



## Technical English for Logistics

**Sku:** PC386

**Horas:** 30

### OBJETIVOS

This course aims to prepare the learner with the basic tools to carry out tasks in international work environments in English, with knowledge of the most common formal and everyday expressions. By the end of the course the learner will have studied the language necessary to feel confident when discussing the most important technical details of international logistics management.

### CONTENIDOS

#### Unit 1: Formal and Everyday Expressions in Logistical Operations

Using Different Registers in Business Relationships

- Function: Greetings
- Function: Recognising formal / informal register
- Grammar Focus: Courtesy, making requests, interrupting, confirming

Using the Appropriate Register in Different Areas of Business

- Function: Using appropriate register in various business situations

General Areas of Business / Grammar and Vocabulary Related to Business Situations

- Function: Describing sectors / areas of business and the roles within them

Logistics Vocabulary

- Content: Most typical language and terminology used in the logistics sector
- Activities: Contextual examples and exercises to consolidate new vocabulary

### Test Exercises

- Purpose: Review of language covered in Unit 1
  - Focus: Greetings & farewells, formal/informal language, general business vocabulary
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## **Unit 2: Document Management in International Trade**

### Giving Instructions

- Content: Typical language and structures used to give and understand orders and instructions

### International Commercial Transactions

- Focus: Vocabulary and functions used in international commercial agreements

### Proof of Delivery & Fax

- Content: Business communication and information transfer
- Examples: Proof of delivery documents, faxed communication

### Purchasing Order

- Content: Structure and formats of purchase orders
- Skills: Understanding and creating purchase orders

### Administration: Bills and Invoices

- Vocabulary: Formal and informal language related to bills and invoices
- Skills: Constructing and understanding invoices
- Activities: Dialogues, listening and pronunciation practice
- Mathematics: Numbers and calculations in a logistics context

#### Requesting Payment

- Content: Language and correspondence models for requesting late payments

#### Buying and Selling from Catalogues / Writing a Cheque

- Focus: Typical expressions and forms related to catalogue sales and cheque writing

#### Test Exercises

- Purpose: Review of Unit 2 content
- Focus: Introduction to different types of documents used in international logistics

### **Unit 3: Customer Service**

#### Terminology Related to International Operations

- Introduction to key terminology used in the logistics and transport sector.

#### Exchanging Information & Correspondence

- Various ways to handle requests for information.
- Use of indirect questions.
- Formal and informal language.

- Telephone communication skills.

### Making an Order

- Function: How to place an order.

### Administration: Taking Messages

- Relevant vocabulary:  
phone message, caller, certainly, to call back, to wish, to be convenient, to see face to face, to see in person, to leave a message, to be unavailable, to postpone, it is personal.
- Understanding the format and use of phone messages.
- Practice through dialogues, phone calls, and transcription exercises.

### Useful Expressions and Vocabulary

- Functions: Complaints, apologies, and requests.

### Management: Complaints

- Vocabulary and phrases related to complaints and faulty goods.
- Exercises on structuring letters of complaint.
- Dialogues and exercises on writing letters of apology.

### Test Exercises

- Covers language and functions in the unit:  
asking for and giving information, logistics terminology, and customer service.

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## Unit 4: Commercialisation of Logistics Services

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## Do's and Don'ts of International Business

- How to greet, give presents, and other cultural norms in international business.

## Sales Meeting

- Specific vocabulary related to sales meetings.

## Negotiation with Providers and Professionals: Problems with Delivery Suppliers

- Lexis: Documentation and suppliers.
- Function: Handling supplier-related issues.

## Describing a Product

- Vocabulary and structures to give clear information about a product, including size, weight, etc.
- Contextualized with a short conversation between a customer and a shopkeeper.

## The Right Media to Promote Your Business

- Different mediums available to advertise a business.
- Pros and cons of each medium.
- Marketing vocabulary focused on internet advertising and market campaigning.
- Language related to the impact of new technologies on media such as TV, radio, and internet.

## Test Exercises

- Covers language related to commercialising logistics services: cultural norms, sales meetings, product description, etc.

## **Unit 5: Formal Written Communication**

### Written Correspondence

- Function: Understanding and producing written correspondence.

### Informal E-mails

- Introduction to informal emails.
- Typical expressions and vocabulary used in informal email writing.

### Formal E-mails and Letters

- Introduction to formal emails and letters.
- Typical expressions, formal tone, and layout.

### Writing a Report

- How to write a business report.
- Different parts of a report.
- Typical language used in reports.

### Presentations

- Essential vocabulary for giving presentations in English.
- Ways to organize a talk.
- Typical signposting language to guide an audience.

### Test Exercises

- Covering functions and vocabulary:  
*formal and informal correspondence, reports, presentations.*
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## **Unit 6: Managing the Internationalisation of Logistics Services**

### Global English

- Grammar focus: Articles.
- Pronunciation focus: Homophones.

### Cultures Around the World

- Vocabulary: Customs and traditions.
- Skills: Talking about customs and traditions.

### Incoterms

- Presentation of the most commonly used Incoterms and their meanings.

### International Logistics Services – Documentation

- Processing documentation related to transport operations, financial matters, and international logistics services.

### Import and Export – A Company and Its Service

- Listening and following a request for import/export services.
- How complaints are handled.
- Vocabulary related to import/export.

### Departures, Arrivals & Useful Terms 1

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- Basic vocabulary related to sea travel.
- Language for parts of a ship and sailing processes.

### Test Exercises

- Review of language and functions:  
*global English, Incoterms, imports & exports.*