

Tracking a Shipment

Name: _____ Date: _____

Key Phrases

Read the key words and phrases.

Key words: tracking number | warehouse | depot | in transit | out for delivery | delay | due

Phrase	Use it to...
The caller (office)	
I'm calling about a delivery.	say why you are phoning
The tracking number is FL4829.	give the reference number
Where is my order now?	ask where the goods are
When will it arrive?	ask about the delivery time
It was due yesterday.	say when it should arrive
Our customer hasn't received it yet.	say the goods are not there
Can the driver call the customer first?	make a request
Can I track it online?	ask about tracking on the internet
The courier company	
Can I have the tracking number, please?	ask for the reference number
Let me check.	ask the caller to wait a moment
It left our warehouse on Tuesday.	say when the goods left
It's in transit.	say the goods are on the way
It's at our depot in Manchester.	say where the goods are now
It's out for delivery today.	say the driver is delivering it now
There was a delay because of bad weather.	explain a problem
In the email	
I'm very sorry for the delay.	say sorry in an email
The good news is that your order is on its way.	give good news

The Phone Call

Read the phone call.

Lena's customer, Mr Hughes, is waiting for his office chairs. Lena calls Dan at FastLane Couriers.

Dan: Good afternoon, FastLane Couriers. Dan speaking.

Lena: Hello, it's Lena from GreenLeaf Furniture. I'm calling about a delivery.

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- Dan:** Of course. Can I have the tracking number, please?
- Lena:** Yes, the tracking number is FL4829.
- Dan:** Thank you. Let me check. OK, it left our warehouse on Tuesday.
- Lena:** Our customer hasn't received it yet. Where is it now?
- Dan:** It was in transit yesterday. Now it's at our depot in Manchester.
- Lena:** It was due yesterday. When will it arrive?
- Dan:** It's out for delivery today. It should arrive before five o'clock.
- Lena:** Why is it late?
- Dan:** I'm sorry. There was a delay because of bad weather.
- Lena:** I see. Can the driver call the customer first?
- Dan:** Yes, I'll ask him to do that.
- Lena:** Thank you. Can I track it online?
- Dan:** Yes. Just enter the tracking number on our website.
- Lena:** Great. Thanks for your help.
- Dan:** You're welcome. Goodbye.

1. True or False

Read the sentences about the phone call. Circle True or False.

1. The boxes left the warehouse on Monday. **True / False**
2. The tracking number is FL4829. **True / False**
3. The boxes are at the depot in Manchester now. **True / False**
4. The delivery is late because the driver was ill. **True / False**
5. Dan doesn't know where the boxes are. **True / False**
6. The boxes should arrive before five o'clock. **True / False**
7. Lena wants the driver to call her. **True / False**
8. The driver will deliver the boxes today. **True / False**
9. Lena can track the delivery online. **True / False**
10. The boxes were due last week. **True / False**

2. Multiple Choice

Circle the correct answer.

1. You want to say why you are phoning. What do you say?
a) I'm calling from a delivery. b) I'm calling about a delivery. c) I'm delivering a call.
2. The courier needs a moment to look on the computer. What do they say?
a) Check me. b) Let me go. c) Let me check.
3. The courier needs your reference. What do they say?
a) Can I have the tracking number, please? b) Can I track your number? c) What is your delivery?

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4. You want to know the time it will come. What do you say?
a) Where will it arrive? b) How will it arrive? c) When will it arrive?
5. The driver has the parcel and is delivering it now. What does the courier say?
a) It's out for delivery today. b) It's in the warehouse. c) It left last week.
6. You want to know where your order is. What do you say?
a) When is my order? b) Where is my order now? c) What is my order?
7. The courier explains why the parcel is late. What do they say?
a) It's out for delivery. b) It left our warehouse on Tuesday. c) There was a delay because of bad weather.
8. The parcel is on the way between two places. What does the courier say?
a) It's in the office. b) It's in transit. c) It's out of stock.
9. You want to see the delivery on the website. What do you say?
a) Can I track it online? b) Can I buy it online? c) Can I call it online?
10. The parcel should be here yesterday, but it isn't. What do you say?
a) It is due yesterday. b) It was delayed tomorrow. c) It was due yesterday.

3. Matching

Match the beginnings (1–8) with the endings (a–h). Write the letter.

- | | | |
|--|-------|----------------------------|
| 1. There was a delay ... | _____ | a) about a delivery. |
| 2. Can the driver call ... | _____ | b) two days ago. |
| 3. It left our warehouse ... | _____ | c) in Manchester. |
| 4. Just enter the tracking number ... | _____ | d) because of bad weather. |
| 5. I'm calling ... | _____ | e) today, before five. |
| 6. It should arrive ... | _____ | f) received it yet. |
| 7. Our customer hasn't ... | _____ | g) on our website. |
| 8. It's at our depot ... | _____ | h) the customer first? |

4. Gap Fill

Complete the phrases with words from the box.

delay online check received transit tracking arrive due delivery depot

1. Can I have the _____ number, please?
2. Let me _____. One moment, please.
3. The parcel is at our _____ in Leeds.
4. It's in _____. It left the warehouse this morning.

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5. Good news! Your order is out for _____ today.
6. There was a _____ because of the traffic.
7. The boxes were _____ on Monday, but they didn't come.
8. Our customer hasn't _____ the order yet.
9. When will the parcel _____?
10. You can track your order _____ on our website.

5. Word Order

Put the words in the correct order to make phrases.

1. delivery / today / out / It's / for .

2. now / order / Where / my / is ?

3. delivery / a / calling / about / I'm .

4. boxes / arrive / When / the / will ?

5. weather / delay / There / of / a / because / the / was .

6. number / have / tracking / Can / the / I ?

7. Tuesday / warehouse / left / It / on / our .

8. online / it / track / Can / I ?

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6. Who Says It?

Who says each phrase? Tick (✓) the caller or the courier company.

Phrase	The caller (office)	The courier company
1. Let me check.	☐	☐
2. Where is my order now?	☐	☐
3. It's in transit.	☐	☐
4. It's at our depot in Manchester.	☐	☐
5. I'm calling about a delivery.	☐	☐
6. When will it arrive?	☐	☐
7. It was due yesterday.	☐	☐
8. Can I have the tracking number, please?	☐	☐
9. Can I track it online?	☐	☐
10. It's out for delivery today.	☐	☐
11. There was a delay because of bad weather.	☐	☐
12. Our customer hasn't received it yet.	☐	☐

7. Complete the Phone Call

Choose the best phrase (a, b or c) for each gap and write it on the line.

Ben from Harbour Office Supplies calls Maria at Swift Parcels. His delivery to Glasgow is late.

Maria: Swift Parcels, Maria speaking. How can I help?

Ben: Hi Maria, it's Ben from Harbour Office Supplies. (1) _____

a) I'm calling for a delivery. b) I'm calling about a delivery. c) I call about a delivery yesterday.

Maria: Of course. (2) _____

a) Can I have the tracking number, please? b) Can I track you, please? c) Can you deliver the number?

Ben: Yes, it's SP5512.

Maria: Thank you. (3) _____

a) Check it me. b) Let me go. c) Let me check.

Ben: The pallets were (4) _____ on Friday, but our customer hasn't received them.

a) delay b) transit c) due

Maria: I'm sorry. (5) _____

a) There was a delay because of a problem with the lorry. b) It's in the office. c) It was due on Friday.

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Ben: I see. (6) _____

a) What are the pallets? b) Where are the pallets now? c) Who are the pallets?

Maria: They're at our depot in Glasgow. (7) _____

a) They left our warehouse last month. b) They're out of stock. c) They're out for delivery this morning.

Ben: Great. (8) _____

a) Where will they arrive? b) When will they arrive? c) Why will they arrive?

Maria: Before twelve o'clock. You can also track them online with the tracking number.

Ben: Perfect. Thanks, Maria.

8. Email Order

After the call, Lena writes to her customer, Mr Hughes. Number the lines of the email in the correct order (1–8).

Subject: Your order – delivery update

I spoke to the courier, and there was a delay because of bad weather.	_____
You can also track it online with the tracking number FL4829.	_____
Dear Mr Hughes,	_____
Best regards, Lena Kowalski	_____
It should arrive before five o'clock today, and the driver will call you first.	_____
I'm very sorry that your chairs did not arrive yesterday.	_____
Thank you for your call this morning.	_____
The good news is that your order is now out for delivery.	_____

Teacher Answer Key - Do Not Distribute

A2 Administration English: Deliveries and Shipping – Lesson 2: Tracking a Shipment

1. True or False

1. False 2. True 3. True 4. False 5. False 6. True 7. False 8. True 9. True 10. False

2. Multiple Choice

1. b) I'm calling about a delivery. 2. c) Let me check. 3. a) Can I have the tracking number, please? 4. c) When will it arrive? 5. a) It's out for delivery today. 6. b) Where is my order now? 7. c) There was a delay because of bad weather. 8. b) It's in transit. 9. a) Can I track it online? 10. c) It was due yesterday.

3. Matching

1. There was a delay – d 2. Can the driver call – h 3. It left our warehouse – b 4. Just enter the tracking number – g 5. I'm calling – a 6. It should arrive – e 7. Our customer hasn't – f 8. It's at our depot – c

4. Gap Fill

1. tracking 2. check 3. depot 4. transit 5. delivery 6. delay 7. due 8. received 9. arrive 10. online

5. Word Order

1. It's out for delivery today. 2. Where is my order now? 3. I'm calling about a delivery. 4. When will the boxes arrive? 5. There was a delay because of the weather. 6. Can I have the tracking number? 7. It left our warehouse on Tuesday. 8. Can I track it online?

6. Who Says It?

The caller (office)	The courier company
2. Where is my order now? 5. I'm calling about a delivery. 6. When will it arrive? 7. It was due yesterday. 9. Can I track it online? 12. Our customer hasn't received it yet.	1. Let me check. 3. It's in transit. 4. It's at our depot in Manchester. 8. Can I have the tracking number, please? 10. It's out for delivery today. 11. There was a delay because of bad weather.

7. Complete the Phone Call

1. b) I'm calling about a delivery. 2. a) Can I have the tracking number, please? 3. c) Let me check. 4. c) due 5. a) There was a delay because of a problem with the lorry. 6. b) Where are the pallets now? 7. c) They're out for delivery this morning. 8. b) When will they arrive?

8. Email Order

Numbers in the order the lines appear: 4 7 1 8 6 3 2 5

Correct email: Dear Mr Hughes, / Thank you for your call this morning. / I'm very sorry that your chairs did not arrive yesterday. / I spoke to the courier, and there was a delay because of bad weather. / The good news is that your order is now out for delivery. / It should arrive before five o'clock today, and the driver will call you first. / You can also track it online with the tracking number FL4829. / Best regards, Lena Kowalski

Total: 74 marks