ УЧЕБНОЙ ДИСЦИПЛИНЫ

3.1 Материально-техническое обеспечение

Для реализации программы учебного предмета предусмотрено наличие следующих специальных помещений:

Кабинет иностранного языка (лингвфонный 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.

Кабинет иностранного языка

Основное оборудование: Колонки Logitech 5.1 Z-906; Наушники Sanako SLHO7; Персональные компьютеры Lenovo ThinkCentre; Парты ученические двойные; Стол преподавателя; Стулья; Телевизор LG 42LN540V.

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)

Для реализации программы учебного предмета библиотечный фонд ВВГУ укомплектован печатными и электронными изданиями.

Обучающиеся из числа лиц с ограниченными возможностями здоровья обеспечены печатными и (или) электронными образовательными ресурсами в формах, адаптированных к ограничениям их здоровья.

Основные источники:

1. Буренко, Л. В. Грамматика английского языка. Grammar in Levels Elementary – Pre-Intermediate : учебное пособие для среднего профессионального образования / Л. В. Буренко, О. С. Тарасенко, Г. А. Краснощекова ; под общей редакцией Г. А. Краснощековой. — Москва: Юрайт, 2021. — 227 с. — (Профессиональное образование). — ISBN 978-5-9916-9261-8. — URL: <https://urait.ru/bcode/471736> — Режим доступа: Электронно-библиотечная система Юрайт. - Текст: электронный

2. Гливенкова, О. А. Английский язык для экономических специальностей: учебник для СПО / О. А. Гливенкова, О. Н. Морозова. — Саратов, Москва: Профобразование, Ай Пи Ар Медиа, 2021. — 170 с. — ISBN 978-5-4488-0958-3, 978-5-4497-0804-5. — Текст: электронный // Электронный ресурс цифровой образовательной среды СПО ПРОФобразование : [сайт]. — URL:<https://profspo.ru/books/100491>

3. Голубев, А.П. Английский язык для всех специальностей +eПриложение: учебник / Голубев А.П., Балюк Н.В., Смирнова И.Б. — Москва: КноРус, 2021. — 385 с. — ISBN 978-5-406-08132-7. — URL: <https://book.ru/book/939214>. — Режим доступа: Электронно-библиотечная система BOOK.RU. - Текст: электронный.

4. Евдокимова-Царенко, Э.П. Практическая грамматика английского языка в закономерностях (с тестами, упражнениями и ключами к ним): учебное пособие / Э. П. Евдокимова-Царенко. — 2-е изд., перераб. — Санкт-Петербург: Лань, 2021. — 348 с. — ISBN 978-5-8114-2987-5. — Текст: электронный // Лань: электронно-библиотечная система. — URL: <https://e.lanbook.com/book/169508>

5. 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>

6. Кохан, О. В. Английский язык для технических специальностей: учебное пособие для среднего профессионального образования / О. В. Кохан. — 2-е изд., испр. и доп. — Москва: Издательство Юрайт, 2022. — 226 с. — (Профессиональное образование).

— ISBN 978-5-534-08983-7. — URL: <https://urait.ru/bcode/491219> — Режим доступа: Электронно-библиотечная система Юрайт. - Текст: электронный.

7. Кузьменкова, Ю. Б. Английский язык для технических колледжей (А1): учебное пособие для среднего профессионального образования / Ю. Б. Кузьменкова. — Москва: Издательство Юрайт, 2023. — 207 с. — (Профессиональное образование). — ISBN 978-5-534-12346-3. — URL: <https://urait.ru/bcode/517769> — Режим доступа: Электронно-библиотечная система Юрайт. - Текст: электронный.

8. Кузьменкова, Ю. Б. Английский язык. Основы разговорной практики: учебник для СПО / Ю. Б. Кузьменкова, А. П. Кузьменков. — Санкт-Петербург: Лань, 2021. — 184 с. — ISBN 978-5-8114-7946-7. — Текст: электронный // Лань: электронно-библиотечная система. — URL: <https://e.lanbook.com/book/178059>

9. Литвинская, С. С. Английский язык для технических специальностей: учебное пособие / С. С. Литвинская. — Москва: ИНФРА-М, 2023. — 252 с. — (Среднее профессиональное образование). - ISBN 978-5-16-014535-8. - URL: <https://znanium.com/catalog/document?id=418562> — Режим доступа: по подписке. — Текст: электронный.

10. Малецкая, О. П. Английский язык: учебное пособие для СПО / О. П. Малецкая, И. М. Селевина. — 3-е изд., стер. — Санкт-Петербург: Лань, 2023. — 136 с. — ISBN 978-5-507-45432-7. — Текст: электронный // Лань: электронно-библиотечная система. — URL: <https://www.labirint.ru/books/774101/>

Дополнительные источники:

1. Карпова, Т.А. English for Colleges. Английский язык для колледжей. Практикум + eПриложение: 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>

2. Купцова, А.К. Английский язык для менеджеров и логистов: учебник и практикум для СПО/А.К. Купцова, Л.А. Козлова, Ю.П. Волинец; 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 (А2-В2): 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>

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://https://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.multitrans.com>
10. Online Business Dictionary, from <http://www.businessdictionary.com/>

11. Yulia Stukalina. Professional English for students of Logistics. Riga. – 2014 from: <https://www.dropbox.com/sh/1dahcss24msf0ng/AAAEIIfIveqNI-VJSdfCDtLha?dl=0>
12. Transportweekly, from <http://www.transportweekly.com/>
13. Wikipedia, from https://en.wikipedia.org/wiki/Main_Page
14. wise Geek: clear answers for common questions, from <http://www.wisegeek.com/>
15. WWW.Virtual Library: Logistics World, from <http://www.logisticsworld.com/>
16. Англо-русский словарь логиста, from http://www.maxilog.su/services/voc_logist.php
17. Англо-русский словарь логиста, from http://logirus.ru/services/logistic_dictionary.php
18. Англо- русский толковый словарь логистических терминов, from <http://studfiles.net/preview/4521608/>
19. 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 УЧЕБНОЙ ДИСЦИПЛИНЫ

Результаты обучения	Критерии оценки	Методы оценки
<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые), понимать тексты на базовые профессиональные темы участвовать в диалогах на знакомые общие и профессиональные темы строить простые высказывания о себе и о своей профессиональной деятельности кратко обосновывать и объяснить свои действия (текущие и планируемые) писать простые связные сообщения на знакомые или интересующие профессиональные темы правила построения простых и сложных предложений на профессиональные темы знать: правила построения простых и сложных предложений на профессиональные темы основные общеупотребительные глаголы (бытовая и профессиональная лексика) лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности особенности произношения правила чтения текстов профессиональной направленности</p>	<p>Понимать смысл и содержание высказываний на английском языке на профессиональные темы. Понимать содержание технической документации и инструкций на английском языке. Строить высказывания на знакомые профессиональные темы и участвовать в диалогах по ходу профессиональной деятельности на английском языке. Писать краткие сообщения на профессиональную тему.</p>	<p>Экспертное наблюдение за выполнением практических работ.</p>
		<p>Результаты выполнения контрольных работ Оценка устных и письменных ответов</p>

Для оценки достижения запланированных результатов обучения по предмету разработаны контрольно-оценочные средства для проведения текущего контроля и промежуточной аттестации, которые прилагаются к рабочей программе предмета.

МИНОБРНАУКИ РОССИИ
ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ

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

СГ.02 Иностранный язык в профессиональной деятельности

программы подготовки специалистов среднего звена

38.02.03 Операционная деятельность в логистике

Форма обучения: очная

Владивосток 2023

Контрольно-оценочные средства для проведения текущего контроля и промежуточной аттестации по учебной дисциплине СГ.02 «Иностранный язык в профессиональной деятельности» разработаны в соответствии с требованиями ФГОС СПО по специальности 38.02.03, Операционная деятельность в логистике, утвержденного приказом Минобрнауки РФ от 21.04.2022, №257, примерной образовательной программой, рабочей программой учебной дисциплины.

Разработчик:

Тёщина Н.К., преподаватель иностранного языка АК ВВГУ

Рассмотрено и одобрено на заседании цикловой методической комиссии

Протокол № 9 от 22 мая 2023 г.

Председатель ЦМК  _____ А.Д. Гусакова
подпись

1 Общие сведения

Контрольно-оценочные средства (далее – КОС) предназначены для контроля и оценки образовательных достижений обучающихся, освоивших программу учебной дисциплины СГ.02. Иностраный язык в профессиональной деятельности, профессиональная подготовка по специальности 38.02.03 *Операционная деятельность в логистике*.

КОС включают в себя контрольные материалы для проведения текущего контроля успеваемости и промежуточной аттестации по дисциплине, которая проводится в форме дифференцированного зачёта, экзамена, контрольной работы.

2 Планируемые результаты обучения по дисциплине, обеспечивающие результаты освоения образовательной программы

Код ОК, ПК	Код результата обучения	Наименование результата обучения
ОК.09	У1	понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)
	У2	понимать тексты на базовые профессиональные темы
	У3	участвовать в диалогах на знакомые общие и профессиональные темы
	У4	строить простые высказывания о себе и о своей профессиональной деятельности
	У5	кратко обосновывать и объяснить свои действия (текущие и планируемые)
	У6	писать простые связные сообщения на знакомые или интересующие профессиональные темы
	31	правила построения простых и сложных предложений на профессиональные темы
	32	особенности произношения
	33	основные общеупотребительные глаголы (бытовая и профессиональная лексика)
	34	лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности
	35	правила чтения текстов профессиональной направленности

3.1 Средства, применяемые для оценки уровня практической подготовки

Краткое наименование темы	Код результата обучения	Показатель овладения результатами обучения	Наименование оценочного средства и представление его в КОС	
			Текущий контроль	Промежуточная аттестация
Тема 1. Logistics	У1 У4 У5 33 34	понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые) строить простые высказывания о себе и о своей	Контрольная работа №1	Промежуточный тест 1

		<p>профессиональной деятельности кратко обосновывать и объяснить свои действия (текущие и планируемые)</p> <p>основные общеупотребительные глаголы (бытовая и профессиональная лексика)</p> <p>лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p>		
<p>Тема 2. Logistics Jobs</p>	<p>У1 У2 У6 З1 З2 З3 З4 З5</p>	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</p> <p>понимать тексты на базовые профессиональные темы,</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>особенности произношения</p> <p>основные общеупотребительные глаголы (бытовая и профессиональная лексика)</p> <p>лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p>	<p>Контрольная работа №2</p>	<p>Промежуточный тест 1</p>

		правила чтения текстов профессиональной направленности		
Тема 3. Gerund	У1 У3 У6 31 34 35	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</p> <p>участвовать в диалогах на знакомые общие и профессиональные темы</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>лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p> <p>правила чтения текстов профессиональной направленности</p>	Контрольная работа №3	Промежуточный тест 1
Тема 4. Employment Opportunities	У1 У4 У6 31 33 34	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</p> <p>строить простые высказывания о себе и о своей профессиональной деятельности</p> <p>писать простые связные сообщения на знакомые или интересующие профессиональные темы</p> <p>правила построения простых и сложных предложений на</p>	Контрольная работа №4	Промежуточный тест 1

		<p>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>Тема 5. Basic Math</p> <p>Тема 6. Measurements</p>	<p>У1</p> <p>У2</p> <p>У6</p> <p>31</p> <p>34</p> <p>35</p>	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</p> <p>понимать тексты на базовые профессиональные темы,</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>лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p> <p>правила чтения текстов профессиональной направленности</p>	<p>Контрольная работа №5</p>	<p>Промежуточный тест 1</p>
<p>Тема 7. Safety Issues</p>	<p>У1</p> <p>У2</p> <p>У6</p> <p>31</p> <p>34</p> <p>35</p>	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</p> <p>понимать тексты на базовые</p>	<p>Контрольная работа №6</p>	<p>Промежуточный тест 2</p>

		<p>профессиональные темы, писать простые связные сообщения на знакомые или интересующие профессиональные темы правила построения простых и сложных предложений на профессиональные темы лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности правила чтения текстов профессиональной направленности</p>		
Тема 8. Customer Service	<p>У1 У2 У3 У6 З1 З4 З5</p>	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые) участвовать в диалогах на знакомые общие и профессиональные темы строить простые высказывания о себе и о своей профессиональной деятельности кратко обосновывать и объяснить свои действия (текущие и планируемые) правила построения простых и сложных предложений на профессиональные темы особенности произношения основные общеупотребительные глаголы (бытовая и профессиональная лексика)</p>	Контрольная работа №7	Промежуточный тест 2

		лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности		
Тема 9. Supply Chain	У1 У2 У3 У6 31 34 35	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</p> <p>понимать тексты на базовые профессиональные темы,</p> <p>участвовать в диалогах на знакомые общие и профессиональные темы</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>лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p> <p>правила чтения текстов профессиональной направленности</p>	Контрольная работа №8	Промежуточный тест 2
Тема 10. Supplier Planning	У1 У3 У4 У5 У6 31 32 33 34	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</p> <p>участвовать в диалогах на знакомые общие и профессиональные темы</p> <p>строить простые высказывания о себе и</p>	Контрольная работа №9	Промежуточный тест 2

		<p>о своей профессиональной деятельности 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>особенности произношения</p> <p>основные общеупотребительные глаголы (бытовая и профессиональная лексика)</p> <p>лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p>		
Тема 11. Types of Inventory	У1 У3 У4 У5 З1 З2 З3 З4	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</p> <p>участвовать в диалогах на знакомые общие и профессиональные темы</p> <p>строить простые высказывания о себе и о своей профессиональной деятельности кратко обосновывать и объяснить свои действия (текущие и планируемые)</p> <p>правила построения простых и сложных</p>	Контрольн ая работа №10	Промежуточный тест 3

		предложений на профессиональные темы особенности произношения основные общеупотребительные глаголы (бытовая и профессиональная лексика) лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности		
Тема 12. Inventory Costs	У1 У3 У4 У5 З1 З2 З3 З4	понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые) участвовать в диалогах на знакомые общие и профессиональные темы строить простые высказывания о себе и о своей профессиональной деятельности кратко обосновывать и объяснить свои действия (текущие и планируемые) правила построения простых и сложных предложений на профессиональные темы особенности произношения основные общеупотребительные глаголы (бытовая и профессиональная лексика) лексический минимум, относящийся к описанию предметов, средств и процессов	Контрольная работа №11	Промежуточный тест 3

		профессиональной деятельности		
Тема 13. Third-Party Logistics	У1 У3 У4 У5 З1 З2 З3 З4	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</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>правила построения простых и сложных предложений на профессиональные темы</p> <p>особенности произношения основных общеупотребительные глаголы (бытовая и профессиональная лексика)</p> <p>лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p>	Контрольная работа №12	Промежуточный тест 3

Тема 14. Inbound Logistics	У1 У3 У4 У5	понимать общий смысл четко произнесенных высказываний на известные темы	Контрольн ая работа №13	Промежуточный тест 3
Тема 15. Outbound Logistics	31 32 33 34	(профессиональные и бытовые) участвовать в диалогах на знакомые общие и профессиональные темы строить простые высказывания о себе и о своей профессиональной деятельности кратко обосновывать и объяснить свои действия (текущие и планируемые) правила построения простых и сложных предложений на профессиональные темы особенности произношения основные общеупотребительные глаголы (бытовая и профессиональная лексика) лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности		

<p>Тема 16 Procurement Logistics</p> <p>Тема 17 Production Logistics</p>	<p>У1 У2 У3 У6 31 34 35</p>	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые) участвовать в диалогах на знакомые общие и профессиональные темы строить простые высказывания о себе и о своей профессиональной деятельности кратко обосновывать и объяснить свои действия (текущие и планируемые) правила построения простых и сложных предложений на профессиональные темы особенности произношения основные общеупотребительные глаголы (бытовая и профессиональная лексика) лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p>	<p>Контрольн ая работа №14</p>	<p>Промежуточный тест 4</p>
<p>Тема 18. Distribution Logistics</p> <p>Тема 19. Disposal Logistics</p> <p>Тема 20. Food Logistics</p>	<p>У1 У3 У4 У5 31 32 33 34</p>	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые) участвовать в диалогах на знакомые общие и профессиональные темы строить простые высказывания о себе и о своей профессиональной деятельности</p>	<p>Контрольн ая работа №15</p>	<p>Промежуточный тест 4</p>

		<p>кратко обосновывать и объяснить свои действия (текущие и планируемые)</p> <p>правила построения простых и сложных предложений на профессиональные темы</p> <p>особенности произношения</p> <p>основные общеупотребительные глаголы (бытовая и профессиональная лексика)</p> <p>лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности</p>		
<p>Тема 21. Reverse Logistics</p> <p>Тема 22. Emergency Logistics</p>	<p>У1 У3 У4 У5 31 32 33 34</p>	<p>понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые)</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>правила построения простых и сложных предложений на профессиональные темы</p> <p>особенности произношения</p> <p>основные общеупотребительные глаголы (бытовая и</p>	<p>Контрольн ая работа №16</p>	<p>Промежуточный тест 4</p>

		профессиональная лексика) лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности		
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4 Описание процедуры оценивания

Результаты обучения по дисциплине, уровень сформированности компетенций оцениваются по четырёхбалльной шкале оценками: «отлично», «хорошо», «удовлетворительно», «неудовлетворительно»

Текущая аттестация по дисциплине проводится с целью систематической проверки достижений обучающихся. Объектами оценивания являются: уровень овладения практическими умениями и навыками по всем видам учебной работы, качество выполнения самостоятельной работы, учебная дисциплина (активность на занятиях, своевременность выполнения различных видов заданий, посещаемость всех видов занятий по аттестуемой дисциплине).

При проведении промежуточной аттестации оценивается достижение студентом запланированных по дисциплине результатов обучения, обеспечивающих результаты освоения образовательной программы в целом.

Критерии оценивания устного ответа

(оценочные средства: *собеседование, устное сообщение*)

5 баллов - ответ показывает прочные знания основных процессов изучаемой предметной области, отличается глубиной и полнотой раскрытия темы; владение терминологическим аппаратом; умение объяснять сущность, явлений, процессов, событий, делать выводы и обобщения, давать аргументированные ответы, приводить примеры; свободное владение монологической речью, логичность и последовательность ответа; умение приводить примеры современных проблем изучаемой области.

4 балла - ответ, обнаруживающий прочные знания основных процессов изучаемой предметной области, отличается глубиной и полнотой раскрытия темы; владение терминологическим аппаратом; умение объяснять сущность, явлений, процессов, событий, делать выводы и обобщения, давать аргументированные ответы, приводить примеры; свободное владение монологической речью, логичность и последовательность ответа. Однако допускается одна - две неточности в ответе.

3 балла – ответ, свидетельствующий в основном о знании процессов изучаемой предметной области, отличающийся недостаточной глубиной и полнотой раскрытия темы; знанием основных вопросов теории; слабо сформированными навыками анализа явлений, процессов, недостаточным умением давать аргументированные ответы и приводить примеры; недостаточно свободным владением монологической речью, логичностью и последовательностью ответа. Допускается несколько ошибок в содержании ответа; неумение привести пример развития ситуации, провести связь с другими аспектами изучаемой области.

2 балла – ответ, обнаруживающий незнание процессов изучаемой предметной области, отличающийся неглубоким раскрытием темы; незнанием основных вопросов теории, несформированными навыками анализа явлений, процессов; неумением давать аргументированные ответы, слабым владением монологической речью, отсутствием логичности и последовательности. Допускаются серьезные ошибки в содержании ответа; незнание современной проблематики изучаемой области.

Критерии оценивания письменной работы

(оценочные средства: контрольная работа)

5 баллов - студент выразил своё мнение по сформулированной проблеме, аргументировал его, точно определив ее содержание и составляющие. Проблема раскрыта полностью, выводы обоснованы. Студент владеет навыком самостоятельной работы по заданной теме; методами и приемами анализа теоретических и/или практических аспектов изучаемой области. Фактических ошибок, связанных с пониманием проблемы, нет; графически работа оформлена правильно.

4 балла - работа характеризуется смысловой цельностью, связностью и последовательностью изложения; допущено не более 1 ошибки при объяснении смысла или содержания проблемы. Проблема раскрыта. Не все выводы сделаны и/или обоснованы. Продемонстрированы исследовательские умения и навыки. Фактических ошибок, связанных с пониманием проблемы, нет. Допущены одна-две ошибки в оформлении работы.

3 балла – студент проводит достаточно самостоятельный анализ основных этапов и смысловых составляющих проблемы; понимает базовые основы и теоретическое обоснование выбранной темы. Проблема раскрыта не полностью. Выводы не сделаны и/или выводы не обоснованы. Проведен анализ проблемы без привлечения дополнительной литературы. Допущено не более 2 ошибок в смысле или содержании проблемы, оформлении работы.

2 балла - работа представляет собой пересказанный или полностью переписанный исходный текст без каких бы то ни было комментариев, анализа. Не раскрыта структура и теоретическая составляющая темы. Проблема не раскрыта. Выводы отсутствуют. Допущено три или более трех ошибок в смысловом содержании раскрываемой проблемы, в оформлении работы.

Критерии оценивания тестового задания

Оценка	<i>Отлично</i>	<i>Хорошо</i>	<i>Удовлетворительно</i>	<i>Неудовлетворительно</i>
Количество правильных ответов	91 % и \geq	от 81% до 90,9 %	не менее 70%	менее 70%

Критерии выставления оценки студенту на зачете

(оценочные средства: устный опрос в форме ответов на вопросы билетов, устный опрос в форме собеседования, выполнение письменных разноуровневых задач и заданий)

Оценка по промежуточной аттестации	Характеристика качества сформированности компетенций
«зачтено» / «отлично»	Студент демонстрирует сформированность дисциплинарных компетенций на продвинутом уровне: обнаруживает всестороннее, систематическое и глубокое знание учебного материала, умеет тесно увязывать теорию с практикой, свободно справляется с задачами, вопросами и другими видами применения знаний, причем не затрудняется с ответом при видоизменении заданий, правильно обосновывает принятое решение, владеет разносторонними навыками и приемами выполнения практических задач.
«зачтено» / «хорошо»	Студент демонстрирует сформированность дисциплинарных компетенций на базовом уровне: основные знания, умения

	освоены, но допускаются незначительные ошибки, неточности, затруднения при аналитических операциях, переносе знаний и умений на новые, нестандартные ситуации.
«зачтено» / «удовлетворительно»	Студент демонстрирует сформированность дисциплинарных компетенций на пороговом уровне: имеет знания только основного материала, но не усвоил его деталей, в ходе контрольных мероприятий допускаются значительные ошибки, недостаточно правильные формулировки, нарушения логической последовательности в изложении программного материала, испытывает затруднения при выполнении практических работ, при оперировании знаниями и умениями при их переносе на новые ситуации.
«не зачтено» / «неудовлетворительно»	Студент демонстрирует сформированность дисциплинарных компетенций на уровне ниже порогового: выявляется полное или практически полное отсутствие знаний значительной части программного материала, студент допускает существенные ошибки, неуверенно, с большими затруднениями выполняет практические работы, умения и навыки не сформированы.

5 Примеры оценочных средств для проведения текущей аттестации

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?

5.2Контрольная работа №2 Тема Logistics Jobs

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.

1. What is the most common career path in logistics?
2. Who works in a logistical management?
3. What kinds of organizations employ logistics managers?
4. Where do new logistics managers get started?
5. What are some responsibilities of a logistics manager?
6. What skills do logistics managers need?
7. What are some ways that logistics managers work with people outside their companies?
8. What types of information do logistics managers analyze to improve efficiency?
9. What types of things does a logistics engineer plan?
10. How important is a graduate degree in entering a career?

5.3 Контрольная работа №3 Тема Gerund

1. (повторение). Образуйте герундий от глагола в скобках и переведите предложение. Почему надо в данном случае использовать герундий?

Start ... about pleasant things — and you'll be happy! (think)

Americans enjoy ... houses and ... to new places. (change/ move)

Would you like to go ... in the sea? (sail)

Most people enjoy ... in the sun. (lie)

I haven't had my lunch yet. Do you mind ... outside for ten minutes? (wait)

John likes ... at a high speed. (drive)

Stop ... about your troubles. (worry)

Jack was proud of ... the first prize for.... (get/ jump)

Helen was so angry that she left without... a word. (say)

2. Образуйте герундий от соответствующих глаголов и вставьте его в диалог.

cook, sleep, spend, hike, talk

A What's the best way to relax?

B Well, I love ... in the country. And you?

A Yeah, but I dislike ... on a camp fire and can't stand ... on the ground!

A Oh, where's your sense of adventure? And I bet you hate ... a week without your mobile phone.

B That's true. I quite like ... to people.

3. Выберите предлог.

Read the rule ... writing the exercise. (after, before, by the time)

Diana is fond ... collecting posters of pop singers. (for, to, of)

Betty likes art very much and she is keen ... visiting art galleries. (in, on, about)

Black is tired ... painting the wall. He has been working for 5 hours. (of, after, for)

Susan is clever ... learning English. (of, for, at)

I don't understand how David can fish for hours ... catching anything. (with, without, on)
 Kate bought a book ... buying an umbrella. (but, without, instead of)
 ... visiting the British Museum the tourists were very much impressed. (After, Before, Instead of)
 I can't get used ... getting up early. (for, with, to)
 ... hearing the news Mr. White felt pleased. (On, With, By)
 We were fascinated ... Ella's singing Russian songs. (by, about, on)
 I like the idea ... visiting St. Petersburg this summer. (of, to, about)
 Jack answered the examiners' questions ... thinking and later he regretted it. (without, instead of, with)
 Thank you ... helping us in troubles. (about, by, for)
 My friends and I dream ... going to England. (to, of, for)
 Children went for a walk ... switching off the light. (with, without, before)
 We were surprised ... meeting Alice at the theatre. She was going to stay at home on that day. (at, by, with)
 Sorry ... interrupting you, but could you show me the way to the nearest cinema? (for, at, of)
 We have improved our English ... learning the new words and rules every day. (by, for, with)
 Pamela looking forward ... visiting London again. (to, on, about)

5.4 Контрольная работа №4 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

- Logistics is the connection between manufacturers and_____.
- She applied for both employment _____.
- A professional working in the field of logistic management is called _____.
- The logistics consultant wanted _____ the company's transportation.
- The term " _____ " refers to the movement of product from one point to another
- You may need a high degree of _____ to get a well-paid logistics job.
- International logistics managers must have an extensive knowledge of different modes of _____.
- _____ 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?

5.5 Контрольная работа №5 Тема 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?

5.6 Контрольная работа №6 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. Electrocuting/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?

5.7 Контрольная работа №7 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 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?

5.8 Контрольная работа №8 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
- 2. production
- 3. delivery (n)
- 4. quantity
- 5. supply (n)
- 6. order (v)
- 7. invoice

- 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?

5.9 Контрольная работа №9 Тема Supplier Planning

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 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.

4. 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.

5. 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.

6. 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. Is the supply chain an important link with the company's customers?
5. Why is the supply chain regarded as an essential component of success for most companies?
6. What elements is a simple supply chain made up of?

5.10 Контрольная работа №10 Тема Types of Inventory

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

2. raw materials
3. work in process
4. finished goods
5. spare parts
6. inventory
7. distribution inventory
8. MRO supplies

- 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.

5.11 Контрольная работа №11 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 storage cost.
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. Mark the following sentences as True or False

- 1. Inventory cost is the cost of holding goods in stock.
 - A. True
 - B. False
- 2. Inventory cost includes capital, warehousing, depreciation, insurance, taxation, obsolescence, and shrinking costs.
 - A. True
 - B. False
- 3. The cost of keeping goods somewhere, including the costs of storing them, insurance, taxes, etc.
 - A. Inventory cost
 - B. Warehousing
- 4. 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?

5.12 Контрольная работа №12 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. 13 Контрольная работа №13 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.

5.14 Контрольная работа №14 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 | 6. point of use |
| 3. assembly line | 7. regulation |
| 4. material flow | 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.

1. What type of work does a logistics procurement analyst do?

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

5.15 Контрольная работа №15 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.

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

5.16 Контрольная работа №16 Темы Reverse Logistics & Emergency Logistics

1. 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

2. 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

4. 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.

5. Answer the following questions.

1. What is reverse logistics?
2. How important is reverse logistics?
3. Why are emergency logistics important?

5.17 Промежуточный тест 1 по темам 1-6.

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

Fill in the blanks with the correct words or phrases

service prices successful attracted provides opened customers

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

In 1962 Sam Walton _____ (9) a discount store in Rogers, Arizona. He _____ (10) customers with a combination of low _____ (11), a wide range of goods and friendly _____ (12). Sam called his store Wal-Mart, and was so _____ (13) that he quickly opened more branches.

Complete the test. Read each question carefully.

- 14. 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.
- 15. 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
- 16. Responsiveness is the right support in the right quantity in the right place at the right time.
 - A. True
 - B. False
- 17. Plans must be flexible in order to ensure the successful delivery of required equipment and supplies.
 - A. True
 - B. False
- 18. The global economy makes logistics more complicated than before.
 - A. True
 - B. False
- 19. A complaint is a written or spoken statement in which a person says that he/she is happy with something.
 - A. True
 - B. False
- 20. One hundred centimeters is equal to one meter.
 - A. equal to
 - B. more than
 - C. less than
 - D. the number of
- 21. 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
- 22. People who buy IBM's products and services are IBM's customers or clients.
 - A. producers
 - B. customers
 - C. sellers
 - D. suppliers
- 23. People who buy products or services for their own use are consumers
 - A. sellers
 - B. buyers
 - C. consumers
 - D. distributors
- 24. Finding the best way of getting goods to the supermarkets in a supermarket group
 - A. manufacturing

- B. warehousing
- C. consulting
- D. supply chain management
- 25. A university professor who lectures on supply chain managing
 - A. consultant
 - B. logistician
 - C. supplier
 - D. coordinator
- 26. Your resume shows that you have several years of experience in logistics.
 - A. distribution
 - B. experience
 - C. development
 - D. celebrating a promotion
- 27. She applied for both employment opportunities.
 - A. business skills
 - B. employment opportunities
 - C. congratulations
 - D. manufactured products
- 28. to purchase something means
 - A. to sell
 - B. to supply
 - C. to buy
 - D. to return
- 29. activities related to making things
 - A. manufacturing operations
 - B. manufacturing plant
 - C. supply warehouse
 - D. information systems
- 30. The system or activity of moving people or objects from one place to another
 - A. industry
 - B. transport
 - C. education
 - D. transportation
- 31. A physical damage that occurs to the body or a body part
 - A. industry
 - B. injury
 - C. safety
 - D. physics
- 32. Protection from danger that could cause injury or death
 - A. industry
 - B. injury
 - C. safety
 - D. accident
- 33. To malfunction means
 - A. to protect
 - B. to function improperly
 - C. to load shipments
 - D. to function effectively
- 34. Satisfied customers _____ new business, as they recommend a good service to four or five other people
 - A. buy
 - B. sell

C. attract

D. warn

• 35. Dissatisfied customers _____ a dozen potential customers about a bad experience.

A. buy

B. sell

C. attract

D. warn

• 36. Instant communication between sellers and customers is vital for management of the _____.

A. complaints

B. production plan

C. supply chain

D. transport

5.18 Промежуточный тест 2 по темам 7-10

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. Translate the following word combinations:

Supply chain, modes of transportation, supply chain system, to provide customers with order updates, timely delivery of shipments, to value customers, production plan, raw materials, to test materials, safety issues, to ensure safety, employee manual, to follow safety procedures, to avoid accidents, personal protective equipment, lockout/tagout, the cause of injury, to trip over items, first aid kits, accidents, fatalities, accident report, the terms of sale

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

1. If you need any **complaint/assistance** you may call the company's helpline.

2. Rude or poor **suppliers/customer service** can ruin a company's reputation.

3. Falls and slips are the biggest cause of **safety/injury** in warehouses

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. Safety procedures reduce **fatalities/personal protective equipment** caused by accidents on the job.

4. 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.

5.19 Промежуточный тест 3 по темам 11-15.

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 which 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
 - 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 to provide wool for the seat covers.
 - A. to distribute
 - B. to provide
 - C. to finish
 - D. to describe
 - 21. Standard 3PL Provider is the most basic form of a 3PL provider.
 - A. True
 - B. False
 - 22. A customer developer is a provider who is at the highest level of logistics.
 - A. True
 - B. False
 - 23. Which of the following is **NOT** a service offered by standard providers?
 - A. pick and pack
 - B. distribution
 - C. security
 - D. warehousing
 - 24. The influx of raw material and parts, from suppliers to the manufacturing plant
 - A. Inbound logistics
 - B. Outbound Logistics
 - 25. The outward movement of final goods, from the company to the end user
 - A. Inbound Logistics
 - B. Outbound logistics

- 26. Focuses on movement of finished goods or product from the business to final customer.
 - A. Outbound logistics
 - B. Inbound Logistics
- 27. Focuses on Deployment of resources and raw materials, within the manufacturing plant.
 - A. Outbound logistics
 - B. Inbound Logistics
- 28. Interaction between firm and the customers
 - A. Outbound logistics
 - B. Inbound Logistics
- 29. Interaction between supplier and the firm
 - A. Outbound logistics
 - B. Inbound Logistics
- 30. Moving materials into the organization from suppliers is called *inbound* or *inward* logistics
 - A. True
 - B. False
- 31. Moving materials out to customers is *outbound* or *outward* logistics
 - A. True
 - B. False
- 32. Dyson (company) makes vacuum cleaners. It takes raw materials 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
- 33. Quantities of raw materials, components, work-in-process and finished goods in a particular place are stocks (inventories).
 - A. customers' purchase
 - B. stocks (inventories)
 - C. delivery trucks
 - D. necessary recipients
- 34. Dyson (home appliances company) has its own manufacturing operations, but it works with its suppliers - companies that provide materials and components.
 - A. customers
 - B. suppliers
 - C. buyers
 - D. inventory
- 35. the physical area where materials are taken in and processed
 - A. case
 - B. place
 - C. stage
 - D. receiving area
- 36. Warehouse: storage place for products. Principal warehouse activities include receipt of product, storage, shipment, and order picking.
 - A. True
 - B. False
- 37. an itemized list of sold and shipped products, showing prices and terms of sale
 - A. injury
 - B. invoice
 - C. inquiry
 - D. quality
- 38. Delivering damaged products due to careless packing is ...

- A. necessary
- B. acceptable
- C. not acceptable
- D. desirable

• 39. The company's _____ is to provide good quality products for low prices.

- A. objective
- B. objectivity
- C. delivering
- D. shipping

• 40. Before a shipment goes out, an employee _____ it.

- A. delivers
- B. orders
- C. distributes
- D. documents

5.20 Промежуточный тест 4 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.