

教育部职业教育与成人教育司推荐教材配套用书
中等职业学校现代物流专业教学用书

紧缺人才培养培训系列教材

物流英语

罗德 金波 主编



高等教育出版社
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内容简介

本书是中等职业学校现代物流专业紧缺人才培养培训系列教材之一。本书主要围绕着物流专业的英语应用,结合物流公司的运作和业务范围:物流公司架构及物流业务发展、运输、配送、储存、包装、国际海运业务、物流函电、物流单据、投诉与理赔等,对学生进行有针对性的英语知识教育,强化学生的英语训练,是有物流专业特色的中等职业英语教材。

全书共分10个教学单元,每个单元包括以下几个部分: Warm-up, Dialogues, Notes, Words broad, Useful expressions, Additional items, Exercises。

考虑到目前中职学生的实际水平,本书不同于高职高专以及大学本科的物流英语教材,是适合中职学校物流专业学生使用的、低起点的物流专业英语教材。本书以一家虚构的国际综合性物流公司为背景,主要通过对话或电子邮件的形式描述公司的各项业务活动。本书从实际出发,循序渐进,使学生在学本教材后,对物流过程中需要掌握的英语技能有所提高。简洁、实用、淡化语法、侧重口语训练是本教材的特点。

本书可供中等职业学校物流专业学生使用,也可供从事相关工作的在职人员自学使用或阅读参考。

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前言

随着我国经济体制改革的不断深入,商品流通已由过去的传统模式,向现代物流业迅猛发展,而且方兴未艾,正处于高速增长的上升阶段。同时,由于我国已加入 WTO,融入经济全球化体系,同世界经济体系的联系日益紧密,需要大量熟悉物流英语的专业人才。

这些年来,许多中等职业学校相继开设了物流专业。为使培养的毕业生能适应涉外物流工作的需要,在激烈的市场竞争中立足,并为以后的发展打下基础,我们编写了这本适合中等职业学校物流专业学生使用的、低起点的物流英语教材。

根据“以就业为导向”、“以能力为本位”等新的职教办学理念,中等职业教育主要担负起为生产、服务一线培养具有综合职业素质的技能型人才的重要任务。针对中职学生的实际情况,本教材选题涉及物流公司的架构、概况、运输、包装、配送、储存、函电、单据及投诉理赔等。全书共分 10 个教学单元,每个单元包括以下几个部分: Warm-up, Dialogues, Notes, Words broad, Useful expressions, Additional items, Exercises。

本课程教学学时分配建议如下:

课次	内容	学时	学时分配		
			讲授	实践	其他
Lesson 1	Introduction to Logistics	4	2	2	
Lesson 2	Business Recommendation	6	3	3	
Lesson 3	Transportation	6	3	3	
Lesson 4	Distribution Center	6	3	3	
Lesson 5	Packaging and Specifications	6	3	3	
Lesson 6	Inventory	6	3	3	
Lesson 7	Complaints and Claims	6	3	3	
Lesson 8	International Maritime Transportation	8	4	4	
Lesson 9	Logistical Correspondence	8	4	4	
Lesson 10	Logistic Documents	8	4	4	
Others	Review and Test	8			

本书由广州市第一商业中等专业学校高级讲师罗德、金波任主编,参加编写的有广州市第一商业中等专业学校、广州市贸易中等专业学校、南京市下关职业教育中心和广州市旅游商贸职业学校的许秀兰、龙嘉、田永玲、李晓琴、李云松、陈乔、余剑琴等老师。广西师范大学严幸智博士负责全书的审阅工作。

在本书的编写过程中,我们听取了物流行业专业工作者王克会先生、李举毅老师的意见,并得到各兄弟学校领导 and 教师的大力支持,在此谨表谢意。由于编者水平有限,时间仓促,不足之处,敬请广大读者批评指正。

编者

2006 年 9 月

郑重声明

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Lesson 1

Introduction to Logistics

Warm-up

Solve the word puzzle, try to find something interesting and tell your classmates.

	i	t	t	l	e	
	r					
	e	t				
	c	e				
	t	u	d	e	n	t
	o	o				
	d	e	a			
	l	a	s	s		
	y	s	t	e	m	

Dialogues

Dialogue one

Sam takes Lee to show around the logistics company.

(Sam is a clerk of the company, Lee is new here.)

Sam: Nice to meet you! I am Sam.

Lee: Nice to meet you too, I am Lee.

Sam: Welcome to our company! Let me show you around.

Lee: Thank you.

Sam: I'd like to show you the headquarters, warehouse and delivery room, especially your office.

Lee: Ok, let's go.

Sam: Take it easy. Where we stand is the headquarters. Your office is on the second floor, right next to the elevator. Please follow me.

Lee: Ok.

Sam: Look! Here is your office.

Lee: Wow, what a big office!

Sam: Yes, let's go down stairs. Since the whole company is very large, we'll take a shuttle to the warehouse, the delivery plant is nearby. The shuttle will be here in seconds, let's hurry.

Lee: After you!

Dialogue two

(John Brown, a logistical professor, is talking to Lee Ming, a Chinese graduate.)

Lee: Good afternoon, Mr. Brown.

Brown: Hello, Lee.

Lee: I'm here for some information about logistics.

Brown: Are you interested in logistics?

Lee: Yes. But I know little about it. Can you tell me something about it?

Brown: Yes, of course.

Lee: Does modern logistics mean transportation and delivery?

Brown: It's not the whole story. Modern logistics is related to the efficient flow of materials and information. It includes: package, warehousing, material handling, inventory, transport and so on.

Lee: Oh, it's such a complex system.

Brown: Yeah, it is the systematic management of the various activities.

Lee: Thank you for your information.

Notes

1. I'd like to show you the headquarters, warehouse and delivery room.
我将要带你参观一下我们的总部、仓库和配送间。
2. We'll take a shuttle to the warehouse, the delivery plant is nearby.
我们得坐班车到仓库去, 配送间就在它的附近。
3. Modern logistics is related to the efficient flow of materials and information.
现代物流涉及物料和信息的高效率的流动过程。

related to sb. / sth. 与……有关,涉及……

eg: Wealth is not related to happiness. 财富与幸福无关。

Words broad

headquarters	[ˈhedˈkwɔ:təz] <i>n.</i> 总部
warehouse	[ˈwəəhaus] <i>n.</i> 仓库
shuttle	[ˈʃʌtl] <i>n.</i> 班车
transportation	[trænsˈpɔ:ˈteɪʃən] <i>n.</i> 运输,运送
delivery	[diˈlɪvəri] <i>n.</i> 送;递;送货
relate	[riˈleɪt] <i>v.</i> 使联系
efficient	[iˈfɪʃənt] <i>adj.</i> 生效的,有效率的
flow	[fləu] <i>n.</i> 流程
include	[inˈklud] <i>v.</i> 包括,包含
package	[ˈpækɪdʒ] <i>n.</i> 包裹; <i>v.</i> 包装,打包
material	[məˈtɪəriəl] <i>n.</i> 材料,原料,物资
handling	[ˈhændlɪŋ] <i>n.</i> 处理
inventory	[ˈɪnvəntri] <i>n.</i> 详细目录,存货,财产清册,总量
transport	[trænsˈpɔ:t] <i>n.</i> / <i>v.</i> 运输,运转
complex	[ˈkɒmpleks] <i>adj.</i> 复杂的,合成的,综合的
system	[ˈsɪstəm] <i>n.</i> 系统,体系
systematic	[sɪstiˈmætɪk] <i>adj.</i> 系统的,体系的

Useful expressions

1. Let me show you around
2. take it easy
3. where we standing is...
4. after you
5. in charge of...
6. be related to
7. it includes
8. and so on

Additional items

1. logistician
2. logistics activity

3. logistics cost
4. logistics management
5. logistics information
6. logistics documents
7. environmental logistics
8. virtual logistics

Exercises

I. Speaking

1) Speedy reciting

1. Is that the office manager over there?
2. Will you introduce me to the new agent?
3. Would you like to go through our factory sometime?
4. I'd like to see your showroom.
5. I'll meet you there, shall we say about eleven o'clock.
6. Be sure to call me if you need anything.

2) Role play

Making short dialogues by using the useful expressions of this unit.

A: Nice to meet you! I am _____.

B: _____ too! My name is _____.

A: Welcome to our company, first let me _____.

B: Thank you!

A: Since our company is too big, so we have to _____.

B: After you!

II. Writing

1) Translating

1. 配送服务
2. 就在电梯旁
3. 乘班车
4. 在五楼
5. 复杂的系统

2) Fill in the brackets with the right preposition or article.

A: Who do you work (1)?

B: IBM.

A: They're (2) computers, aren't they?

B: Yes. I'm (3) sales manager. What about you?

A: I work (4) Balfour Co.

B: So you're (5) the construction business?

A: That's right. I'm (6) engineer.

III. Reading

Now summer vacation is approaching. Lee wants to get a part-time job in a joint venture. Sam is introducing her to Michael Brown, the manager of the company.

Sam: Hello, Mr. Brown. How are you?

Brown: Fine, Sam. And how are you?

Sam: I'm fine, thanks. Mr. Brown may I introduce my friend Lee to you? She is an outstanding student in our school and she speaks good English.

Lee: How do you do, Mr. Brown?

Brown: Pleased to meet you, Lee. I've heard quite a lot about you from Sam. Do you want to work for a month in my company?

Lee: I'd love to. I'd like to get a bit of real life experience. Could you offer me the chance?

Complete the following statements according to the dialogue.

1. The summer _____ is coming soon.
2. Lee wants to get a part-time job in _____.
3. Brown is _____ of the company.
4. _____ introduces Lee to Mr. Brown.
5. Lee speaks English very _____ according to Sam.
6. Sam tells Mr. Brown quite _____ about Lee.
7. Mr. Brown asks Lee if she intends to work in his company for _____.
8. Lee hopes Mr. Brown will give her _____.

Lesson 2

Business Recommendation

Warm-up

I. Getting familiar with those phrases.

1. How are you?
2. Welcome to...
3. Let me show you around.
4. I'd like to...
5. I'm in charge of...
6. Nice to meet you!
7. Let me introduce sth. to sb.

II. Can you match up the columns?

1. headquarter()

2. warehouse()

3. delivery()

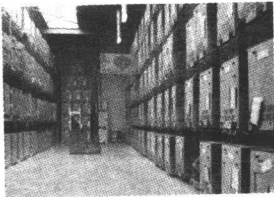
4. transportation()

5. customer service()

6. cargo()



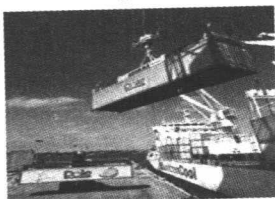
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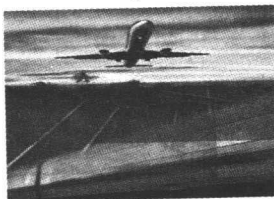
b



c



d



e



f

Dialogues

Dialogue one

Tom is making an appointment with Peter on the phone.

(Tom is from XYZ Company. Peter is from ABC Logistics Company.)

Tom: Hi! This is Tom calling ABC Logistics Company.

Peter: Good morning, its ABC Company. How can I help you?

Tom: I'd like to speak to Peter, please.

Peter: This is Peter. May I ask who's calling?

Tom: Great! This is Tom from XYZ Company. I have been looking forward to meeting you.
Do you have any appointments today?

Peter: Nice to meet you! I have no appointment today.

Tom: Good. I'd like to meet you as soon as possible and give you some introduction about our company.

Peter: Ok, I will be waiting for you in the office.

Tom: Thank you. Is 2 o'clock suitable for you?

Peter: That's fine.

Tom: So see you this afternoon.

Dialogue two

Tom introduces XYZ Company to Peter.

(Tom goes to ABC Company to meet Peter.)

Tom: I appreciate that you give me this opportunity to introduce my company.

Peter: Ok, let's start!

Tom: Our logistics company has different means of transportation. And we are especially good at highway and airway. So our price is very competitive.

Peter: I'm very impressed. However, I would like to know if your company has any uniqueness in warehouse.

Tom: Our company will be able to provide clients with a variety of goods inventory, such as raw material, finished products, semi-finished products, spare parts etc. We have special concessions on predominant goods and extended contract.

Peter: I'm interested in that. Perhaps we will have the possibility of cooperation in the future.

Tom: Really? That's good news for us. We are looking forward to it.

Notes

1. This is Tom calling ABC Logistics Company.

我是汤姆,我找 ABC 物流公司。

2. May I ask who's calling?

请问您是哪位?

3. Do you have any appointments today?

你今天还有什么安排吗?

4. I appreciate that you give me this opportunity to introduce my company.

感谢你能给我这个机会介绍我们的公司。

5. Our company will be able to provide clients with a variety of goods inventory.

我们公司可以为客户提供各种货物的库存。

6. We have special concessions on predominant goods and extended contract.

对于大宗货物和租期较长的合同,我们都有特别的优惠。

Words broad

discount	[ˈdiskaunt] <i>n.</i> 折扣
square meter	平方米
steep	[sti:p] <i>n.</i> (价格)贵的
expiration	[eksˈpaɪəˈreɪʃən] <i>n.</i> 期限
competitive	[kəmˈpetitiv] <i>adj.</i> 竞争的
logistics company	物流公司
appointment	[əˈpɔɪntmənt] <i>n.</i> 约会
appreciate	[əˈpri:ʃieɪt] <i>v.</i> 感谢,感激
opportunity	[ɒpəˈtju:niti] <i>n.</i> 机会
means	[mi:nz] <i>n.</i> 方法,手段
uniqueness	[ju:ˈni:knis] <i>n.</i> 独特之处
provide	[prəˈvaɪd] <i>v.</i> 提供
finished products	成品
semi-finished products	半成品
concession	[kənˈseʃən] <i>n.</i> 优惠
predominant goods	大宗货物

Useful expressions

1. This is Tom calling...
2. May I ask who's calling?
3. I have been looking forward to...
4. I appreciate that...
5. I would like to know if...

6. Perhaps we will have the possibility...

Additional items

transportation	运输
inventory	库存
loading and unloading	装卸
package/packaging	包装
distribution center	配送中心
customs declaration	报关
commodity inspection	进出口商品检验, 商检
warehouse management	仓库管理
after-sales service	售后服务

Exercises

I. Speaking

1) Speedy reciting

1. I'd like to take these catalogs with me.
2. Is there much of a difference in price?
3. The economy model is about 30% less.
4. Do you offer any discounts?
5. If you ordered a larger quantity we could drop the price a little.
6. How much of a discount would that give us?
7. Do you have any cash discounts?
8. This discount might not be competitive enough for us.

2) Role play

Making short dialogues by using the useful expressions of this unit.

- A: Your prices seem a little _____.
B: We could make them _____ for you.
A: How?
B: If you order in large lots, we'll _____ the price.

II. Writing

1) Choose the following words to fill in the blanks.

A. in	B. after	C. back	D. as soon as	E. calling
F. hold the line	G. moment	H. reach	I. ring up	J. see

1. Could you ask him to call me back _____ possible?
2. Hello, who's that _____ ?
3. Just a _____, please.
4. I'll _____ if she's here.
5. I'll get the information you want. _____, please.
6. You asked me to _____ when I was in town again.
7. Sorry, he's not _____ at the moment.
8. You can _____ him any evening _____ six o'clock.
9. Well, I can ring _____ later if it's convenient.

2) Translating

1. 八折
2. 期待做某事
3. 约会
4. 擅长于
5. 诸如

III. Reading

Li Hua is a clerk of ABC Logistics Company. He joined the company in 2003. He is now in charge of business with clients in Europe. Every day, he deals with a lot of letters, fax, E-mail, etc. Some are about inquiries and offers; others relate to payment, packing shipment and so on. Here is a letter from XYZ Co. They are inquiring for 5 000 pairs of "Huili" badminton shoes in three sizes for July shipment. Today is already May 6th, so he is going to make them an offer by E-mail.

This afternoon Li Hua is going to have a business talk with a foreign friend. He must make the necessary preparations.

Li Hua is busy with his work every day.

Decide whether the following statements are T (True), or F (False) or D (Doesn't say).

- () 1. Li Hua has been a clerk of ABC Logistics Company since 2003.
- () 2. The clients from XYZ Co. are interested in "Huili" badminton shoes.
- () 3. ABC Logistics Company will supply the goods to XYZ Co. in May.
- () 4. ABC Logistics Company has made a contract with XYZ Co. for the badminton shoes.
- () 5. Li Hua is going to have dinner with the foreign friend this evening.