Resolving Logistics Problems

Responding to Supply Chain Delays

Lesson 1: Resolving Logistics Problems

Responding to Supply Chain Delays

Language Point

Polite forms for orders and requests:
· Use simple, polite forms to request … and solve … *(e.g. I'd like to (reroute)…)*
· To confirm, use a phonetic alphabet to check… *(e.g. Is that …?)*

Phonetic Alphabet:

A = Alpha   N …
B = Bravo   O …
C = Charlie   P …
D = …   Q …
E = …   …
F = …   Z = Zulu
G = …
H = …
I = …
J = …
K = …
L = …
M = …

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Responding to Supply Chain Delays

Below, a logistics director discusses a shipment problem... Put the phrases in the dialogue.

Key Terms
- *I'd like to (confirm…)*
- *Could you please (reroute …)?*
- *DId you identify …*
- *That's ("B" …)*

A: Hello. I'm calling about the shipment problem with your containers…
B: Yes, I heard the port workers are … ___ SKUs …?
A: Sure. The SKU numbers are …
B: I see the order. You said …?
A: No…
B: I see. Okay, ___ reroute …?
A: …
B: …

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Discussion Problems 1 & 2

Use the phrases below in the following discussions with your coach.

SITUATION 1: **Your auto parts shipment is delayed …. Use the order details below:**
① 200 gear units… ② 100 engine … ③ XX901…

SITUATION 2: **A container ship carrying electronic parts is stuck… due to … You are a supply chain director... Below is the order info:**
① 5,400 … ② 3,300 ... code S… ③ order number...

Key Terms
- *I'd like to (confirm…)*
- *Could you please (reroute …)?*
- *DId you identify …*
- *That's ("B" …)*

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Extended Discussion Problem

You are the operations director at … Your Malaysian factory urgently needs ..:

① 1 … machine: code …

② 1 … machine: code …

③ … installation

Explain: Your factory is located at … ___Kuala Lumpur. You need to check …

Key Terms

· *I'd like to (confirm…)*

· *Could you please (reroute …)?*

· *DId you identify …*

· *That's ("B" …)*

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Final Discussion Problem

You run inventory control … in London. Four weeks ago, your team ordered inventory … but … some items are unavailable ... Your order included:
① 20 ... ② 80 ... ③ 200 … product no... ④ 30 …
The supplier is a boutique Italian ... Call their operations officer … and explain ... You need the order delivered ...
Use the key phrases in your discussion and confirm ...

Key Terms
- *I'd like to (confirm…)*
- *Could you please (reroute …)?*
- *DId you identify …*
- *That's ("B" …)*