

Logistic situations

1. Freight offer quotation

- *ABC Logistics* office. Good morning.
- Hello! I'd like to speak to Mr. Robertson.
- Just a moment. Hold on the line, please. I'll put you through
- Robertson speaking.
- Hello! This is Terry Smith from *Beta Ltd.* I am calling about your freight offer for mortar sand dated 10 March.
- Yes, what about it?
- Would you please quote us your most favourable freight rates for the transport of 100 tonnes of mortar sand from Rotterdam to Budapest?
- Certainly. Could you give me your email address, please?
..... Right. You'll have our freight rates by 11.30.
- Thank you. Good-bye.
- Good-bye.

2. Taking a message

- Good morning. Could I speak to Mr. Steel, please?
- I'm afraid he's not here at the moment. Can I take a message?
- Yes, please. Would you ask him to call me when he's back?
My phone number is +3717222333.
- Certainly.
- Thank you. Good-bye.
- Good-bye.

3. Fixing an appointment

- *Johnson Ltd.* Can I help you?
- Hello. This is Richards from *Gamma Industries Ltd.* I'd like to have an appointment with Mr. Hill.
- Oh, yes, Mr. Richards. When would you like to come?
- On Wednesday, if possible.
- Let me consult Mr. Hill's schedule. Yes, I think it'll be all

right. What time do you suggest?

- Suppose we make it 14 p.m. Will it suit you?

- Yes, that's perfect. Thank you. Good-bye.

4. Confirmation of receiving an invitation

- Hello! Can I speak to somebody from the Logistics Department, please?

- Secretary's speaking.

- This is Wilkins from *Eastwood ltd*. I'd like to know if Mr. Laurence has received an invitation to our annual meeting on December 12th?

- Yes, we have received your invitation. Thank you.

- Thank you. Good-bye.

- Good-bye.

5. Postponing an appointment

- Hello. This is Edward Black speaking. May I have a word with Mrs. Andrews, please?

- I'm afraid she's not here at the moment.

- Well, perhaps I could leave a message for her?

- Yes, certainly.

- Could you tell her that I won't be able to keep the appointment on 15 April? She can call me back if there's a problem. I'm on 26445577.

- Yes, I've got that.

- OK. Thank you. Bye.

- Good-bye.

6. Requesting a quotation for air freight

- *Horizon International*, John Pattinson. How can I help you?

- Hello, this is Robert Harrison from *Gamma ltd*. I need a quotation for air freight to Latvia.

- Could you please describe the freight details? What goods do you want to ship?

- 5 tonnes of apples. They are going to Riga.

- OK, when should delivery be made?

- It's very important that our customer receives the apples on

June 10th. Would that be a problem?

- I don't think so. Do you have any other special requirements?

- No.

- OK, I'll get back to you within the next three hours. Could you give me your email address, please?

- Yes, of course,

- Thank you. Good-bye.

- Thank you. I look forward to hearing from you again. Bye.

7. Leaving a Message within the office

Caller 1: Hello, this is Jane.

Caller 2: Hello, this is Ken. May I speak with Andy?

Caller 1: I'm afraid Andy isn't in at the moment.

Caller 2: Could you take a message?

Caller 1: Sure, just a moment let me get a pencil... OK.

Caller 2: Great. Can you tell Andy that we're meeting tomorrow at three o'clock.

Caller 1: OK ... three o'clock meeting with Ken. Does he know where the meeting is?

Caller 2: Tell him we'll be meeting in the corner office downtown.

Caller 1: Yes, corner office downtown. Is there anything else?

Caller 2: I'll leave my telephone number just in case he doesn't have it.

Caller 1: OK, I'm ready.

Caller 2: Yes, my cell phone number is 439 908 7754.

Caller 1: That's 439 808 7754.

Caller 2: No, it's 439 908 7754.

Caller 1: Ah, sorry.

Caller 2: No problem. Thanks for your help.

Caller 1: I'll make sure Andy sees this as soon as he gets in tonight.

Caller 2: Thank you. Good bye.

Caller 1: Good bye.

9. Taking a Message

Receptionist: Janson Wine Importers. Good Morning. How can I help you?

Caller: Could I speak to Mr Adams, please?

Receptionist: Who's calling please?

Caller: This is Anna Beare.

Receptionist: Sorry, I didn't catch your name.

Caller: Anna Beare. That's B E A R E

Receptionist: Thank you. And where are you calling from?

Caller: Sun Soaked Vineyards

Receptionist: OK Ms Beare. I'll try and put you through. ... I'm sorry but the line's busy. Would you like to hold?

Caller: Could I leave a message?

Receptionist: Certainly.

Caller: Could you tell Mr Adams that our shipment will be postponed and that the 200 cases ordered should arrive next Monday.

Receptionist: Shipment delayed ... arriving next Monday.

Caller: Yes, and could you ask him to call me back when the shipment arrives?

Receptionist: Certainly. Could you give me your number please?

Caller: Yes, it's 503-589-9087

Receptionist: That's 503-589-9087

Caller: Yes, that's right. Thanks for your help.

7. Discussing the delay

SITUATION: Mr Peter Long calls Mr S Basuki

-Good afternoon. My name is Peter Long and I would like to talk with Mr S Basuki.

-Good afternoon I am S Basuki. How can I help you sir?

-I have a problem about your product because those filling cabinets haven't arrived on time.

-I'm really sorry for the delay. We have problems in our supplier's factory, but you don't have to worry about your delivery.

-Can I have a refund because of the delay please?

-I'm sorry but we're not able to refund your payment because of the Terms of Sale.

-Okay and could you tell me when will the products arrive?

-We expect you will receive your goods next week.

-Okay. Thanks for your help. Goodbye.

-Your welcome. Goodbye.

9. Problems with the bill of lading

Hello! It's Anita Soós speaking. Can I speak to Mr Addison?

Hello! It's Addison. Can I help you?

We've ordered 34 cases of textile machinery parts. We have problem with the copies of the bill of lading. We got only 2 copies, but we would like to have 6. Can we get the missed ones?

We're really sorry about it. We'll try to solve the problem out soon.

Thanks for your help! Goodbye!

Goodbye!

10. Asking for a quotation

Company 1: Good morning Sir. It's Mr Addison speaking.

Company 2: Good morning. What can I help you?

Company 1: I would like to order 34 cases of textile machinery parts from your company. And I'd like to ask for a quotation.

Company 2: Right. I'll send you an email about the details soon. Are there any more question?

Company 1: Yes. I'd like to know what the method of payment is.

Company 2: You can pay only by bank transfer.

Company 1: OK. I'm waiting the email. Thank you and good bye.

Company 2: Good bye.