



# Managing Supply Chain Delays

*Clarifying and Resolving Transport System Problems*





# Lesson 2: Managing Supply Chain Delays

## ***Clarifying and Resolving Transport System Problems***

### **Language Point** *Clarifying logistics and system checks:*

- Use indirect or polite forms to confirm... updates.
- Confirm data points (e.g. shipments, etc)...

“I’d like to confirm the ... update ...”

“Could you check ...? ...”





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## ***Clarifying and Resolving Transport System Problems***

In the dialog, a logistics director is speaking to a regional manager about an issue. A shipment appears to be delayed. Put the key terms in the blanks

### Key Terms

- *Could you ... check (the dashboard/...)?*
- *Was that (updated ...)?*
- *I'd like to confirm (the ... update...)*
- *I didn't get ...*

A: Hi, \_\_\_ the latest tracking update for shipment ID ###.

B: Sure, let me pull it up... Okay, the system shows ...

A: \_\_\_ ... again? It's showing ...

B: Hmm, yes...

A: \_\_\_ of the last scan ...?

B: Yes, ...

A: \_\_\_ ...?

B: ...





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## *Discussion Problems 1 & 2*

You will use the order schedule phrases below in the following role-plays with your instructor.

**SITUATION 1:** You are logistics director at a consumer electronics maker. Your ... partner ordered: ① 2500 ... speakers ② 1200 ... ③ 800 ... The ... system shows a delay .... Call the ... team to check ....

**SITUATION 2:** You manage supply chain systems at an auto parts maker. Your ... client placed an order for ① 4800 ... sensors ② 3100 ... units ③ 1500 ... The tracking ... shows some units were ... Others show ... Talk to the ... partner to confirm ....

### Key Terms

- *Could you ... check (the dashboard/...)?*
- *Was that (updated ...)?*
- *I'd like to confirm (the ... update...)*
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## *Extended Discussion Problem*

You are ...logistics director at ... distribution company. Your ... system shows ... :

① 4000 ... packs ② 3000 ... cartons ③ 1500 ... ④ 500 kg ...

They were last scanned ... but has not ...

This shipment is critical ... Contact your ... shipping partner and confirm ...

Make a plan to ...

### Key Terms

- *Could you ... check (the dashboard/...)?*
- *Was that (updated ...)?*
- *I'd like to confirm (the ... update...)*
- *I didn't get ...*





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## *Final Discussion Problem*

You are ... logistics manager overseeing ... shipments ... to Asia... Your tracking ... shows problems affecting ... orders: ① One ... shows no ... data since ... ② A second shipment was ... ③ A third seems to be delayed ... ④ A fourth ... shows ... alerts ...

Begin a video call with your ... partner. Use polite, professional English to: ① Confirm tracking ... ② Clarify ... alerts ③ Request ... where needed. Be prepared for issues arising in your conversation. Respond clearly and professionally. Ask for:

① ... ② ... ③ ... ④ ...

- *Could you ... check (the dashboard/...)?*
- *Was that (updated ...)?*
- *I'd like to confirm (the ... update...)*
- *I didn't get ...*

### Key Terms

