

Unit 6

Transportation

Dealing with delivery

Teaching Objectives



Listening Skills— numbers, dates & note-taking



To put into use



Useful expressions about posting parcels



To put into use

01

Listening Skills——numbers, dates & note-taking



Listening skills

Listening for specific information

Listen for the specific numbers

e.g. 序数词

序数词中除first, second, third, 其余都是在基数词末尾加上-th 构成,

只有部分在拼写方法上略有变动。但要注意很多序数词也可用基数词表示, 如:

Lesson nine = the ninth lesson 第九课;

World War II (World War Two) = the second world war 第二次世界大战。



Listening skills

Listening for specific information

Listen for the specific dates

e.g. 日期



月份的读法很统一，但要注意书写时可以用缩写，听力中适当的缩写可以帮助我们迅速记录，节约时间。

具体日期的表示有如下两种： November 23rd
(读作：November (the) twenty third)
和 23rd November
(读作：(the) twenty third (of) November)

Listening skills

Listening for specific information



Additional Tips

Note-taking: using numbers, symbols and abbreviations

More symbols and abbreviations that are commonly used

A.D. = after the birth of Christ (公元后)	et al. = et alii (and others)	St. = Street
approx. = approximately	Gt. = Great	Rd. = Road
ASAP = as soon as possible	Ltd. = limited	vs. / vs = versus
Ave. = Avenue	# / no. / nos. = number	VAT = Value-added Tax
B.C. = before the birth of Christ (公元前)	P.S. = postscript (附言)	VIP = very important person
c / o = care of (由……转交)	sq. = square	R.S.V.P. = repondez s'il vous plait (Reply, if you please.)

02

Put into use



Put into Use



TASK 1

A customer is calling to ask about an order. Listen to the conversation and answer the following questions.



1. What is the order number?

9807.

2. When was the order shipped?

On the eighteenth.



Script

Put into Use



TASK 1

Script

W: Hello, Customer Service Department. How can I help you?

M: Hello, I'm trying to find out if my order has been shipped.

W: OK. Could I have your order number, please?

M: Yes, it's 9807.

W: Thank you. Wait a minute. Yes, your order was shipped on the eighteenth.

M: OK. Thanks.

W: You're welcome. Bye.

M: Bye.



Put into Use



TASK 2

Frank Murphy receives a call about delivery arrangements. Listen to the conversation and complete his notes.



Mr. Murphy's Notes

1. The ship reached Shenzhen Port (**this morning**) and started unloading in the afternoon.
2. There're (**three**) containers in all.
3. The trucks should arrive (**late Wednesday**) or early Thursday.
4. Call the (**warehouse manager**) and ask if the imports can be unloaded on Saturday.



Put into Use



TASK 2

Script

W: Morning, Mr. Murphy. This is Julia. I'm phoning to inform you that the ship carrying your imports reached Shenzhen Port this morning and has started unloading in the afternoon.

M: Ah, good news. Would you tell me when we can expect the goods to arrive at our warehouse?

W: Yes, there are three containers in all. The trucks should arrive late Wednesday or early Thursday. It depends on traffic and weather. When will you accept deliveries?

M: We can start unloading the trucks at as early as 8:00 a.m. and as late as 4:00 p.m.



03

Useful expressions



Useful expressions



01

What can I do for you?
Can I help you?

02

I want to post ...
I'd like to send ...



03

Where to ...
I have an urgent letter to send to ...

04

We have ... services.
What's the difference?



05

You may send the urgent letter by
..., the other letter by...

04

Put into use



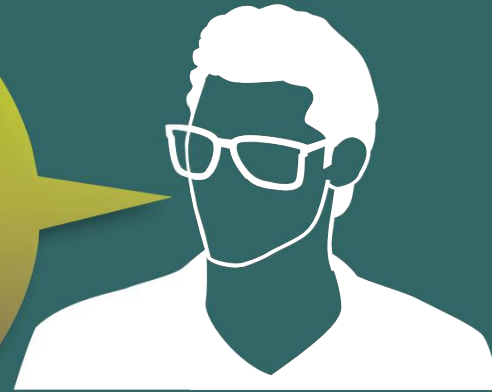
Put into use



TASK

Work in pairs. Practice posting letters and parcels with the given information and the following useful expressions.

Role B: You are a clerk at the post office. You help a foreign customer who wants to post an international letter and a parcel. Refer back to **Business Know-how** and help the foreigner decide on his delivery options.



Role A: You are a foreigner who is doing business in China. You want to post an important and urgent letter to London and an ordinary parcel to Sydney, but you are not sure about which delivery options to choose. Ask the clerk for help at the post office.





THANK YOU