

Nakhon Pathom Rajabhat University

Faculty of Humanities and Social Sciences

Course Code: 1553603

Course Name: English for Logistics Management

Credit: 3 (3-0-6)

Curriculum: Bachelor of Arts Program in Business English

Type of Course: Required

Coordinator: Aj. Nattakrita Boonbongkotrat

Instructor: Aj. Arlene Bobadilla

Instructor Code: 7079

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Term/Academic Year: 2/2562

Class: 60/46

Learning Objectives:

1. equip students with communication skills and language related to logistics management
2. increase knowledge of logistics technical vocabulary, phrases, and expressions
3. familiarize students with logistics related situations
4. provide opportunities for critical thinking and problem solving in their future workplace

Course Description:

Principle of language structures, vocabulary, and idioms related to logistics management; study about basic transportation, dealing with customer's orders, complain and after services

Learning Plan

Week	Topic	Activity	Homework
1	Unit 1: Introduction to logistics	Review course outline Complete a diagram about logistics Introduce logistics vocabulary and practice word form Talk about jobs related to logistics	Preview vocabulary, listen and practice pronunciation
2	Unit 2: Visiting the warehouse	Vocabulary and language practice Read a web page Role play – showing visitors round a warehouse/store area	Research about a company's warehouse processes
3	Unit 2: Visiting the warehouse Unit 3: Orders	Short presentation plan for warehouse processes Vocabulary and language practice Role play – place and take orders Read and write purchase orders	Preview vocabulary, listen and practice pronunciation
4	Unit 3: Orders	Problem/solution activity- delivery Watch interviews of logistics professionals talking about warehouses and orders	Preview vocabulary, listen and practice pronunciation
5	Unit 4: Scheduling delivery	Vocabulary and language practice Role play – make shipping enquiries and propose solutions Problem/solution activity – dangerous goods	Preview vocabulary, listen and practice pronunciation
6	Unit 4: Scheduling delivery Unit 5: Picking, packing and inventory	Role play – schedule delivery Write an email of confirmation Vocabulary and language practice Problem/solution activity – inventory management issues	Preview vocabulary, listen and practice pronunciation
7	Unit 5: Picking, packing and inventory	Role play – warehouse problems Simulation – meetings about warehouse distribution center performance Watch interviews of logistics professionals talking about shipping and inventory	Review for Midterm Exam Preview vocabulary, listen and practice pronunciation
8	Midterm Week		

9	Unit 6: Material handling	Vocabulary and language practice Role play – take delivery and give instructions Discuss safety instructions and consequences	Preview vocabulary, listen and practice pronunciation
10	Unit 6: Material handling Unit 7: Tracking shipment	Simulation – logistics situations Vocabulary and language practice Role play – updating on a shipment's progress	Preview vocabulary, listen and practice pronunciation
11	Unit 7: Tracking shipment	Role play – track a shipment Role play – give and get directions Watch interviews of logistics professionals talking rules for employees and types of container	Prepare for presentation
12	Presentation	Presentation about logistics processes, plans and/or innovations	Preview vocabulary, listen and practice pronunciation
13	Unit 8: Solving and shipping problems	Vocabulary and language practice Role play – reschedule deliveries	Preview vocabulary, listen and practice pronunciation
14	Unit 8: Solving and shipping problems Unit 9: Handling complaints	Problem/solution activity – delivery/shipping problems Write text messages Vocabulary and language practice Read packing list and email about a damaged shipment	Preview vocabulary, listen and practice pronunciation
15	Unit 9: Handling complaints	Role play – reassure and promise action Write an insurance claim Problem/solution activity – complaints	Preview vocabulary, listen and practice pronunciation
16	Lesson revisions	Review of previous lessons	Prepare for Final Exam
17	Final Exam		

Assessment and Evaluation

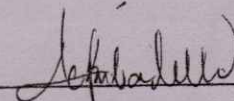
Speaking Tests	25%
Presentation	15%
Project	10%
Midterm Exam	20%
Final Exam	20%
Attendance and Participation	10%
	100%

Evaluation Criteria

A	=	80-100
B+	=	75-79
B	=	70-74
C+	=	65-69
C	=	60-64
D+	=	55-59
D	=	50-54
E	=	0-49

References

- AL, E. T. (2017). *In company 3.0 esp logistics teachers edition*. Place of publication not identified: MACMILLAN EDUCATION.
- Evans, V., Dooley, J., & Buchannan, D. (2016). *Logistics*. Newbury: Express Publishing.
- Grussendorf, M. (2015). *English for logistics*. Oxford: Oxford University Press.


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