Driver Schedules and Routes

Name: _____ Date: _____

Key Phrases

Read the key words and phrases.

Key words: shift | route | drop | loading bay | van | day off | swap

Phrase	Use it to…
The coordinator (office)	
Have you got a minute?	start a call politely
Can you do her route tomorrow?	ask someone to do another person's work
Can you swap with Kasia?	ask two people to change shifts
Your shift starts at seven.	give the start time
The van needs to be at the loading bay by half past seven.	give a time and place
Your first drop is in Salford.	give the first stop
There are eighteen drops in total.	say how many stops there are
I'll send the route to your phone.	promise to send information
The driver	
It's my day off.	say you don't work that day
What time do I start?	ask about the start time
Which van?	ask which vehicle to use
Where's the first drop?	ask about the first stop
What time does the route finish?	ask about the end time
Do I need to collect anything?	ask about collections
In the email	
Please note the following changes.	introduce changes to a plan
Thanks for your flexibility.	thank people for changing their plans

The Phone Call

Read the phone call.

It's Tuesday evening. Dan, the coordinator at FastLane Couriers, calls Tom, one of the drivers.

Tom: Hello?

Dan: Hi Tom, it's Dan from the office. Have you got a minute?

Tom: Sure. What's up?

Dan: Kasia is ill, so she can't work tomorrow. Can you do her route?

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Tom: Tomorrow? It's my day off.
Dan: I know. Can you swap with Kasia? She can do your shift on Friday.
Tom: OK, no problem. What time do I start?
Dan: Your shift starts at seven. The van needs to be at the loading bay by half past seven.
Tom: Which van?
Dan: Van number 12. The keys are in the office.
Tom: And where's the first drop?
Dan: Your first drop is in Salford. There are eighteen drops in total.
Tom: Eighteen? That's a lot. What time does the route finish?
Dan: At about four o'clock. The last drop is in Stockport.
Tom: Do I need to collect anything?
Dan: Yes, there's one collection at the end of the day, from GreenLeaf Furniture.
Tom: OK. Can you send me the route?
Dan: Yes. I'll send the route to your phone tonight.
Tom: Great. See you tomorrow.

1. True or False

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

1. Tom usually works on Wednesdays. **True / False**
2. Kasia can't work tomorrow because she's ill. **True / False**
3. Tom's shift starts at half past seven. **True / False**
4. The first drop is in Stockport. **True / False**
5. Tom will drive van number 12. **True / False**
6. Kasia will do Tom's shift on Friday. **True / False**
7. The van keys are in the van. **True / False**
8. There are eighteen drops on the route. **True / False**
9. Dan will email the route tomorrow morning. **True / False**
10. There is one collection at the end of the day. **True / False**

2. Multiple Choice

Circle the correct answer.

1. You want to start a call politely. What do you say?
   a) Have you got a van? b) Have you got a minute? c) Have you got a shift?
2. You want a driver to do another driver's work. What do you say?
   a) Can you do her route tomorrow? b) Can you drive her tomorrow? c) Can you route her tomorrow?
3. Two drivers change days with each other. What do they do?
   a) They cancel shifts. b) They collect shifts. c) They swap shifts.

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4. The driver wants to know when to start. What does he say?
   a) What time do I finish? b) What time do I start? c) What time is it?
5. The driver doesn't work that day. What does she say?
   a) It's my shift. b) It's my route. c) It's my day off.
6. The driver asks about the first stop. What does he say?
   a) Where's the first drop? b) Where's the first van? c) Where's the first shift?
7. The coordinator tells the driver how many stops there are. What does she say?
   a) There are eighteen vans in total. b) There are eighteen drops in total. c) There are eighteen shifts in total.
8. The driver asks about picking up goods. What does he say?
   a) Do I need to collect anything? b) Do I need to deliver anyone? c) Do I need to swap anything?
9. The van must be at a place by a time. What does the coordinator say?
   a) The van loads the bay at 7.30. b) The van needs to be at the loading bay at 7.30 yesterday. c) The van needs to be at the loading bay by 7.30.
10. The coordinator promises to send the route. What does he say?
    a) I'll send the route to your phone. b) I sent the route to your phone tomorrow. c) I'm sending your phone to the route.

3. Matching

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

1. **Your first drop** …	____	a) a minute?
2. **I'll send the route** …	____	b) with Kasia?
3. **Have you got** …	____	c) starts at seven.
4. **There are eighteen drops** …	____	d) by half past seven.
5. **Can you swap** …	____	e) is in Salford.
6. **Do I need to** …	____	f) in total.
7. **Your shift** …	____	g) collect anything?
8. **The van needs to be at the loading bay** …	____	h) to your phone tonight.

4. Gap Fill

Complete the phrases with words from the box.

van collect shift total swap minute loading bay day off route drop

1. Have you got a _____? I need to ask you something.

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2. I can't work on Monday. It's my _____.
3. Can you _____ with me? You do my Monday and I do your Thursday.
4. My _____ starts at six and finishes at two.
5. The _____ goes from Leeds to York and back.
6. Park the van at the _____ so we can put the boxes in.
7. Our first _____ is at a shop in the city centre.
8. Which _____ am I driving today?
9. Do I need to _____ any parcels on the way back?
10. There are twenty drops in _____.

5. Word Order

Put the words in the correct order to make phrases.

1. Kasia / swap / Can / with / you **?**

2. start / do / What / I / time **?**

3. tomorrow / day / It's / off / my **.**

4. Salford / is / first / Your / in / drop **.**

5. driving / am / Which / I / van **?**

6. four / finishes / The / at / route **.**

7. tonight / the / send / I'll / route / you **.**

8. anything / need / Do / collect / I / to **?**

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6. Who Says It?

Who says each phrase? Tick (✓) the coordinator (office) or the driver.

Phrase	The coordinator (office)	The driver
1. Which van?	☐	☐
2. Your shift starts at seven.	☐	☐
3. It's my day off.	☐	☐
4. Where's the first drop?	☐	☐
5. Have you got a minute?	☐	☐
6. Can you do her route tomorrow?	☐	☐
7. There are eighteen drops in total.	☐	☐
8. What time do I start?	☐	☐
9. I'll send the route to your phone.	☐	☐
10. What time does the route finish?	☐	☐
11. Do I need to collect anything?	☐	☐
12. Your first drop is in Salford.	☐	☐

7. Complete the Phone Call

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

It's early in the morning. Jamal, a driver at Swift Parcels, calls Maria, the coordinator.

Maria: Hello, Maria speaking.

Jamal: Hi Maria, it's Jamal. (1) _____

a) Have you got a van? b) Have you got a drop? c) Have you got a minute?

Maria: Sure. What's up?

Jamal: My van won't start. I'm at the depot.

Maria: Oh no. (2) _____

a) Van 7 is free. The keys are in the office. b) Van 7 is ill. The keys are in the office. c) Van 7 is a day off. The keys are in the office.

Jamal: Great. (3) _____

a) What time is the van? b) What time do I need to leave? c) What time did I need to leave yesterday?

Maria: (4) _____

a) The van needs to at the loading bay by eight. b) The van need be at the loading bay eight. c) The van needs to be at the loading bay by eight.

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Jamal: OK. (5) _____

a) Is the route a day off? b) Is the route the van? c) Is the route the same?

Maria: Yes, but there's one change. (6) _____

a) Your first drop now Didsbury is. b) Your first drop is now in Didsbury. c) Your first drop is now at Didsbury o'clock.

Jamal: Didsbury first. (7) _____

a) How many drops are there in total? b) How much drops there are total? c) How many drop are there in total?

Maria: Fifteen. And Sam is ill today. (8) _____

a) Can you do two of his drops on your way back? b) Can you swap his van yesterday? c) Can you do his day off?

Jamal: No problem. See you later.

8. Email Order

After the call, Dan emails all the drivers. Number the lines of the email in the correct order (1–7).

Subject: Changes to this week's schedule	
In return, Kasia will do Tom's Friday shift if she's better.	____
Thanks for your flexibility.	____
Hi everyone,	____
Dan	____
Please note the following changes to this week's schedule.	____
Also, as a reminder, all vans must be at the loading bay by half past seven.	____
Kasia is ill, so Tom will do her route on Wednesday.	____

Teacher Answer Key – Do Not Distribute

A2 Administration English: Deliveries and Shipping – Lesson 4: Driver Schedules and Routes

1. True or False

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

2. Multiple Choice

1. b) Have you got a minute? **2.** a) Can you do her route tomorrow? **3.** c) They swap shifts. **4.** b) What time do I start? **5.** c) It's my day off. **6.** a) Where's the first drop? **7.** b) There are eighteen drops in total. **8.** a) Do I need to collect anything? **9.** c) The van needs to be at the loading bay by 7.30. **10.** a) I'll send the route to your phone.

3. Matching

1. Your first drop – e **2.** I'll send the route – h **3.** Have you got – a **4.** There are eighteen drops – f **5.** Can you swap – b **6.** Do I need to – g **7.** Your shift – c **8.** The van needs to be at the loading bay – d

4. Gap Fill

1. minute **2.** day off **3.** swap **4.** shift **5.** route **6.** loading bay **7.** drop **8.** van **9.** collect **10.** total

5. Word Order

1. Can you swap with Kasia? **2.** What time do I start? **3.** It's my day off tomorrow. **4.** Your first drop is in Salford. **5.** Which van am I driving? **6.** The route finishes at four. **7.** I'll send you the route tonight. **8.** Do I need to collect anything?

6. Who Says It?

The coordinator (office)	The driver
2. Your shift starts at seven.	1. Which van?
5. Have you got a minute?	3. It's my day off.
6. Can you do her route tomorrow?	4. Where's the first drop?
7. There are eighteen drops in total.	8. What time do I start?
9. I'll send the route to your phone.	10. What time does the route finish?
12. Your first drop is in Salford.	11. Do I need to collect anything?

7. Complete the Phone Call

1. c) Have you got a minute? **2.** a) Van 7 is free. The keys are in the office. **3.** b) What time do I need to leave? **4.** c) The van needs to be at the loading bay by eight. **5.** c) Is the route the same? **6.** b) Your first drop is now in Didsbury. **7.** a) How many drops are there in total? **8.** a) Can you do two of his drops on your way back?

8. Email Order

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

Correct email: Hi everyone, / Please note the following changes to this week's schedule. / Kasia is ill, so Tom will do her route on Wednesday. / In return, Kasia will do Tom's Friday shift if she's better. / Also, as a reminder, all vans must be at the loading bay by half past seven. / Thanks for your flexibility. / Dan

Total: 73 marks