

Booking a Freight Collection

Name: _____ Date: _____

Key Phrases

Read the key words and phrases.

Key words: consignment | quote | dimensions | collection window | next-day service | tail lift | loading bay | fragile | signature | delivery note

Phrase	Use it to...
The caller (office)	
I was wondering if you could give me a quote.	ask for a price politely
Would it be possible to collect them on Wednesday?	suggest a time politely
They need to be there by ten o'clock on Friday.	give a deadline
Do you offer a next-day service?	ask about a service
Is there an extra charge for insurance?	ask about extra costs
The goods are fragile.	warn the courier about the goods
Could you make sure the driver has a tail lift?	make a special request
Could you email me the booking reference?	ask for documents
The courier company	
Could you tell me a bit more about the consignment?	ask for details of the goods
What are the dimensions?	ask about the size
We've got a collection window between two and five.	offer a time
Is there anything else we should know?	check for special requirements
The driver will need a signature on delivery.	explain what happens at delivery
In the email	
Further to our phone call, ...	start a follow-up email
Please find attached the delivery note.	send a document
I'd be grateful if you could confirm the booking.	ask for something politely in writing

The Phone Call

Read the phone call.

Olivia Grant works for Northgate Medical Supplies. She calls James at Carter Freight.

James: Carter Freight, James speaking. How can I help you?

Booking a Freight Collection

- Olivia:** Hi James, it's Olivia Grant from Northgate Medical Supplies. I was wondering if you could give me a quote for a pallet collection.
- James:** Of course. Could you tell me a bit more about the consignment?
- Olivia:** Sure. There are four pallets of hospital equipment. Each one weighs around 350 kilos.
- James:** And what are the dimensions?
- Olivia:** They're standard pallets, 120 by 100 centimetres, and about one and a half metres high.
- James:** That's fine. Where are they going?
- Olivia:** To St Mary's Hospital in Cardiff. They need to be there by ten o'clock on Friday morning.
- James:** No problem. When would you like us to collect them?
- Olivia:** Would it be possible to collect them on Wednesday afternoon?
- James:** Let me check. Yes, we've got a collection window between two and five.
- Olivia:** Great. Do you offer a next-day service?
- James:** We do. Next-day delivery is 310 pounds. Our standard two-day service is 240 pounds.
- Olivia:** If you collect on Wednesday, when would the standard service arrive?
- James:** On Friday, but any time before twelve.
- Olivia:** That might be too late. We'd better go with next-day delivery, then.
- James:** Sure. Is there anything else we should know?
- Olivia:** Yes, the goods are fragile, and the hospital doesn't have a loading bay. Could you make sure the driver has a tail lift?
- James:** Of course. I'll put a note on the booking.
- Olivia:** Thanks. Is there an extra charge for insurance?
- James:** Basic cover is included. Full cover is an extra 25 pounds.
- Olivia:** We'll take full cover, please.
- James:** No problem. The driver will need a signature on delivery.
- Olivia:** That's fine. Could you email me the booking reference and the delivery note?
- James:** I'll send them over this afternoon. Your reference is CF-20917.
- Olivia:** Brilliant. Thanks for your help, James.

1. Comprehension

Answer the questions about the phone call. Circle a, b or c.

1. Why does Olivia choose the next-day service?
 - a) It is cheaper than the standard service.
 - b) The hospital asked for next-day delivery.
 - c) The standard service might arrive too late.

Booking a Freight Collection

2. Why does Olivia call Carter Freight?
 - a) to find out the price of a collection
 - b) to complain about a late delivery
 - c) to change a booking she made earlier
3. What does Olivia decide about insurance?
 - a) She only needs the basic cover.
 - b) She pays extra for full cover.
 - c) She doesn't want any cover.
4. When does Olivia want the pallets to be picked up?
 - a) on Thursday morning
 - b) on Wednesday afternoon
 - c) on Friday before ten
5. Why will the driver need a tail lift?
 - a) The pallets are too light for a forklift.
 - b) The driver will be working alone.
 - c) The hospital has no loading bay.
6. What does James ask about the pallets?
 - a) how big and heavy they are
 - b) who packed them
 - c) what colour they are
7. What will James send Olivia by email?
 - a) the booking reference and the delivery note
 - b) an invoice and a price list
 - c) a map of the hospital
8. How much will the delivery cost without insurance?
 - a) 240 pounds
 - b) 335 pounds
 - c) 310 pounds

2. Best Response

Read the situation. Circle the best phrase.

1. You want to ask the courier politely for a price.
 - a) Tell me the price.
 - b) I was wondering if you could give me a quote.
 - c) What price you give me?
2. The goods can break easily. What do you tell the courier?
 - a) The goods are fragile, so please handle them with care.
 - b) The goods are heavy, so please be quick.
 - c) The goods is breakable.

Booking a Freight Collection

3. You want to know if you will pay more for insurance.
 - a) Is insurance free or what?
 - b) How many insurance is it?
 - c) Is there an extra charge for insurance?
4. The goods must arrive before a certain time.
 - a) They must to be there by ten.
 - b) They are there at ten o'clock.
 - c) They need to be there by ten o'clock.
5. The courier asks about the size of the pallets. What do you say?
 - a) They're 120 by 100 centimetres.
 - b) They weigh 350 kilos each.
 - c) There are four of them.
6. You want to ask for a different collection day politely.
 - a) Collect them on Thursday.
 - b) Would it be possible to collect them on Thursday instead?
 - c) Can you collecting them on Thursday?
7. You start a follow-up email after a phone call.
 - a) About the phone call, ...
 - b) Hello again, I phoned you, ...
 - c) Further to our phone call this morning, ...
8. You want to know if the company has a faster service.
 - a) Do you offer a next-day service?
 - b) You have next day, yes?
 - c) Are you offer next-day service?

3. Matching

Match each job (1-8) with the phrase you use to do it (a-h). Write the letter.

- | | | |
|-----------------------------------|-------|---|
| 1. make a special request | _____ | a) Could you give me a quote? |
| 2. give a deadline | _____ | b) They're 120 by 100 centimetres. |
| 3. ask for a price | _____ | c) They need to be there by Friday. |
| 4. ask for documents | _____ | d) Is there an extra charge for that? |
| 5. warn about the goods | _____ | e) Could you make sure the driver has a tail lift? |
| 6. ask about an extra cost | _____ | f) Would it be possible to collect them on Wednesday? |
| 7. give the size | _____ | g) The goods are fragile. |
| 8. suggest a time politely | _____ | h) Could you email me the delivery note? |

Booking a Freight Collection

4. Gap Fill

Complete the phrases with words from the box.

signature window attached fragile quote reference dimensions charge tail lift
consignment

1. Could you give me a _____ for four pallets to Leeds?
2. The _____ consists of six boxes and two pallets.
3. What are the _____ of each pallet?
4. We have a collection _____ between eight and eleven.
5. Please handle the boxes carefully. They're _____.
6. The warehouse has no loading bay, so the driver will need a _____.
7. Is there an extra _____ for Saturday delivery?
8. The driver will need a _____ on delivery.
9. Your booking _____ is CF-20917.
10. Please find _____ the delivery note for tomorrow's collection.

5. Word Order

Put the words in the correct order to make phrases.

1. insurance / an / Is / charge / for / extra / there ?

2. quote / could / wondering / a / I / give / you / if / was / me .

3. there / o'clock / They / be / ten / need / by / to .

4. collect / Wednesday / it / on / possible / Would / them / be / to ?

5. service / offer / Do / next-day / a / you ?

6. driver / lift / sure / Could / a / the / tail / make / has / you ?

7. signature / delivery / need / The / on / will / a / driver .

8. confirm / grateful / booking / if / I'd / the / could / be / you .

Booking a Freight Collection

6. Error Correction

Each sentence has one mistake. Write the letter of the part with the mistake. Then circle the correct version.

1. **a)** Could you **b)** giving me **c)** a quote **d)** for four pallets?
Mistake: _____ Correction: to give me / give me / gave me
2. **a)** They need **b)** to be there **c)** by ten o'clock **d)** in Friday.
Mistake: _____ Correction: on Friday. / at Friday. / in the Friday.
3. **a)** Is there **b)** an extra charge **c)** of **d)** insurance?
Mistake: _____ Correction: at / to / for
4. **a)** Would it be possible **b)** collecting them **c)** on Wednesday **d)** afternoon?
Mistake: _____ Correction: collect them / to collect them / to collecting them
5. **a)** The goods is **b)** fragile, so **c)** please handle **d)** them carefully.
Mistake: _____ Correction: The good is / The goods be / The goods are
6. **a)** Please find **b)** the delivery note **c)** attach **d)** for tomorrow's collection.
Mistake: _____ Correction: attached / attaching / attachment

7. Complete the Phone Call

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

Mark works for Riverside Printing. He calls Sophie at Carter Freight.

Sophie: Carter Freight, Sophie speaking. How can I help?

Mark: Hi, this is Mark from Riverside Printing. (1) _____
a) I wondered you give me a quote. b) Give me a quote for a collection. c) I was wondering if you could give me a quote for a collection.

Sophie: Certainly. (2) _____
a) Could you tell me a bit more about the consignment? b) Tell me about your boxes now.
c) What colour is your consignment?

Mark: It's two pallets of brochures for an exhibition.

Sophie: (3) _____
a) How many pallets are there? b) What are the dimensions and the weight? c) Where are you from?

Mark: They're 120 by 80 centimetres, and each one weighs about 400 kilos.

Sophie: And where are they going?

Mark: To the exhibition centre in Birmingham. (4) _____
a) They need to be there by eight o'clock on Monday. b) They need being there on Monday.
c) They were there on Monday.

Sophie: OK. We could collect them on Friday and deliver on Saturday.

Booking a Freight Collection

Mark: (5) _____

a) Weekend is more money? b) Is weekend delivery an extra? c) Is there an extra charge for weekend delivery?

Sophie: Yes, it's an extra 40 pounds. Or we could deliver on Monday, but only after nine.

Mark: (6) _____

a) That's fine. Monday after nine works well for us. b) That's too late, so we'll go with Saturday delivery. c) We don't need a delivery, thanks.

Sophie: Good choice. Is there anything else we should know?

Mark: (7) _____

a) Could you make sure the driver is fragile? b) The driver has a tail lift, sure? c) There's no loading bay, so could you make sure the driver has a tail lift?

Sophie: Of course. Your booking reference is CF-21340.

Mark: (8) _____

a) Could you email me the booking confirmation? b) Could you emailing me the booking? c) You email me the confirmation.

Sophie: I'll send it right away.

8. Email Order

After the call, Olivia writes to Mr Patel, the estates manager at St Mary's Hospital. Number the lines of the email in the correct order (1-8).

Subject: Delivery of hospital equipment - Thursday	
Please also make sure someone is available to sign for the delivery.	_____
Four pallets of equipment will be collected from our warehouse on Wednesday afternoon.	_____
Kind regards, Olivia Grant	_____
Dear Mr Patel,	_____
Finally, I've attached the delivery note, which includes the booking reference.	_____
They will travel by next-day service, so they should arrive with you on Thursday.	_____
Further to our phone call this morning, I'm writing to confirm the details of your delivery.	_____
As the goods are fragile, the driver will use a tail lift to unload them.	_____

Teacher Answer Key - Do Not Distribute

B1 Administration English: Deliveries and Shipping – Lesson 1: Booking a Freight Collection

1. Comprehension

1. c) The standard service might arrive too late. 2. a) to find out the price of a collection 3. b) She pays extra for full cover. 4. b) on Wednesday afternoon 5. c) The hospital has no loading bay. 6. a) how big and heavy they are 7. a) the booking reference and the delivery note 8. c) 310 pounds

2. Best Response

1. b) I was wondering if you could give me a quote. 2. a) The goods are fragile, so please handle them with care. 3. c) Is there an extra charge for insurance? 4. c) They need to be there by ten o'clock. 5. a) They're 120 by 100 centimetres. 6. b) Would it be possible to collect them on Thursday instead? 7. c) Further to our phone call this morning, ... 8. a) Do you offer a next-day service?

3. Matching

1. make a special request – e 2. give a deadline – c 3. ask for a price – a 4. ask for documents – h 5. warn about the goods – g 6. ask about an extra cost – d 7. give the size – b 8. suggest a time politely – f

4. Gap Fill

1. quote 2. consignment 3. dimensions 4. window 5. fragile 6. tail lift 7. charge 8. signature 9. reference 10. attached

5. Word Order

1. Is there an extra charge for insurance? 2. I was wondering if you could give me a quote. 3. They need to be there by ten o'clock. 4. Would it be possible to collect them on Wednesday? 5. Do you offer a next-day service? 6. Could you make sure the driver has a tail lift? 7. The driver will need a signature on delivery. 8. I'd be grateful if you could confirm the booking.

6. Error Correction (2 marks each)

1. b) giving me → give me 2. d) in Friday. → on Friday. 3. c) of → for 4. b) collecting them → to collect them 5. a) The goods is → The goods are 6. c) attach → attached

7. Complete the Phone Call

1. c) I was wondering if you could give me a quote for a collection. 2. a) Could you tell me a bit more about the consignment? 3. b) What are the dimensions and the weight? 4. a) They need to be there by eight o'clock on Monday. 5. c) Is there an extra charge for weekend delivery? 6. b) That's too late, so we'll go with Saturday delivery. 7. c) There's no loading bay, so could you make sure the driver has a tail lift? 8. a) Could you email me the booking confirmation?

8. Email Order

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

Correct email: Dear Mr Patel, / Further to our phone call this morning, I'm writing to confirm the details of your delivery. / Four pallets of equipment will be collected from our warehouse on Wednesday afternoon. / They will travel by next-day service, so they should arrive with you on Thursday. / As the goods are fragile, the driver will use a tail lift to unload them. / Please also make sure someone is available to sign for the delivery. / Finally, I've attached the delivery note, which includes the booking reference. / Kind regards, Olivia Grant

Total: 70 marks