

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

|    |  |   |   |
|----|--|---|---|
| 9  | Unit 6: Material handling  | Vocabulary and language practice<br>Role play – take delivery and give instructions<br>Discuss safety instructions and consequences   | Preview vocabulary, listen and practice pronunciation |
| 10 | Unit 6: Material handling<br><br>Unit 7: Tracking shipment               | Simulation – logistics situations<br><br>Vocabulary and language practice<br>Role play – updating on a shipment’s progress  | Preview vocabulary, listen and practice pronunciation |
| 11 | Unit 7: Tracking shipment  | Role play – track a shipment<br>Role play – give and get directions<br><br>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<br>Role play – reschedule deliveries   | Preview vocabulary, listen and practice pronunciation |
| 14 | Unit 8: Solving and shipping problems<br><br>Unit 9: Handling complaints | Problem/solution activity – delivery/shipping problems<br>Write text messages<br><br>Vocabulary and language practice<br>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<br>Write an insurance claim<br>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

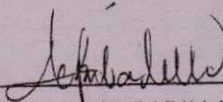
|                              |      |
|------------------------------|------|
| Speaking Tests               | 25%  |
| Presentation                 | 15%  |
| Project                      | 10%  |
| Midterm Exam                 | 20%  |
| Final Exam                   | 20%  |
| Attendance and Participation | 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., & Buchanan, D. (2016). *Logistics*. Newbury: Express Publishing.
- Grussendorf, M. (2015). *English for logistics*. Oxford: Oxford University Press.

  
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