

Chasing a Late Consignment

Name: _____ Date: _____

Key Phrases

Read the key words and phrases.

Key words: consignment reference | delivery attempt | depot | redeliver | first thing | refund | proof of delivery | inconvenience

Phrase	Use it to...
The caller (office)	
I'm chasing a consignment that should have arrived yesterday.	follow up on late goods
According to the tracking, it was out for delivery.	refer to the tracking information
Could you tell me what happened?	ask for an explanation politely
The customer says they haven't received anything.	report what the customer told you
Can you guarantee that?	ask for a firm promise
I'd like to request a refund of the next-day charge.	ask for money back
Could you send me the proof of delivery?	ask for a document
The courier company	
Could you give me the consignment reference?	ask for the reference
Bear with me a moment.	ask the caller to wait
It looks like the driver attempted delivery at 4.15.	report what the tracking shows
The consignment has been returned to our depot.	say where the goods are now
We can redeliver it first thing tomorrow.	offer a solution
I'll raise it with our customer service team.	promise to pass on a problem
In the email	
I'm writing to update you on your delivery.	start an update email
Unfortunately, ... However, ...	give bad news, then good news
I apologise for any inconvenience this has caused.	apologise formally

The Phone Call

Read the phone call.

It's 8 o'clock on Friday morning. The hospital pallets were due on Thursday, but they haven't arrived. Olivia calls James at Carter Freight.

James: Carter Freight, James speaking.

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- Olivia:** Hi James, it's Olivia Grant from Northgate Medical Supplies. I'm chasing a consignment that should have arrived yesterday.
- James:** I'm sorry to hear that. Could you give me the consignment reference?
- Olivia:** It's CF-20917. Four pallets to St Mary's Hospital in Cardiff.
- James:** Bear with me a moment. Right, I can see it here.
- Olivia:** According to the tracking, it was out for delivery yesterday, but the hospital says they haven't received anything. Could you tell me what happened?
- James:** It looks like the driver attempted delivery at 4.15, but his tail lift wasn't working, so he couldn't unload the pallets.
- Olivia:** Oh no. So where are they now?
- James:** The consignment has been returned to our depot in Cardiff.
- Olivia:** The pallets need to be at the hospital by ten o'clock this morning. Is that still possible?
- James:** Let me look into it. Yes, we can redeliver them this morning. The driver can be there by half past nine.
- Olivia:** Can you guarantee that? And the tail lift needs to work this time.
- James:** Yes. I've booked a different vehicle with a working tail lift, and I'll call you as soon as it leaves the depot.
- Olivia:** Thank you. As it didn't arrive on Thursday, I'd like to request a refund of the next-day charge.
- James:** That's fair. I'll raise it with our customer service team, and they'll contact you today.
- Olivia:** Great. Could you send me the proof of delivery once the pallets have been delivered?
- James:** Of course. I apologise for the inconvenience, Olivia.
- Olivia:** Thanks, James. Speak to you later.

1. Comprehension

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

1. What was the problem with the first delivery attempt?
 - a) Nobody at the hospital could sign for it.
 - b) Some equipment on the lorry didn't work.
 - c) The driver went to the wrong address.
2. Why does Olivia call Carter Freight?
 - a) to cancel the delivery
 - b) to book a new collection
 - c) to find out about a delivery that is late
3. Where are the pallets when Olivia calls?
 - a) at a Carter Freight depot
 - b) at the hospital
 - c) at Olivia's warehouse

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4. What does Olivia ask for because the delivery was late?
 - a) some of her money back
 - b) a discount on her next booking
 - c) free full insurance
5. When will the pallets arrive now?
 - a) later in the afternoon
 - b) on Monday morning
 - c) before the hospital's deadline
6. What has James changed for the new delivery?
 - a) the delivery address
 - b) the vehicle
 - c) the time of the deadline
7. What does Olivia want after the delivery?
 - a) a new invoice
 - b) a call from the hospital
 - c) a document that shows it was delivered
8. Who will contact Olivia about her request?
 - a) the customer service team
 - b) the driver
 - c) the hospital

2. Best Response

Read the situation. Circle the best phrase.

1. You want to follow up on goods that are late.
 - a) I chase a consignment what arrived yesterday.
 - b) I'm chasing a consignment that should have arrived yesterday.
 - c) Your consignment is late, why?
2. The courier needs a moment to find the information.
 - a) Bear with me a moment.
 - b) Wait me a moment.
 - c) Hold on me, please.
3. You want to know the reason politely.
 - a) Could you tell me when it will arrive?
 - b) What did happen?
 - c) Could you tell me what happened?
4. You want some of your money back.
 - a) I'd like to request a refund.
 - b) Give me back the money.
 - c) I'd like to request an invoice.

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5. You want a document that shows the goods arrived.
 - a) Could you send me the invoice?
 - b) Could you send me the proof of delivery?
 - c) Could you prove me the delivery?
6. The courier explains where the goods are now.
 - a) The consignment is return to the depot.
 - b) The consignment has been delivered to the hospital.
 - c) The consignment has been returned to our depot.
7. The courier promises to pass on your problem.
 - a) I'll raise it with our customer service team.
 - b) I'll raise our customer service team.
 - c) Customer service will raising it.
8. You end a formal email about a problem.
 - a) Sorry for the problems, bye.
 - b) I apologise any inconvenience.
 - c) I apologise for any inconvenience this has caused.

3. Matching

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

- | | | |
|--|-----|--|
| 1. offer a solution | ___ | a) I'm chasing a consignment. |
| 2. apologise formally | ___ | b) According to the tracking, it was out for delivery. |
| 3. follow up on late goods | ___ | c) Bear with me a moment. |
| 4. promise to pass on a problem | ___ | d) The driver attempted delivery at 4.15. |
| 5. ask the caller to wait | ___ | e) We can redeliver it this morning. |
| 6. refer to the tracking | ___ | f) I'd like to request a refund. |
| 7. ask for money back | ___ | g) I'll raise it with our customer service team. |
| 8. report what the driver did | ___ | h) I apologise for the inconvenience. |

4. Gap Fill

Complete the phrases with words from the box.

refund attempted proof chasing raise guarantee according reference returned
redeliver

1. I'm _____ an order that should have arrived on Monday.
2. Could you give me the consignment _____?
3. The parcel left the depot at eight, _____ to the tracking.

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4. The driver _____ delivery, but nobody was there to sign.
5. The pallets have been _____ to our depot in Bristol.
6. We can _____ the boxes first thing tomorrow.
7. Can you _____ that it will arrive before ten?
8. I'd like to request a _____ of the delivery charge.
9. I'll _____ it with my manager and call you back.
10. Please send me the _____ of delivery with the customer's signature.

5. Word Order

Put the words in the correct order to make phrases.

1. happened / tell / Could / what / you / me ?

2. arrived / that / consignment / yesterday / I'm / should / a / have / chasing .

3. returned / depot / has / The / our / been / to / consignment .

4. refund / charge / like / of / I'd / delivery / to / a / the / request .

5. first / it / tomorrow / We / thing / redeliver / can .

6. delivery / proof / send / Could / of / the / me / you ?

7. caused / any / this / I / inconvenience / has / apologise / for .

8. team / with / raise / service / I'll / our / it / customer .

6. Error Correction

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

1. **a)** I'm chasing **b)** a consignment **c)** that should **d)** arrive yesterday.
Mistake: _____ Correction: have arrived yesterday. / had arrive yesterday. / arrived yesterday.
2. **a)** According **b)** with the tracking, **c)** it was out **d)** for delivery.
Mistake: _____ Correction: by the tracking, / to the tracking, / from the tracking,
3. **a)** The consignment **b)** has returned **c)** to our depot **d)** in Cardiff.
Mistake: _____ Correction: has been returned / have been returned / was return

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4. **a)** Could you **b)** tell me **c)** what did happen **d)** to the pallets?

Mistake: _____ Correction: what does happen / what happened / what happen

5. **a)** We can **b)** redeliver it **c)** first thing **d)** in tomorrow.

Mistake: _____ Correction: on tomorrow. / at tomorrow. / tomorrow.

6. **a)** I apologise to **b)** any inconvenience **c)** this has **d)** caused.

Mistake: _____ Correction: I apologise about / I apologise for / I apologise from

7. Complete the Phone Call

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

Mark from Riverside Printing calls Sophie at Carter Freight. His brochures for the Birmingham exhibition are missing.

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

Mark: Hi Sophie, it's Mark from Riverside Printing. (1) _____

- a) I'm chasing to a delivery in Birmingham. b) I'm chasing a delivery to the exhibition centre in Birmingham. c) I chase the delivery Birmingham yesterday.

Sophie: (2) _____

- a) Could you giving me the reference? b) Could you give me your phone number? c) Could you give me the consignment reference?

Mark: Yes, it's CF-21340.

Sophie: (3) _____

- a) Bear with me a moment. b) Bear me a moment. c) Bear with a moment me.

Mark: (4) _____

- a) The tracking is according to Saturday. b) According the tracking, it delivered on Saturday. c) According to the tracking, it was delivered on Saturday, but the exhibition team can't find it.

Sophie: Let me see. It looks like it was signed for by the security team at the North Gate.

Mark: (5) _____

- a) That explains it. Our stand is in Hall 3, on the other side of the building. b) That's great, thank you for the refund. c) That's the wrong reference number.

Sophie: I'm sorry about that. (6) _____

- a) We can redeliver it on last week. b) We can move the pallets to Hall 3 this afternoon. c) We can't do anything about it.

Mark: Thank you. (7) _____

- a) Could you send me the proof of delivery with the signature? b) Could you prove me the signature? c) Could you sign the proof for me?

Sophie: Of course. (8) _____

- a) I emailed it to you tomorrow. b) I'll email it to you yesterday. c) I'll email it to you in the next ten minutes.

Mark: Brilliant. Thanks, Sophie.

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8. Email Order

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

Subject: Update on your delivery - CF-20917	
However, the courier has arranged a new vehicle, and the pallets should arrive by 9.30 this morning.	_____
Once again, I apologise for any inconvenience this has caused.	_____
I'm writing to update you on your delivery, and I'm sorry that it did not arrive yesterday.	_____
Kind regards, Olivia Grant	_____
Dear Mr Patel,	_____
The consignment was then returned to the courier's depot in Cardiff overnight.	_____
I will send you the proof of delivery as soon as I receive it.	_____
Unfortunately, the driver was unable to unload the pallets because his tail lift was not working.	_____

Teacher Answer Key - Do Not Distribute

B1 Administration English: Deliveries and Shipping – Lesson 2: Chasing a Late Consignment

1. Comprehension

1. b) Some equipment on the lorry didn't work. 2. c) to find out about a delivery that is late 3. a) at a Carter Freight depot 4. a) some of her money back 5. c) before the hospital's deadline 6. b) the vehicle 7. c) a document that shows it was delivered 8. a) the customer service team

2. Best Response

1. b) I'm chasing a consignment that should have arrived yesterday. 2. a) Bear with me a moment. 3. c) Could you tell me what happened? 4. a) I'd like to request a refund. 5. b) Could you send me the proof of delivery? 6. c) The consignment has been returned to our depot. 7. a) I'll raise it with our customer service team. 8. c) I apologise for any inconvenience this has caused.

3. Matching

1. offer a solution – e 2. apologise formally – h 3. follow up on late goods – a 4. promise to pass on a problem – g 5. ask the caller to wait – c 6. refer to the tracking – b 7. ask for money back – f 8. report what the driver did – d

4. Gap Fill

1. chasing 2. reference 3. according 4. attempted 5. returned 6. redeliver 7. guarantee 8. refund 9. raise 10. proof

5. Word Order

1. Could you tell me what happened? 2. I'm chasing a consignment that should have arrived yesterday. 3. The consignment has been returned to our depot. 4. I'd like to request a refund of the delivery charge. 5. We can redeliver it first thing tomorrow. 6. Could you send me the proof of delivery? 7. I apologise for any inconvenience this has caused. 8. I'll raise it with our customer service team.

6. Error Correction (2 marks each)

1. d) arrive yesterday. → have arrived yesterday. 2. b) with the tracking, → to the tracking, 3. b) has returned → has been returned 4. c) what did happen → what happened 5. d) in tomorrow. → tomorrow. 6. a) I apologise to → I apologise for

7. Complete the Phone Call

1. b) I'm chasing a delivery to the exhibition centre in Birmingham. 2. c) Could you give me the consignment reference? 3. a) Bear with me a moment. 4. c) According to the tracking, it was delivered on Saturday, but the exhibition team can't find it. 5. a) That explains it. Our stand is in Hall 3, on the other side of the building. 6. b) We can move the pallets to Hall 3 this afternoon. 7. a) Could you send me the proof of delivery with the signature? 8. c) I'll email it to you in the next ten minutes.

8. Email Order

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

Correct email: Dear Mr Patel, / I'm writing to update you on your delivery, and I'm sorry that it did not arrive yesterday. / Unfortunately, the driver was unable to unload the pallets because his tail lift was not working. / The consignment was then returned to the courier's depot in Cardiff overnight. / However, the courier has arranged a new vehicle, and the pallets should arrive by 9.30 this morning. / I will send you the proof of delivery as soon as I receive it. / Once again, I apologise for any inconvenience this has caused. / Kind regards, Olivia Grant

Total: 70 marks