Managing Route Changes

Name: _____ Date: _____

Key Phrases

Read the key words and phrases.

Key words: closure | diversion | reroute | priority | delivery window | driving limit | break | reassign

Phrase	Use it to…
The planner (office)	
I'm afraid there's been a change of plan.	announce a change
The M4 is closed, so I'm going to reroute you.	explain a new route
The hospital delivery is the priority today.	say what is most important
They need it within the ten-to-twelve window.	give a time limit
I'll reassign the Newport drops to Dev.	move work to another driver
Would you be able to cover two of his drops?	ask for extra help politely
How are you doing for hours?	ask how much driving time is left
Keep me posted.	ask for updates
The driver	
What's the situation with the M4?	ask for information
If I take the diversion, I'll lose about forty minutes.	explain the result of a choice
Which drop should I do first?	ask about the order
I'm close to my driving limit today.	warn about working hours
I'll need to take my break before Bridgend.	plan a rest
I'll let you know as soon as I've delivered.	promise an update
In the email	
Due to the closure of the M4, …	give a reason
As a result, …	explain a result
Please make sure that …	give an instruction politely

The Phone Call

Read the phone call.

It's Monday, 7.40 am. Sophie, the transport planner at Carter Freight, calls Leon, one of the drivers. He is already on the road.

Leon: Hi Sophie.

Managing Route Changes

Sophie: Morning, Leon. I'm afraid there's been a change of plan. Have you heard about the M4?

Leon: No. What's the situation with the M4?

Sophie: It's closed near Newport because of an accident. It probably won't open again until this afternoon.

Leon: That's a problem. My first three drops are in Newport.

Sophie: I know, so I'm going to reroute you. The hospital delivery in Cardiff is the priority today. They need it within the ten-to-twelve window.

Leon: The St Mary's replacements? OK. If I take the diversion, I'll lose about forty minutes, but I can still get there by eleven.

Sophie: Great. I'll reassign the Newport drops to Dev. He's coming from the other direction.

Leon: Which drop should I do first after the hospital?

Sophie: The two in Cardiff Bay. But Dev's afternoon is now very full. Would you be able to cover two of his drops in Bridgend?

Leon: Possibly, but I'm close to my driving limit today. How long would they take?

Sophie: About an hour and a half, including the drive. How are you doing for hours?

Leon: I've done four hours already, so I'll need to take my break before Bridgend.

Sophie: That's fine. Take your break at the services after Cardiff Bay, and then do Bridgend.

Leon: OK, that works. I'll let you know as soon as I've delivered to the hospital.

Sophie: Perfect. Keep me posted, and drive safely.

1. Comprehension

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

1. Why can't Leon do his Newport drops this morning?
   a) He's too tired to drive.
   b) A main road is closed.
   c) The customers cancelled them.

2. What is the most important delivery today?
   a) the one to the hospital
   b) the drops in Bridgend
   c) the drops in Cardiff Bay

3. How will the diversion affect Leon's journey?
   a) It will be shorter.
   b) It will take the same time.
   c) It will take longer.

4. Who will do the Newport drops?
   a) Leon, later in the afternoon
   b) another driver
   c) nobody, because they are cancelled

Managing Route Changes

5. Why does Leon need to stop before Bridgend?
   a) He has to rest after a certain amount of driving.
   b) He needs to buy fuel.
   c) Dev is meeting him there.
6. When must the hospital delivery arrive?
   a) before ten o'clock
   b) between ten and twelve
   c) this afternoon
7. In what order will Leon do his work?
   a) Bridgend, hospital, Cardiff Bay, break
   b) hospital, Bridgend, break, Cardiff Bay
   c) hospital, Cardiff Bay, break, Bridgend
8. What does Sophie ask Leon to do?
   a) give her updates during the day
   b) send her photos of the road
   c) email the hospital

2. Best Response

Read the situation. Circle the best phrase.

1. You're the planner. You tell a driver the plan has changed.
   a) Plan's changed. Deal with it.
   b) You have to change everything now.
   c) I'm afraid there's been a change of plan.
2. You ask a driver politely to do extra work.
   a) Would you be able to cover two of Dev's drops?
   b) You're doing Dev's drops too.
   c) Do Dev's drops. No arguments.
3. You're the driver. You can't drive for much longer today.
   a) I don't want to drive any more.
   b) I'm close to my driving limit today.
   c) I'm finished. I'm going home.
4. You want to know how many driving hours a driver has left.
   a) Why are you so slow today?
   b) How are you doing for hours?
   c) How long have you been sitting down?
5. You explain which delivery is the most important.
   a) Just do the hospital, whatever.
   b) The hospital thing, maybe first?
   c) The hospital delivery is the priority today.

Managing Route Changes

6. You ask the driver to update you during the day.
   a) Keep me posted.
   b) Don't bother calling.
   c) Tell me everything every minute.
7. You start an email about a problem on the roads.
   a) The M4 is closed, obviously.
   b) Due to the closure of the M4, some deliveries will be late.
   c) Bad news: the M4 is a mess.
8. You give an instruction politely in an email.
   a) Please make sure that all drivers take their breaks.
   b) Drivers must take breaks, or else.
   c) Remember breaks, OK?

3. Matching

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

1. **ask about hours left**	____	a) I'm afraid there's been a change of plan.
2. **ask for updates**	____	b) The M4 is closed near Newport.
3. **announce a change**	____	c) The hospital delivery is the priority.
4. **say you need a rest**	____	d) They need it within the ten-to-twelve window.
5. **explain a closure**	____	e) How are you doing for hours?
6. **give a time limit**	____	f) I'll reassign the Newport drops to Dev.
7. **set a priority**	____	g) I'll need to take my break before Bridgend.
8. **offer a new plan**	____	h) Keep me posted.

4. Gap Fill

Write the missing word. The first letter is given.

1. I'm afraid there's been a **c**_____ of plan.
2. The road is closed, so the driver will take a **d**_____.
3. The hospital delivery is our top **p**_____ today.
4. They need it within the ten-to-twelve delivery **w**_____.
5. I'm going to **r**_____ you through Caerphilly instead.
6. I'm close to my driving **l**_____, so I can't do much more today.
7. Drivers must take a **b**_____ after four and a half hours of driving.
8. Would you be able to **c**_____ two of Dev's drops?
9. I'll **r**_____ the Newport drops to another driver.
10. Keep me **p**_____, and call me if there are any problems.

Managing Route Changes

5. Polite Rewrites

These sentences are too direct. Rewrite each one politely, starting with the words given.

1. Too direct: *"Do two of Dev's drops."*
   Would you be able to _____ ?
2. Too direct: *"The plan has changed."*
   I'm afraid _____ .
3. Too direct: *"Call me when you get there."*
   Could you let me know _____ ?
4. Too direct: *"How many hours have you got left?"*
   How are you doing _____ ?
5. Too direct: *"Take your break now."*
   It might be a good idea to _____ .
6. Too direct: *"Be there by eleven."*
   Would it be possible to _____ ?

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 afraid **b)** there's been **c)** a change **d)** of the plan.
   Mistake: _____ Correction: of plan. / for plan. / at plan.
2. **a)** If I take **b)** the diversion, **c)** I lose **d)** about forty minutes.
   Mistake: _____ Correction: I'd losing / I'll lose / I'm lose
3. **a)** Would you **b)** be able **c)** covering **d)** two of Dev's drops?
   Mistake: _____ Correction: cover / to covering / to cover
4. **a)** I'm close **b)** at my **c)** driving limit **d)** today.
   Mistake: _____ Correction: on my / to my / for my
5. **a)** I'll need **b)** to take **c)** my break **d)** before drive to Bridgend.
   Mistake: _____ Correction: before I driving to Bridgend. / before driving to Bridgend. / before to drive to Bridgend.
6. **a)** Due of **b)** the closure **c)** of the M4, **d)** some deliveries will be late.
   Mistake: _____ Correction: Due to / Because / Due for

7. Complete the Phone Call

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

A few minutes later, Sophie calls Dev, another Carter Freight driver.

Sophie: Hi Dev, it's Sophie. Have you got a moment?

Managing Route Changes

Dev: Sure. (1) _____

a) What's the situation?
b) What do you want now?
c) What's the situation with?

Sophie: (2) _____

a) The M4 is closed, so you're doing Leon's drops. End of story.
b) The M4 closed, so I reassign you Leon's drops.
c) The M4 is closed, so I'm reassigning Leon's Newport drops to you.

Dev: How many are there?

Sophie: Three. (3) _____

a) The first one must there before twelve.
b) The first one needs to be there before twelve.
c) They need to deliver within twelve.

Dev: OK. (4) _____

a) But I'm close with my driving limit.
b) But I don't feel like driving.
c) But I'm close to my driving limit.

Sophie: (5) _____

a) How are you doing for hours?
b) How much hours you have?
c) Why are you so slow?

Dev: About three and a half hours so far.

Sophie: (6) _____

a) Then take your break after to deliver the second drop.
b) Then take your break after the second drop.
c) Then no break today, sorry.

Dev: That works. (7) _____

a) If I'll leave now, I'll be in Newport by half ten.
b) If I leave now, I'd being in Newport by half ten.
c) If I leave now, I'll be in Newport by half ten.

Sophie: Great. (8) _____

a) Keep me posted.
b) Keep me post.
c) Don't call me.

Dev: Will do.

Managing Route Changes

8. Complete the Email

Later that morning, Sophie emails all the drivers. Complete her email. The first letter of each missing word is given.

Subject: Today's schedule – M4 closure

Hi all,

(1) D_____ to the closure of the M4 near Newport, today's routes have changed.

(2) A_____ a result, some deliveries may be up to an hour late.

The St Mary's Hospital delivery is today's top **(3) p**_____.

Leon's Newport drops have been **(4) r**_____ to Dev.

Please make **(5) s**_____ that you take your breaks on time, even if you are running late.

If you are close to your driving **(6) l**_____, call me before you accept any extra drops.

Keep me **(7) p**_____ throughout the day, and thanks for your **(8) p**_____.

Sophie

Teacher Answer Key – Do Not Distribute

B1 Administration English: Deliveries and Shipping – Lesson 4: Managing Route Changes

1. Comprehension

1. b) A main road is closed. **2.** a) the one to the hospital **3.** c) It will take longer. **4.** b) another driver **5.** a) He has to rest after a certain amount of driving. **6.** b) between ten and twelve **7.** c) hospital, Cardiff Bay, break, Bridgend **8.** a) give her updates during the day

2. Best Response

1. c) I'm afraid there's been a change of plan. **2.** a) Would you be able to cover two of Dev's drops? **3.** b) I'm close to my driving limit today. **4.** b) How are you doing for hours? **5.** c) The hospital delivery is the priority today. **6.** a) Keep me posted. **7.** b) Due to the closure of the M4, some deliveries will be late. **8.** a) Please make sure that all drivers take their breaks.

3. Matching

1. ask about hours left – e **2.** ask for updates – h **3.** announce a change – a **4.** say you need a rest – g **5.** explain a closure – b **6.** give a time limit – d **7.** set a priority – c **8.** offer a new plan – f

4. Gap Fill

1. change **2.** diversion **3.** priority **4.** window **5.** reroute **6.** limit **7.** break **8.** cover **9.** reassign **10.** posted

5. Polite Rewrites (accept other correct, polite versions)

1. Would you be able to cover two of Dev's drops? **2.** I'm afraid there's been a change of plan. **3.** Could you let me know when you get there? **4.** How are you doing for hours? **5.** It might be a good idea to take your break now. **6.** Would it be possible to be there by eleven?

6. Error Correction (2 marks each)

1. d) of the plan. → of plan. **2.** c) I lose → I'll lose **3.** c) covering → to cover **4.** b) at my → to my **5.** d) before drive to Bridgend. → before driving to Bridgend. **6.** a) Due of → Due to

7. Complete the Phone Call

1. a) What's the situation? **2.** c) The M4 is closed, so I'm reassigning Leon's Newport drops to you. **3.** b) The first one needs to be there before twelve. **4.** c) But I'm close to my driving limit. **5.** a) How are you doing for hours? **6.** b) Then take your break after the second drop. **7.** c) If I leave now, I'll be in Newport by half ten. **8.** a) Keep me posted.

8. Complete the Email

1. Due **2.** As **3.** priority **4.** reassigned **5.** sure **6.** limit **7.** posted **8.** patience

Total: 68 marks