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«ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ»
в г. Артеме
(ФИЛИАЛ ФГБОУ ВО «ВВГУ» В Г. АРТЕМЕ)**

УТВЕРЖДАЮ

Зам. директора филиала
ФГБОУ ВО «ВВГУ» в г. Артеме



В.В. Неслюзов

**РАБОЧАЯ ПРОГРАММА
УЧЕБНОЙ ДИСЦИПЛИНЫ**

ОГСЭ.03 Иностранный язык

программы подготовки специалистов среднего звена

40.02.02 Правоохранительная деятельность

Форма обучения: *очная*

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Рабочая программа учебной дисциплины ОГСЭ.03 «Иностранный язык» разработана на основе Федерального государственного образовательного стандарта для специальности среднего профессионального образования 40.02.02 «Правоохранительная деятельность»

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1. ОБЩИЕ СВЕДЕНИЯ ОГСЭ. 03 «ИНОСТРАННЫЙ ЯЗЫК»

1.1. Место учебной дисциплины в структуре ППССЗ

Учебная дисциплина «Иностранный язык» относится к общему гуманитарному и социально-экономическому циклу основной профессиональной образовательной программы.

1.2. Требования к результатам освоения учебной дисциплины

Базовая часть:

В результате освоения дисциплины обучающийся должен уметь: общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы; переводить (со словарем) иностранные тексты профессиональной направленности; самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас.

В результате освоения дисциплины студент должен знать: лексический (1200 - 1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности.

Вариативная часть: не предусмотрено.

Содержание дисциплины должно быть ориентировано на подготовку студентов к освоению профессиональных модулей ППССЗ по специальности 40.02.02 Правоохранительная деятельность и овладению профессиональными компетенциями (ПК):

ПК 1.1. Выполнять операции по осуществлению перевозочного процесса с применением современных информационных технологий управления перевозками.

ПК 1.3. Оформлять документы, регламентирующие организацию перевозочного процесса.

ПК 3.1. Организовывать работу персонала по обработке перевозочных документов и осуществлению расчетов за услуги, предоставляемые транспортными организациями.

ПК 3.3. Применять в профессиональной деятельности основные положения, регулирующие взаимоотношения пользователей транспорта и перевозчика

В процессе освоения дисциплины у студентов должны формировать общие компетенции (ОК):

ОК 1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.

ОК 2. Организовывать собственную деятельность, выбирать типовые методы и способы выполнения профессиональных задач, оценивать их эффективность и качество.

ОК 3. Принимать решения в стандартных и нестандартных ситуациях и нести за них ответственность.

ОК 4. Осуществлять поиск и использование информации, необходимой для эффективного выполнения профессиональных задач, профессионального и личностного развития.

ОК 5. Использовать информационно-коммуникационные технологии в профессиональной деятельности.

ОК 6. Работать в коллективе и команде, эффективно общаться с коллегами, руководством, потребителями.

ОК 7. Брать на себя ответственность за работу членов команды (подчиненных), результат выполнения заданий.

ОК 8. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием. Осознанно планировать повышение квалификации.

ОК 9. Ориентироваться в условиях частой смены технологий в профессиональной деятельности.

1.3. Объем учебной дисциплины и виды учебной работы

Вид учебной работы	Объем часов
Максимальная учебная нагрузка (всего)	176
Обязательная аудиторная учебная нагрузка (всего)	117
в том числе:	
консультации	
практические занятия	117
контрольные работы	-
Самостоятельная работа обучающегося (всего)	59
в том числе:	
курсовая работа (проект)	-
Итоговая аттестация в форме дифференцированного зачета	

2. СТРУКТУРА И СОДЕРЖАНИЕ УЧЕБНОЙ ДИСЦИПЛИНЫ

2.1. Тематический план и содержание учебной дисциплины «Иностранный язык»

Наименование разделов и тем	Содержание учебного материала и самостоятельная работа обучающихся	Объём часов	Уровень усвоения
1	2	3	4
Тема 1 «Logistics»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Logistics» (Occupational manual) 3. Грамматические темы: Countable / uncountable nouns The form of the possessive case ‘a lot of, much, many, any’ Pronouns: personal, possessive, reflexive, reciprocal, demonstrative 4. Describing job duties 5. “Hi, Rachel. How are you? ... (Listening)	4	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Talking about jobs. Becoming a logistician. Work experience. Education. Job duties (Speaking) 3. Filling out the e-mail (Writing) 4. Выполнение грамматических упражнений.		2
	Контрольная работа №1 по теме «Logistics»		
Тема 2 «Logistics Jobs 1»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Employment Opportunity: Logistics Manager» (Job advertisement) 3. Синонимичные и антонимичные значения слов и словосочетаний. 4. Грамматические темы: Sentence word order	4	1

	<p>Interrogatives: <i>wh-?</i> words and <i>how?</i> Word order in questions. 5. Talking about experience (Listening)</p>		
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Applying for a job. Job interviews. Logistics job experience. Responsibilities of a logistics manager (Speaking) 4. Filling out the interview notes. Writing a resume. 5. Выполнение грамматических упражнений. 		2
Тема 3 «Logistics Jobs 2»	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Supply Chain & Logistics Management» (Employee Profile) 3. Грамматические темы: Tenses in Active Voice: Present Simple & Continuous. Action and non-action verbs Глаголы <i>should</i> и <i>would</i> в модальном значении 4. Talking about obligation. 5. Arranging a meeting time (Listening) 	4	1
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Устное высказывание на тему «Logistics Jobs» (Speaking) 4. Making appointments. Filling out meeting schedules (Writing) 5. Выполнение грамматических упражнений. 		2
	<p>Контрольная работа №2 по темам «Logistics Jobs (1 и 2)»</p>		
	<p>Самостоятельная работа:</p> <p>Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по темам: Word order in questions. Tenses in Active Voice: Present Simple & Continuous. Подготовка к устному высказыванию по теме «Logistics Jobs»</p>	1	3, 2

	Назначение встречи. Планирование совещаний на неделю.		
Тема 4 «Employment Opportunities»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Careers in Logistics» (Webpage article) 3. Грамматические темы: Tenses in Active Voice: Past Simple & Continuous. 4. Discussing options (Listening)	4	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Choosing which job to take. Беседа на тему «Employment Opportunities» (Speaking) 4. Discussing different job positions. Filling out a list of pros & cons for the two positions (Writing) 5. Выполнение грамматических упражнений.		2
	Контрольная работа №3 по теме «Employment Opportunities».		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме: Tenses in Active Voice: Past Simple & Continuous. Подготовка к беседе по теме «Employment Opportunities»	1	3, 2
Тема 5 «Basic Math»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Basic Math» (Chart) 3. Грамматическая тема: The numerals (cardinal numbers, ordinal numbers, and fractional) Dates, weights, length, liquids 4. Talking about measurements (Listening)	4	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Выполнение грамматических упражнений.		2
Тема 6	Содержание учебного материала:	2	1

<p>«Measurements»</p>	<ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Measurements» (Manual excerpt) 3. Грамматическая тема: Словообразование (word-building): способы образования слов: суффиксация и префиксация, конверсия, словосложение 4. Giving a reminder (Listening) 		
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Measuring and transporting cargo. Converting measurements (Speaking) 4. Shipment. Filling out the release form (Writing) 5. Выполнение грамматических упражнений. 		2
	<p>Контрольная работа №4 по темам «Basic Math » и «Measurements».</p>		
<p>Тема 7 «Safety Issues»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Manufacturing Employee Manual» (Manual excerpt) 3. Лексическая тема: Препозитивные определения. Атрибутивные существительные в английском языке. 4. Грамматическая тема: Future forms: going to, present continuous (future arrangements); will/won't (predictions); will/won't (promises, offers, decisions) 5. Expressing disbelief (Listening) 	4	1
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений 2. Ответы на вопросы по тексту 3. Safety Issues. Role-play (Speaking) 4. Filling out an accident report (Writing) 5. Выполнение грамматических упражнений 		3, 2
	<p>Контрольная работа №5 по теме «Safety Issues».</p>		
	<p>Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические</p>	1	3

	<p>упражнения по теме. Подготовка к ролевой игре по теме «Safety Issues». Подбор материала по аспектам: Вопросы безопасности складского объекта. Внутренняя безопасность складов. Аварии, несчастные случаи, травмы, потеря трудоспособности. Источники травмирования. Средства безопасности. Правила охраны труда. Соблюдение правил техники безопасности. Меры по предупреждению травмирования людей или повреждения оборудования. Отгрузка. Заполнение формы разрешения на отгрузку.</p>		
<p>Тема 8 «Customer Service»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «FZ Floral Suppliers» (Company webpage) 3. Грамматическая тема: Present Perfect (experience) + <i>ever, never</i>; Present Perfect or Past Simple? Present Perfect Simple + <i>yet, just, already</i> 4. Making an apology. Making a complaint (Listening) 	<p>4</p>	<p>1</p>
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. Беседа на тему «Customer Service» (Speaking) 4. Letters of complaint. Filling out the customer service complaint log (Writing) 5. Выполнение грамматических упражнений 		<p>3, 2</p>
	<p>Контрольная работа №6 по теме «Customer Service».</p>		
	<p>Промежуточный тест №1 по темам 1-8.</p>		
	<p>Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Customer Service». Написание письма-жалобы. Заполнение журнала жалоб службы поддержки.</p>	<p>1</p>	<p>3</p>
<p>Тема 9 «Supply Chain»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Supply Chains». 3. Лексическая тема: opposite adjectives 	<p>4</p>	<p>1</p>

	<p>4. Грамматическая тема: Comparatives, as ... as / less ... than ... Superlatives (+ ever + present perfect)</p> <p>5. Requesting more information (Listening)</p>		
	<p>Практические работы:</p> <p>1. Выполнение лексических упражнений.</p> <p>2. Выполнение упражнений по содержанию текста.</p> <p>3. Making decisions. Elements in a supply chain (Speaking)</p> <p>4. Filling out a memo about supply chain management (Writing)</p> <p>5. Выполнение грамматических упражнений.</p>		2
	Контрольная работа №7 по теме «Supply Chain»		
	<p>Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме Степени сравнения прилагательных. Подготовка к обсуждению по теме «Supply Chain» Система снабжения. Составление служебной записки о поставках.</p>	1	
Тема 10 «Supplier Planning»	<p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения «Supplier Planning» (Email)</p> <p>3. Грамматическая тема: Present Perfect + <i>for</i> and <i>since</i> Present Perfect or Past Simple? <i>Usually</i> and <i>used to</i></p> <p>4. Telephone conversations between a supplier & a logistics manager. Clarifying information (Listening)</p>	4	1
	<p>Практические работы:</p> <p>1. Выполнение лексических упражнений</p> <p>2. Ответы на вопросы по тексту</p> <p>3. Discussing logistics problems. Reviewing upcoming changes (Speaking)</p> <p>4. Filling out the order form (Writing)</p> <p>5. Выполнение грамматических упражнений</p>		2
	Контрольная работа №8 по теме «Supplier Planning».		

Тема 11 «Types of Inventory»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Wolff Manufacturing » (Employee Manual). 3. Грамматическая тема: Модальные глаголы и их эквиваленты. Глаголы <i>should</i> и <i>would</i> в модальном значении 4. “Hi, Sam. Have you been working on the warehouse ...?” Confirming details (Listening)	4	1
	Практические работы: 1. Выполнение лексических упражнений 2. Ответы на вопросы по тексту		3, 2
	3. The warehouse inventory. Inventory lists (Speaking) 4. Filling out a questionnaire about warehouse inventory (Writing) 5. Выполнение грамматических упражнений		
	Контрольная работа №9 по теме «Types of Inventory».		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме Степени сравнения прилагательных. Подготовка к обсуждению по теме «Supply Chain» Система снабжения. Составление служебной записки о поставках.	1	3
Тема 12 «Inventory Costs»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения: «Minute Electronics Corporation» (Memo). 3. Грамматическая тема: Модальные глаголы и их эквиваленты. Глаголы <i>need</i> , <i>have to/don't have to</i> , <i>ought to</i> , <i>can/be able to</i> 4. Discussing options (Listening)	4	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. Discussing ways to reduce carrying costs. Suggestions to reduce expenses (Speaking) 4. Reducing carrying cost. Filling out a memo (Writing) 5. Выполнение грамматических упражнений.		2
	Контрольная работа №10 по теме «Inventory Costs».		

Тема 13 «Third-Party Logistics»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения: «3PL Providers» (Article) 3. Грамматическая тема: Review of tenses: present, past, and future 4. Expressing confidence 5. “I’m trying to decide on whether or not I ought to ...” (Listening)	4	1
	Практические работы:		3, 2
	1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. 3PL services. Types of 3PL providers (Speaking) 4. Making requests. Filling out the request form (Writing) 5. Выполнение грамматических упражнений.		
	Контрольная работа №11 по теме «Third-Party Logistics».		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Third-Party Logistics». Оформление заявки.	1	3
Тема 14 «Inbound Logistics»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Bright Manufacturing» (Employee Manual). 3. Грамматическая тема: Active Voice: Active Voice vs. Passive Voice. Passive Voice в Present Simple, Past Simple и Future Simple Tenses. Предлоги <i>by</i> , <i>with</i> , <i>of</i> в Passive Voice. 4. Describing a process 5. “Do you have any questions about ...” (Listening)	4	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. Inbound Logistics processes. Materials receiving. Materials distribution. Storage facilities. Warehouse staff (Speaking) 4. Filling out a distribution checklist (Writing) 5. Выполнение грамматических упражнений.		2

Тема 15 «Outbound Logistics»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Outbound Logistics» (Manual excerpt) 3. Тексты для дополнительного чтения по теме «Outbound Logistics» 4. Giving a reason 5. A conversation between a logistician & a warehouse supervisor (Listening)	4	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текстов. 3. Functions of outbound logistics. Outbound logistics activities (Speaking) 4. Filling out the order processing form (Writing) 5. Выполнение грамматических упражнений		3, 2
Контрольная работа №12 по темам «Inbound Logistics» и «Outbound Logistics».			
Промежуточный тест №2 по темам 9-15.			
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по темам «Inbound Logistics» и «Outbound Logistics» Составление контрольного списка распределения. Оформление заказа. Подготовка к промежуточному тесту.	1	3
Тема 16 «Procurement Logistics»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Logistics Procurement Analyst» (job advertisement). 3. Stating requirements (for the position). 4. A conversation between an interviewer & a job candidate (Listening) 5. Грамматическая тема: The Infinitive. Forms and Functions. The <i>to</i> -infinitive	2	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Discussing responsibilities of a logistics procurement analyst. Qualifications and experience. Required skills, knowledge and abilities (Speaking) 4. Filling out a questionnaire about working in logistics (Writing) 5. Выполнение грамматических упражнений.		2

<p>Тема 17 «Production Logistics»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «The Importance of Production Logistics» (Article). 	<p>2</p>	<p>1</p>
	<ol style="list-style-type: none"> 3. Describing benefits. 4. A conversation between a logistician & a production manager (Listening) 5. Грамматическая тема: The Bare Infinitive. The Infinitive with or without 'to' 		
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Filling out the memo regarding track & trace (Writing) 4. Выполнение грамматических упражнений. 		<p>2</p>
	<p>Контрольная работа №13 по темам «Procurement Logistics» & «Production Logistics»</p>		
	<p>Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Production Logistics» Отслеживание и контроль. Составление служебной записки.</p>	<p>1</p>	<p>3</p>
<p>Тема 18 «Distribution Logistics»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Distribution Logistics» (Manual excerpt). 3. Introducing a problem 4. A conversation between a logistician & a warehouse manager (Listening) 5. Грамматическая тема: Objective with the Infinitive (Complex Object) 	<p>2</p>	<p>1</p>
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Discussing problems of Distribution Logistics (Speaking) 4. Filling out the notice about new physical handling procedures (Writing) 5. Выполнение грамматических упражнений. 		<p>3, 2</p>
<p>Тема 19 «Disposal Logistics»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Disposal Logistics» (Company policy). 3. Stating possibilities. 4. Discussing problems of production waste (Listening) 	<p>2</p>	<p>1</p>

	5. Грамматическая тема: The For-to-Infinitive Construction.		
	Практические работы: <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Reducing logistics costs. Efforts to minimize waste production (Speaking). 4. Filling out an email about reducing production waste (Writing) 5. Выполнение грамматических упражнений. 		2
Тема 20 «Food Logistics»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Managing the Food Chain» (Journal article). 3. Explaining what is needed 4. “I need someone who can help me” (Listening) 5. Грамматическая тема: Nominative with the Infinitive (Complex Subject) 	2	1
	Практические работы: <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. The cold chain process. Extending the shelf life of perishable items (Speaking). 4. Transporting products. Filling out the contract. Terms of the contract (Writing) 5. Выполнение грамматических упражнений. 		3, 2
	Контрольная работа №14 по темам «Distribution Logistics», «Disposal Logistics», & «Food Logistics»		
	Самостоятельная работа: Отработка лексики и грамматики тем 18, 19, 20. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению по теме «Distribution Logistics». Задачи распределительной логистики: Планирование процесса реализации. Получение и обработки заказа. Выбор вида упаковки продукции, её комплектация. Операции, предшествующие отгрузке. Организация отгрузки продукции. Контроль над транспортировкой к месту потребления. Доставка продукции потребителю. Организация послереализационного обслуживания. Информационное сопровождение.	2	3

	<p>Подготовка к обсуждению по теме «Food Logistics».</p> <p>Логистика и транспортировка пищевых продуктов. Особенности перевозки различных продуктов питания. Обеспечение требуемых условий хранения скоропортящихся продуктов. Холодильные установки. Температурный режим. Транспортировка в режиме среднего холода. Обеспечивание температурного режима среднего холода по всей цепочке. Срок хранения продукции. Составление и написание договора о поставке пищевых продуктов. Обсуждение условий поставки.</p>		
<p>Тема 21 «Reverse Logistics»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «What is Reverse Logistics?» (Article). 3. Giving a compliment. 4. “I don’t understand why ... “. Refurbishing products to be resold (Listening) 5. Грамматическая тема: The Infinitive and the Infinitive Constructions (Revision) 	<p>2</p>	<p>1</p>
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Unwanted goods. Discussing the problems of the returned items (Speaking) 4. Filling out a logistician’s report. Ways for a company to improve reverse logistics (Writing) 5. Выполнение грамматических упражнений. 		<p>2</p>
<p>Тема 22 «Emergency Logistics»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Emergency Logistics» (Webpage). 3. Expressing urgency 4. Telephone conversation: the urgent situation; rapid response (Listening) 5. Грамматическая тема: Модальные глаголы и их эквиваленты (Revision): Глаголы <i>should</i> и <i>would</i> в модальном значении. Глаголы <i>need</i>, <i>have to/don’t have to</i>, <i>ought to</i>, <i>can/be able to</i> 	<p>2</p>	<p>1</p>
	<p>Практические работы:</p>		<p>3, 2</p>

	<ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Logistics emergency situations. Immediate actions. Case studies (Speaking) 4. Filling out an order form for a rapid response (Request Form) (Writing) 5. Выполнение грамматических упражнений. 		
	Контрольная работа №15 по темам «Reverse Logistics» & «Emergency Logistics»		
	Промежуточный тест №3 по темам 16-22.		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Emergency Logistics». Заполнение бланка заказа. Подготовка к написанию промежуточного теста 3 по темам 16-22.	1	3
Тема 23 «Ordering and Scheduling»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Ordering and Scheduling» (E-mail) 3. Describing Benefits 4. Business correspondence: Order letter. 5. A conversation between a logistician and a supervisor (Listening) 6. Грамматическая тема: Gerund. Its Forms and Functions 	2	1
	Практические работы: <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Some common third-party logistics services. Discussing benefits (Speaking) 4. Filling out the email response from the 3PL company to the logistician (Writing) 5. Выполнение грамматических упражнений. 		3, 2
Тема 24 «Planning Information»	Содержание учебного материала: <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Checklist for Planning Orders» (Checklist). 3. Discussing risk 4. “We need to decide ...” A conversation between two logisticians. (Listening) 	2	1

	5. Грамматическая тема: Verb + Gerund Verb + Infinitive		
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Things to consider when planning orders (Speaking) 4. Filling out the telephone message (Writing) 5. Выполнение грамматических упражнений.		3, 2
	Контрольная работа №16 по темам «Ordering and Scheduling» & «Planning Information»		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Planning Information». Планирование заказов. Телефонное сообщение о поставках.	1	3
Тема 25 «Material Handling Systems»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Material Handling» (Textbook excerpt). 3. Checking for understanding 4. “First, how do companies decide ... “ (Listening) 5. Грамматическая тема: Gerundial Constructions	2	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Material Handling Systems. A conversation between a professor and a Student. Role-play. (Speaking) 4. Filling out notes about a lecture (Writing) 5. Выполнение грамматических упражнений		3, 2
Тема 26 «Material Handling Equipment»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Material Handling Equipment» (Manual excerpt). 3. Disagreeing with an opinion. 4. “I am going to show them ...” (Listening)	2	1

	5. Грамматическая тема: The Verbal Noun		
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Talking about material handling equipment (Speaking) 4. Filling out a memo about an equipment training program (Writing) 5. Выполнение грамматических упражнений.		3, 2
	Контрольная работа №17 по темам «Material Handling Systems» & «Material Handling Equipment»		
	Самостоятельная работа: Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Material Handling Equipment». Написание письма-напоминания о лекции по теме “Программа обучения обслуживанию новой техники”	1	3
Тема 27 «Material Transport Units»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Material Transport Units» (Email) 3. Suggesting changes 4. Efficient ways to move materials. A conversation between a logistician and an industrial engineer (Listening) 5. Грамматическая тема: Gerund vs. The Verbal Noun	2	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Discussing types of equipment used to transport materials. Improving material transport times (Speaking) 4. Filling out the checklist: is the container filled to capacity? (Writing) 5. Выполнение грамматических упражнений.		3, 2
Тема 28 «Storage Areas»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Storage Areas» (Letter)	2	1

	<ul style="list-style-type: none"> 3. Stressing a point 4. “What storage area option have you decided on?” (Listening) 5. Грамматическая тема: Participle I. Forms and Functions. 		
	<p>Практические работы:</p> <ul style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Storage area options. Storage areas to use. A conversation between a logistician & a warehouse manager. Role-play (Speaking) 4. Filling out the memo from a warehouse manager to warehouse employees (Writing) 5. Выполнение грамматических упражнений. 		2
Тема 29 «Storage Equipment»	<p>Содержание учебного материала:</p> <ul style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Storage Equipment» (Webpage) 3. Making an apology 4. Business correspondence: Order letter (письмо-заказ) 5. Selling & buying new & used storage equipment. A conversation between a logistician and an operator (Listening) 6. Грамматическая тема: <i>-ing</i> forms (Participle I or Gerund?) 	2	1
	<p>Практические работы:</p> <ul style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. Ordering storage equipment. Role-play (Speaking) 4. Filling out the email from a logistician to a storage equipment supply store (Writing) 5. Выполнение грамматических упражнений. 		3, 2
	Контрольная работа №18 по темам «Material Transport Units», «Storage Areas», & «Storage Equipment»		
	Промежуточный тест №4 по темам 23-29		
	<p>Самостоятельная работа:</p> <p>Отработка лексики и грамматики темы. Тренировочные лексико-грамматические упражнения по теме. Подготовка к обсуждению по теме «Storage Equipment».</p>	1	3

	<p>Подготовка к ролевой игре по теме “Заказ складского оборудования” Написание письма-заказа (order letter) Подготовка к написанию промежуточного теста №4 по темам 23-29</p>		
<p>Тема 30 «Information Systems»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Information Systems» (Manual excerpt) 3. Asking for repetition 4. “Let me tell you a bit about our information systems ... “ (Listening) 5. Грамматическая тема: Participle II. Functions. 	<p>2</p>	<p>1</p>
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. Company’s information systems. Filling out a report (Writing) 4. Выполнение грамматических упражнений. 		<p>2</p>
<p>Тема 31 «Warehouse Management Systems»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Explaining Warehouse Management Systems (Journal article) 3. Discussing features. 4. “Our analysis shows that we are going to see improvements ...” (Listening) 5. Грамматическая тема: Participial Constructions: Absolute Participial Construction. 	<p>2</p>	<p>1</p>
	<p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение лексических упражнений 2. Выполнение упражнений по содержанию текста. 3. Improving warehouse operations with WMS (Speaking) 		<p>2</p>
<p>Тема 32 «Distribution Centers»</p>	<p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Distribution Centers» (Email) 3. Making predictions. Giving instructions. 4. “Hi, Raul. I wanted to talk about the email you sent” (Listening) 5. Грамматическая тема: Participial Constructions: 	<p>2</p>	<p>1</p>

	Complex Object with Infinitive and Participle I		
	Практические работы: 1. Выполнение лексических упражнений 2. Выполнение упражнений по содержанию текста 3. An employment advertisement for the distribution center (Writing) 4. Письменный перевод текста «The Loading Dock» (Poster)		3, 2
	Контрольная работа №19 по темам «Information Systems», «Warehouse Management Systems», & «Distribution Centers»		
	Самостоятельная работа: Отработка лексики и грамматики тем 30, 31, 32. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению по теме «Distribution Centers» (Распределительные центры /оптовые базы): Система логистики распределительного центра. Приёмка товара от поставщика. Приспособления для разгрузки. Проверке качества поступившего товара. Процесс хранения на складе; Комплектации товара. Отгрузка и транспортировка. Прием товара в магазинах. Возврат товара в случае его несоответствия. Пополнение израсходованных запасов складов.	1	3
Тема 33 «Customs»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Customs» (Webpage) 3. Giving a compliment 4. A conversation between a customs broker & a customer (Listening) 5. Грамматическая тема: Participial Constructions: Complex Object with Participle II. Оборот “ have something done”	2	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Выполнение упражнений по содержанию текста. 3. Filling out the customer’s shipment information (Writing) 4. Выполнение грамматических упражнений.		2
Тема 34 «Cargo Insurance»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Cargo Insurance» (Brochure).	2	1

	<p>3. Ending a conversation. 4. Getting insurance for the shipment (Listening)</p>		
	<p>Практические работы: 1. Выполнение лексических упражнений 2. Выполнение упражнений по содержанию текста. 3. Insuring your cargo (Speaking) 4. Composing an email to a coworker about cargo insurance (Writing)</p>		3, 2
	<p>Контрольная работа № 20 по темам «Customs» & «Cargo Insurance»</p>		
	<p>Самостоятельная работа: Отработка лексики и грамматики тем. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению по темам «Customs» (Таможенное оформление) и «Cargo Insurance» (Страхование грузов) Написание электронного письма о страховании груза.</p>	1	3
<p>Тема 35 «Shipping Documents»</p>	<p>Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Shipping Documents» (Manual excerpt). 3. Expressing relief. 4. “Did you make sure all of the documents were ...?” (Listening) 5. Грамматическая тема: The Participle and the Participial Constructions (Revision)</p>	2	1
	<p>Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Types of documents accompanying a shipment (Speaking) 4. Creating a description of the shipment (Writing) 5. Выполнение грамматических упражнений</p>		3, 2
<p>Тема 36 «Transportation Load Planning»</p>	<p>Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Transportation Load Planning» (Advertisement). 3. Describing plans/schedules 4. “Thanks to the new load planning software ...” (Listening)</p>	2	1

	5. Грамматическая тема: Неличные формы глагола (Verbals): Infinitive, Gerund, Participle		
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту. 3. Creating continuous moves with the software (Speaking) 4. Выполнение грамматических упражнений.		3, 2
	Контрольная работа № 21 по темам «Shipping Documents» & «Transportation Load Planning»		
	Самостоятельная работа: Отработка лексики и грамматики тем. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению по темам «Shipping Documents» (товаросопроводительные документы) и «Transportation Load Planning» (планирование объема перевозок/ оптимальная загрузка транспорта).	1	3
Тема 37 «Air Freight Transportation. Rail Freight Transportation»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Тексты для чтения «Air Freight Transportation» (Brochure), “Rail Freight Transportation” (Textbook excerpt) 3. Giving an estimate. Asking for clarification. 4. “We need to figure out the best way to get the shipment ... ” (Listening)	4	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по текстам. 3. Talking about the shipment. The best way to get the shipment across the country. Air freight transportation. (Speaking)		3, 2
Тема 38 «Motor Freight Transportation. Ocean Freight Transportation»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Тексты для чтения «Motor Freight Transportation» (Pamphlet), «Ocean Freight Transportation » (Webpage) 3. Expressing confidence. Estimating time.	2	1

	4. "I need to have about 22,000 tons of ..." (Listening)		
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по текстам. 3. Cargo shipments. Logistical support for shipments. Modes of transporting goods (Speaking)		3, 2
	Контрольная работа №22 по темам «Air Freight Transportation. Rail Freight Transportation», «Motor Freight Transportation. Ocean Freight Transportation»		
	Самостоятельная работа: Отработка лексики и грамматики тем. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению по теме «Грузовые перевозки: авиаперевозки, перевозка грузов по железной дороге, автомобильные грузоперевозки, морские перевозки»	1	3
Тема 39 «Logistics Problems»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения 2. Текст для чтения «Logistics Problems» (Article). 3. Talking about future events.	4	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по тексту «Logistics Problems». 3. Disruptions in the supply chain. Dealing with the logistics problems (Speaking)		3, 2
	Самостоятельная работа: Отработка лексики по темам. Тренировочные лексико-грамматические упражнения по темам. Подготовка к обсуждению (подбор материала) по теме «Logistics Problems in Russia - проблемы и барьеры на пути развития логистики и SCM в России». Недостаток инвестиций в логистическую инфраструктуру РФ. Отсталая транспортная, складская и IT-инфраструктура. Недостаточный уровень квалификации персонала в области логистики и SCM. Недостаточный уровень нормативной базы в области логистики. Отсутствие унифицированной статотчетности по логистике. Дефицит дипломированных логистов.	1	3

Тема 40 «Security. Sustainability»	Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Тексты для чтения а) «Working With High-Risk Employees» (Article), б) «Sustainability. Modern Freight» (Advertisement). 3. Discussing risk. Describing progress. 4. “Let’s go over some ...” (Listening)	4	1
	Практические работы: 1. Выполнение лексических упражнений. 2. Ответы на вопросы по текстам. 3. «Working With High-Risk Employees» (Speaking): Internal and external threats. Dealing with thefts. Suffering losses. Improving safety in the workplace. Taking precautions. Security measures. 4. «Sustainability. Modern Freight» (Speaking): Harmful materials released into an environment. Reducing emissions and switching to renewable energy. Current methods of reducing emissions. Direct & indirect benefits of green supply chains. Promoting sustainability and a clean environment		2
	Контрольная работа №23 по темам «Logistics Problems» & «Security. Sustainability»		
	Промежуточный тест №5 по темам 30-40.		
	Самостоятельная работа	16	
	Консультации	8	
	Практические занятия	118	
ИТОГО		142	

Для характеристики уровня освоения учебного материала используются следующие обозначения:

- 1.- ознакомительный (узнавание ранее изученных объектов, свойств);
2. – репродуктивный (выполнение деятельности по образцу инструкции или под руководством);
- 3.- продуктивный (планирование и самостоятельное выполнение деятельности, решение проблемных задач).

3. УСЛОВИЯ РЕАЛИЗАЦИИ ПРОГРАММЫ ДИСЦИПЛИНЫ

3.1 Требования к минимальному материально-техническому обеспечению

Реализация учебной дисциплины требует наличия учебного кабинета «Иностранного языка (лингвфонный кабинет)».

Оборудование учебного кабинета и технические средства обучения: рабочее место студента, рабочее место преподавателя, аудио техника, мультимедийное оборудование, принтер, копировальная машина, шкаф для дидактического материала.

Оборудование мастерской и рабочих мест мастерской: не предусмотрено.

Оборудование лаборатории и рабочих мест лаборатории: не предусмотрено.

3.2 Информационное обеспечение обучения

Основные источники:

1. Купцова, А. К. Английский язык для менеджеров и логистов (B1-B2) : учебник и практикум для среднего профессионального образования / А. К. Купцова, Л. А. Козлова, Ю. П. Волынец ; под общей редакцией А. К. Купцовой. — 2-е изд., испр. и доп. — Москва : Издательство Юрайт, 2019. — 355 с. — (Профессиональное образование). — ISBN 978-5-534-09213-4. — Текст : электронный // ЭБС Юрайт [сайт]. — URL: <https://urait.ru/bcode/433549>.

2. Муртазина, Э.И. Logistics and Supply Chain Management (Логистика и управление цепями поставок) [Электронный ресурс] : учеб. пособие / Э.З. Фахрутдинова, Казан. нац. исслед. технол. ун-т, Э.И. Муртазина. — Казань : КНИТУ, 2017. — 168 с. — ISBN 978-5-7882-1434-4. — Режим доступа: <https://rucont.ru/efd/302976>

Дополнительные источники:

1. Английский язык: основные правила чтения [Электронный ресурс] / С.Н. Максимова, Л.В. Руд, Глазов. гос. пед. ин-т им. В.Г. Короленко. — Глазов : ГГПИ, 2016. — 43 с. — Режим доступа: <https://rucont.ru/efd/733887>

2. Красавина, В.В. Английский язык: времена и модальные глаголы [Электронный ресурс] : учеб. пособие / В.В. Красавина. — 4-е изд., стер. — М. : ФЛИНТА, 2019. — 140 с. — ISBN 978-5-9765-1981-7. — Режим доступа: <https://rucont.ru/efd/711693>

Электронные источники:

1. Free Management Library, from <http://managementhelp.org/>

2. Glossary of Transportation & Logistics Terms, from <http://iccllogistics.com/glossary-transportation-logistics-terms/>

1. Investopedia, from <http://www.investopedia.com/terms/c/customer-service.asp>

2. Logistics Glossary, from <http://www.logisticsglossary.com/>

3. LogLink / Терминологический словарь по логистике, from <http://www.loglink.ru/dictionary/>

4. Lowe David. The Dictionary of Transport and Logistics, from <http://www.twirpx.com/file/1082230/>

5. MULTITRAN – интернет словарь (<http://www.multitrans.ru>)

6. Online Business Dictionary, from <http://www.businessdictionary.com/>

7. Transportweekly, from <http://www.transportweekly.com/>

8. Wikipedia, <http://en.wikipedia.org>

9. Wisegeek: clear answers for common questions, from <http://www.wisegeek.com/>

10. WWW.Virtual Library: Logistics World, from <http://www.logisticsworld.com/>

11. Англо-русский словарь логиста, from http://www.maxilog.ru/services/voc_logist.php

12. Англо-русский словарь логиста, from <http://logirus.ru/services/logisticdictionary.php/>

13. Англо- русский толковфый словарь логистических терминов, from <http://studfiles.net/preview/4521608/>

4. КОНТРОЛЬ И ОЦЕНКА РЕЗУЛЬТАТОВ ОСВОЕНИЯ ДИСЦИПЛИНЫ

Контроль и оценка освоения дисциплины осуществляется преподавателем в процессе проведения практических занятий, тестировании, а также выполнения обучающимися индивидуальных заданий, проектов, исследований.

Результаты обучения (освоенные умения, усвоенные навыки)	Формы и методы контроля и оценки результатов обучения
<p>В результате освоения дисциплины обучающийся должен уметь: общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы; переводить (со словарем) иностранные тексты профессиональной направленности; самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас.</p> <p>В результате освоения студент должен знать: лексический (1200 - 1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности.</p>	<p>Тестирование, самостоятельная работа, устный опрос, работа по карточкам, беседа, монологическая речь, диалоги.</p> <p>Контрольная работа, самостоятельная работа, Перевод предложений с английского на русский язык, диалог, беседа.</p>

МИНОБРНАУКИ РОССИИ

**Филиал федерального государственного бюджетного образовательного
учреждения высшего образования
«ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ»
в г. Артеме
(ФИЛИАЛ ФГБОУ ВО «ВВГУ» В Г. АРТЕМЕ)**

КОНТРОЛЬНО-ОЦЕНОЧНЫЕ СРЕДСТВА
для проведения текущего контроля и промежуточной
аттестации по учебной дисциплине
ОГСЭ.03 Иностранный язык

программы подготовки специалистов среднего
звена

40.02.02 Правоохранительная деятельность

Форма обучения: *очная*

Артем 2023

Контрольно-оценочные средства для проведения текущего контроля и промежуточной аттестации по учебной дисциплине *ОГСЭ.03 Иностранный язык* в соответствии с требованиями ФГОС СПО по специальности 40.02.02 «**Правоохранительная деятельность**», утвержденного приказом Минобрнауки РФ от 12 мая 2014 г., № 509, примерной образовательной программой, рабочей программой учебной дисциплины.

Разработчик(и): *Сысоева С.Н., преподаватель*

Утверждена на заседании цикловой методической комиссии общеобразовательных дисциплин, протокол № 1 от 01.09.2023 г

Председатель ЦМК



подпись

Л.Е.Ткаченко

1 Общие сведения

Контрольно-оценочные средства (далее – КОС) предназначен для контроля и оценки образовательных достижений обучающихся, освоивших программу учебной дисциплины ОГСЭ. 03. Иностранный язык.

КОС разработаны на основании:

– основной образовательной программы СПО по специальности 40.02.02

Правоохранительная деятельность;

– рабочей программы учебной дисциплины Иностранный язык.

Формой промежуточной аттестации является дифференцированный зачет.

Код ОК, ПК	Код результата обучения	Наименование
ОК 01 – ОК 09	У1	Общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы
	У2	Переводить (со словарем) иностранные тексты профессиональной направленности
	У3	Самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас
	З1	Лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности
	У1	Понимать общий смысл четко произнесенных высказываний на известные темы (профессиональные и бытовые),
	У2	Понимать тексты на базовые профессиональные темы
	У3	Участвовать в диалогах на знакомые общие и профессиональные темы
	У4	Строить простые высказывания о себе и о своей профессиональной деятельности
	У5	Кратко обосновывать и объяснить свои действия (текущие и планируемые)
	У6	Писать простые связные сообщения на знакомые или интересующие профессиональные темы
	З1	Правила построения простых и сложных предложений на профессиональные темы
	З2	Особенности произношения
	З3	Основные общеупотребительные глаголы (бытовая и профессиональная лексика)
	З4	Лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности
З5	Правила чтения текстов профессиональной направленности	

2 Распределение типов контрольных заданий по элементам знаний и умений, контролируемых в процессе изучения

Код результата обучения	Содержание учебного материала (темы)	Вид оценочного средства	
		Текущий контроль	Промежуточная аттестация
У1 У4 У5 З3 З4	Тема 1. Logistics	Контрольная работа 1	
У1 У2 У6 З1 З2 З3 З4 З5	Тема 2,3. Logistics Jobs (1 & 2)	Контрольная работа 2	
У1 У2 У6 З1 З4 З5	Gerund (Grammar Test)	Контрольная работа 3	
У1 У4 У6 З1 З3 З4	Тема 4. Employment Opportunities	Контрольная работа 4	
У1 У2 У6 З1 З4 З5	Тема 5. Basic Math Тема 6. Measurements	Контрольная работа 5	
У1 У2 У6 З1 З4 З5	Тема 7. Safety Issues	Контрольная работа 6	
У1 У2 У3 У6 З1 З4 З5	Infinitive (Grammar Test)	Контрольная работа 7	
У1 У2 У3 У6 З1 З4 З5	Тема 8. Customer Service	Контрольная работа 8	
У1	Тест по темам 1-8:		Промежуточный

Код результата обучения	Содержание учебного материала (темы)	Вид оценочного средства	
		Текущий контроль	Промежуточная аттестация
Y2 Y3 Y6 31 34 35	Logistics Logistics Jobs (1 & 2) Employment Opportunities Basic Math Measurements Safety Issues Customer Service		тест 1
Y1 Y3 Y4 Y5 Y6 31 33 34 35	Тема 9. Supply Chain	Контрольная работа 9	
Y1 Y3 Y4 Y5 31 32 33 34	Тема 10. Supplier Planning	Контрольная работа 10	
Y1 Y2 Y6 31 34 35	Passive Voice (Grammar Test)	Контрольная работа 11	
Y1 Y3 Y4 Y5 31 33 34	Тема 11. Types of Inventory	Контрольная работа 12	
Y3 Y4 Y5 Y6 31 33 34 Y1	Тема 12. Inventory Costs	Контрольная работа 13	

Код результата обучения	Содержание учебного материала (темы)	Вид оценочного средства	
		Текущий контроль	Промежуточная аттестация
У1 У3 У4 У5 З1 З4	Participle (Grammar Test)	Контрольная работа 14	
У1 У3 У4 У5 З1 З2 З3 З4	Тема 13. Third-Party Logistics	Контрольная работа 15	
У1 У3 У4 У5 З1 З4	Тест по темам 9-15: Supply Chain Supplier Planning Types of Inventory Inventory Costs Third-Party Logistics Inbound & Outbound Logistics		Промежуточный тест 2

Код результата обучения	Содержание учебного материала (темы)	Вид оценочного средства	
		Текущий контроль	Промежуточная аттестация
У1 У2 У3 З1	Тема 1. Logistics	Контрольная работа	Тестирование 1
	Тема 2,3. Logistics Jobs (1 & 2)	Контрольная работа	Тестирование 1
	Тема 4. Employment Opportunities	Контрольная работа	Тестирование 1
	Тема 5. Basic Math Тема 6. Measurements	Контрольная работа	Тестирование 1
	Тема 7. Safety Issues	Контрольная работа	Тестирование 1
	Тема 8. Customer Service	Контрольная работа	Тестирование 1
	Тема 9. Supply Chain	Контрольная работа	Тестирование 2
	Тема 10. Supplier Planning	Контрольная работа	Тестирование 2
	Тема 11. Types of Inventory	Контрольная работа	Тестирование 2
	Тема 12. Inventory Costs	Контрольная работа	Тестирование 2
	Тема 13. Third-Party Logistics	Контрольная работа	Тестирование 2

3 Структура банка контрольных заданий для текущего контроля и промежуточной аттестации

Тип контрольного задания	Количество контрольных заданий (вариантов)	Общее время выполнения обучающимся контрольный заданий
Текущий контроль		
Контрольная работа №1, Logistics	1	90 минут
Контрольная работа №2, Тема 2,3. Logistics Jobs (1&2)	1	90 минут
Контрольная работа №3 Gerund Темы 1,2,3	1	90 минут
Контрольная работа №4, Тема 4. Employment Opportunities	1	90 минут
Контрольная работа №5, Тема5. Basic Math , Тема 6. Measurements	1	90 минут
Контрольная работа №6, Тема 7. Safety Issues	1	90 минут
Контрольная работа №7, Infinitive Темы 4,5,6,7	1	90 минут
Контрольная работа №8, Тема 8. Customer Service	1	90 минут
Контрольная работа №9, тема 9. Supply Chain	1	90 минут
Контрольная работа №10, Тема 10. Supplier Planning	1	90 минут
Контрольная работа №11, Passive Voice Темы 8,9,10	1	90 минут
Контрольная работа №12, Тема 11. Types of Inventory	1	90 минут
Контрольная работа №13, Тема 12. Inventory Costs	1	90 минут
Контрольная работа №14, Participle Темы 11,12	1	90 минут
Контрольная работа №15, Тема 13. Third-Party Logistics	1	90 минут
Промежуточная аттестация		
Тестовое задание №1,	1	60 мин
Тестовое задание №2,	1	60 мин

4 Описание процедуры оценивания

Текущий и промежуточный контроль включают в себя теоретические задания, позволяющие оценить уровень усвоения обучающимися знаний, практические задания, выявляющие степень сформированности умений и владений.

Объем и качество освоения обучающимися МДК, уровень сформированности дисциплинарных компетенций оцениваются по результатам текущих и промежуточной аттестаций количественной оценкой, выраженной в баллах, максимальная сумма баллов по дисциплине равна 100 баллам.

Сумма баллов, набранных студентом, переводится в оценку в соответствии с таблицей.

Сумма баллов	Оценка по промежуточной аттестации	Характеристика уровня освоения дисциплины
от 91 до 100	«зачтено» / «отлично»	Студент демонстрирует сформированность дисциплинарных компетенций на итоговом уровне, обнаруживает всестороннее,

		систематическое и глубокое знание учебного материала, усвоил основную литературу и знаком с дополнительной литературой, рекомендованной программой, умеет свободно выполнять практические задания, предусмотренные программой, свободно оперирует приобретенными знаниями, умениями, применяет их в ситуациях повышенной сложности.
от 76 до 90	«зачтено» / «хорошо»	Студент демонстрирует сформированность дисциплинарных компетенций на среднем уровне: основные знания, умения освоены, но допускаются незначительные ошибки, неточности, затруднения при аналитических операциях, переносе знаний и умений на новые, нестандартные ситуации.
от 61 до 75	«зачтено» / «удовлетворительно»	Студент демонстрирует сформированность дисциплинарных компетенций на базовом уровне: в ходе контрольных мероприятий допускаются значительные ошибки, проявляется отсутствие отдельных знаний, умений, навыков по некоторым дисциплинарным компетенциям, студент испытывает значительные затруднения при оперировании знаниями и умениями при их переносе на новые ситуации.
от 41 до 60	«не зачтено» / «неудовлетворительно»	Студент демонстрирует сформированность дисциплинарных компетенций на уровне ниже базового, проявляется недостаточность знаний, умений, навыков.
от 0 до 40	«не зачтено» / «неудовлетворительно»	Дисциплинарные компетенции не сформированы. Проявляется полное или практически полное отсутствие знаний, умений, навыков.

5 Структура контрольных заданий

4.1 Контрольная работа №1 Тема Logistics

1. Match the words or phrases (1-6) with the definitions (A-F)

1 - logistician 4 - manufacturing

2 – industry 5 - consumer

3 – supplier 6 - supply chain

A someone who purchases products or services for use

B an individual or organization that makes products available for use or sale

C a system of individuals, organizations, technology, and resources that move a product from a supplier to a consumer

D a professional specialist who analyzes and coordinates a company's supply chain, which involves managing how a product is acquired, distributed, allocated, and delivered

E a profit-making enterprise that employs large personnel to create products or services of commercial value

F - the process or business of making goods, in large amounts, in a factory

2. Use the words below to complete the sentences:

Logistician suppliers movement materials education

1. Every organization needs a reliable flow of_____.
2. Managers have to make the_____of materials as efficient and effective as possible.
3. A manager who works in logistics, or an academic who studies the subject, is, formally, a_____.
4. Logistics is responsible for the transport and storage of materials on their journey between _____and customers.
5. All parents want a good_____for their children.

3. Translate the following word combinations:

to coordinate a company's supply chain, every step in a supply chain, to enter a career in logistics, to move products, to work in manufacturing, to deliver items, a problem with distribution, to fix distribution problems, to make distribution effective, far-paced work, to be responsible (for), communication skills, work experience, to gain experience, military service, the global economy, the latest technology, to look for a job, job duties, to manage a company

4. Read the text. Use dictionary if necessary.

LOGISTICS

Logistics can be defined as the management of the flow of goods, information and other resources, energy and people between the point of origin and the point of consumption in order to meet the requirements of consumers. Logistics involves the integration of information, transportation, inventory, warehousing, material handling, packaging and security. Logistics may have an internal focus (inbound logistics), or external focus (outbound logistics).

If the company manufactures a product from parts purchased from suppliers, and those products are then sold to customers, one can speak about a *supply chain*. *Supply Chain* can be defined as a network of facilities and distribution options that performs the function of procurement of materials, transformation of these materials into intermediate and finished products, and the distribution of these finished products to customers.

Logistics management is part of supply chain management. Logistics management plans, implements, and controls the efficient flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements.

Successful supply chain operators work in close partnerships with their customers; they jointly explore the opportunities for increasing efficiency of the supply chain and improving service levels by using the latest systems and techniques.

A professional working in the field of logistics management is called a *logistician*. The main functions of a qualified logistician include, among other things, inventory management, purchasing, transportation, warehousing, consultation and organizing and planning of these activities. Logisticians are respon-

sible for the life cycle and supply chain operations of a variety of products. They are also responsible for customs documentation. They regularly work with other departments to ensure that the customers' needs and requirements are met.

5. Mark the following sentences as True or False

1. Logistics can be defined as the management of the flow of goods between the point of origin and the point of consumption.
2. Logistics involves the integration of information, transportation, inventory, warehousing, etc.
3. Logistics always has an external focus.
4. All supply chains are very simple.
5. The complexity of the supply chain will vary with the size of the business.
6. Logistics management is part of supply chain management.
7. Successful supply chain operators work in close partnerships with their customers.
8. A professional working in the field of logistics management is called an academician.
9. The main functions of a qualified logistician include, inventory management, purchasing, transportation, warehousing, etc.
10. Logisticians are responsible for the life cycle and supply chain operations of a variety of products.

6. Answer the following questions.

1. What is logistics?
2. How important is logistics?
3. What is the role of logistics in the organizations?
4. What does the term *supply chain* imply?
5. What is *logistics management*?
6. What are the main functions of a qualified logistician?
7. What are professional logisticians responsible for?
8. How does someone become a logistician?

4.2 Контрольная работа №2 Тема Logistics Jobs (1 & 2)

1. Match the words or phrases (1-6) with the definitions (A-F)

1 – customer service manager

4 - consultant

2 - logistics engineer

5 – production manager

3 – analyst

6 – international logistics manager

A - uses analytical and quantitative methods to understand and interpret data

B – works with clients to improve logistics performance using skills such as strategic planning, process re-engineering, and/or information technology.

C – oversees production in manufacturing, managing the work of manufacturing engineers, production associates, machine operators, and other plant employees

D – works to create efficient import/export supply chains

E - determines processes, technology, or infrastructure to support management

F - plans and directs the activities of the customer service team

2. Fill in the blanks with the correct words or phrases from the word bank.

production manager

supply chain manager

warehouse operations manager

transportation manager

purchasing manager

logistics software manager

1. The _____ oversees all buying activities for the company.
2. Mark called the _____ when he needed assistance with technology tools.
3. When the vice president wanted a review of all production and procedure activities, he contacted the _____.
4. Helen called the _____ when she needed assistance with technology tools.
5. The entire manufacturing process is managed by the _____.
6. Contact the _____ if you have questions about shipping products by train.

3. Translate the following word combinations:

employment opportunities, to manage logistics personnel, independent consultant, to oversee teams, customer service, to develop strategic processes, to negotiate with suppliers, to work closely with, to oversee efficient import/export supply chains, qualified candidates, to have experience, job advertisement, to oversee customer service teams, process improvement, to plan and direct the activities (of), to interpret data, to integrate services, to determine processes, to support management, to create efficient supply chain, to hire an outside consultant, to improve strategic planning, a logistics job candidate, to apply for a job, to work in the field of, logistics job experience, a job candidate, position applied for, previous jobs, to coordinate shipments, distribution methods, to manage third party contracts, to meet customer needs, to arrive safely and on time, job training, opportunities for advancement, job requirements, proven leadership skills, outside contractors, , to oversee warehouse activities, to need assistance, to set up a time to meet, meeting schedule

4. Answer the following questions.

9. What is the most common career path in logistics?
10. Who works in a logistical management?
11. What kinds of organizations employ logistics managers?
12. Where do new logistics managers get started?
13. What are some responsibilities of a logistics manager?
14. What skills do logistics managers need?
15. What are some ways that logistics managers work with people outside their companies?
16. What types of information do logistics managers analyze to improve efficiency?
17. What types of things does a logistics engineer plan?
18. How important is a graduate degree in entering a career.

4.3 Контрольная работа №3 Тема Gerund

- 1. (повторение). Образуйте герундий от глагола в скобках и переведите предложение. Почему надо в данном случае использовать герундий?**

Start ... about pleasant things — and you'll be happy! (think)

Americans enjoy ... houses and ... to new places. (change/ move)

Would you like to go ... in the sea? (sail)

Most people enjoy ... in the sun. (lie)

I haven't had my lunch yet. Do you mind ... outside for ten minutes? (wait)

John likes ... at a high speed. (drive)

Stop ... about your troubles. (worry)

Jack was proud of ... the first prize for.... (get/ jump)

Helen was so angry that she left without... a word. (say)

- 2. Образуйте герундий от соответствующих глаголов и вставьте его в диалог.**

cook, sleep, spend, hike, talk

A What's the best way to relax?

B Well, I love ... in the country. And you?

A Yeah, but I dislike ... on a camp fire and can't stand ... on the ground!

A Oh, where's your sense of adventure? And I bet you hate ... a week without your mobile phone.

B That's true. I quite like ... to people.

3. Выберите предлог.

- Read the rule ... writing the exercise. (after, before, by the time)
Diana is fond ... collecting posters of pop singers. (for, to, of)
Betty likes art very much and she is keen ... visit-ing art galleries. (in, on, about)
Black is tired ... painting the wall. He has been working for 5 hours. (of, after, for)
Susan is clever ... learning English. (of, for, at)
I don't understand how David can fish for hours ... catching anything. (with, without, on)
Kate bought a book ... buying an umbrella. (but, without, instead of)
... visiting the British Museum the tourists were very much impressed. (After, Before, Instead of)
I can't get used ... getting up early. (for, with, to)
... hearing the news Mr White felt pleased. (On, With, By)
We were fascinated ... Ella's singing Russian songs. (by, about, on)
I like the idea ... visiting St. Petersburg this sum-mer. (of, to, about)
Jack answered the examiners' questions ... thinking and later he regretted it. (without, instead of, with)
Thank you ... helping us In troubles. (about, by, for)
My friends and I dream ... going to England. (to, of, for)
Children went for a walk ... switching off the light. (with, without, before)
We were surprised ... meeting Alice at the theatre. She was going to stay at home on that day. (at, by, with)
Sorry ... interrupting you, but could you show me the way to the nearest cinema? (for, at, of)
We have improved our English ... learning the new words and rules every day. (by, for, with)
Pamela looking forward ... visiting London again. (to, on, about)
* * *

4.4 Контрольная работа №4 Тема Employment Opportunities

1. Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|-------------------|---------------|
| 1. transportation | 5. consulting |
| 2. manufacturing | 6. passenger |
| 3. merchandising | 7. education |
| 4. freight | 8. retailer |

- A the art of displaying products in stores in a manner that makes people want to buy them
B goods that are transported by vehicles, and the system of moving them
C the act of learning and teaching, usually in a school, college or university environment
D a person who travels in a vehicle without driving it or working on it
E a person or business that sells goods directly to customers for their personal use

F the system or activity of moving people or objects from one place to another

G the business of giving professional help and advice on a certain subject

H the process or business of making goods in large amounts in a factory

2. Fill in the blanks with the correct words or phrases from the word bank.

opportunities

transportation

education

manufacturing process

consumers

logistician

transportation

to improve

1. Logistics is the connection between manufacturers and_____.
2. She applied for both employment_____.
3. A professional working in the field of logistic management is called_____.
4. The logistics consultant wanted_____the company's transportation.
5. The term “_____” refers to the movement of product from one point to another
6. You may need a high degree of_____to get a well-paid logistics job.
7. International logistics managers must have an extensive knowledge of different modes of_____.
8. _____is all the stages involved in making something.

3. Translate the following word combinations:

employment opportunities, consumer products, to reach retailers, consulting firms, manufacturing company, merchandising firm, education institution, service institution, government agencies, basic knowledge, business skills, entry-level supervisor, education level, prior experience, to hire workers, job openings, in the logistics field, to have a set career path, to improve transportation, the manufactured product, to deliver products, in large amounts, business of making goods, to provide professional help, to transport goods, to provide a service, to celebrate a promotion, the pay and benefits (package), to apply for employment opportunities, to take the job

4. Talk about these questions.

1. What kinds of companies hire logistics workers?
2. At which type of company would you like to work?

4.5 Контрольная работа №5 Тема Basic Math . Measurements.

1. Match the words or phrases (1-8) with the definitions (A-I)

- | | |
|---------------|------------------|
| 1. plus | 5. inch |
| 2. minus | 6. mile |
| 3. divided by | 7. convert |
| 4. equals | 8. volume weight |

- A used to indicate division
- B used to give the result of a mathematical operation
- C a unit of length that is equal to one-twelfth of a foot
- D used to indicate addition
- E used when taking away a number from another
- F a calculation that shows the density of a package
- G an imperial unit of length that is equal to 5.280 feet
- H to exchange one system of weights and measures for another

2. Read the sentence pairs. Choose which word or phrase best fits each blank.

1. foot/meter

- A One hundred centimeters is equal to one_____.
- B. The ruler measured twelve inches, or one_____.

2. imperial system/kilometers

- A In Canada, distance is measured in_____.
- B One cubic yard is a unit of_____.

3. suppliers/consumers

- A _____often complain about the high cost of products.
- B _____distribute finished products, parts, and raw materials.

4. weight/length

- A The metric system uses meters to measure_____.
- B A pound is an imperial unit of_____.

3. Translate the following word combinations:

basic mathematical operations, metric system, imperial system, to abbreviate numbers, to indicate division, to indicate subtraction, to request information, to calculate the volume of the shipment, to convert to kilograms, to ship freight, to deliver cargo, conventional cargo, to determine measurements, container loads, volume weight, to provide measurements in miles, the density of a package, a unit of weight/length, to measure distance, roll-on/roll-off cargo

4. Talk about these questions.

1. What are some basic math operations?
2. What are some ways to express the results of mathematical operations?
3. What are the different ways in which freight is shipped?
4. What are some examples of imperial and metric units?

4.6 Контрольная работа №6 Тема Safety Issues

1. Match the words or phrases (1-7) with the definitions (A-G)

- | | |
|-------------------|---------------------------------------|
| 1 safety | 5 lockouts |
| 2 accidents | 6 personal protective equipment (PPE) |
| 3 injuries | 7 first aid kits |
| 4 malfunction (v) | |

- A physical damage that occurs to the body or a body part
- B a procedure that locks and labels malfunctioning electrical equipment as a safety measure.
- C an unplanned event that results in damage or injury
- D a case that contains bandages, medicines, and other items needed to administer care in case an injury occurs.
- E clothing and accessories designed to protect people from harm.
- F to not work properly
- G protection from danger or harm that could cause injury or death

2. Read the sentences and choose the correct words or phrases

1. Falls and slips are the biggest cause of **safety/injury** in warehouses.
2. Safety procedures reduce **fatalities/personal protective equipment** caused by accidents on the job.
3. A hard hat is part of an employee's **personal protective equipment/injury**.
4. All employees need to follow safety procedures to avoid **lockout/accidents**.
5. **Fatality/slip** is a death that occurs as a result of an accident or disaster.
6. All inventory needs to be off the floor so people don't **spill/trip** over it.
7. Electrocution/accident is an injury or death that results from coming in direct contact with electricity.

3. Translate the following word combinations:

safety issues, to ensure safety, employee manual, to follow safety procedures, to avoid accidents, personal protective equipment, job assignment, PPE requirements, lockout/ tagout procedures, to reduce the risk of electrocution, the cause of injury, to trip over items, first aid kits, in case of injuries, to reduce accidents (fatalities), unsafe handling of electrical equipment, to improve safety, accident report

4. Talk about these questions.

1. Why is safety important in warehouses?
2. What are some measures to ensure safety in a warehouse setting?

4.7 Контрольная работа №7 Тема Infinitive (грамматический тест)

Выберите правильный вариант

Задание 1.

I am ready ... to you now.

to talk

talk

Задание 2.

Cindy wants ... her current job.

to quit

quit

Задание 3.

He expects ... a special gift on his birthday.

to present

to be presented

present

Задание 4.

He must ... for such an outrageous behavior.

to apologize

apologize

to have apologized

Задание 5.

His uncle seems ... the walls at the moment.

to paint

to be painted

to be painting

Задание 6.

We should ... about it one more time.

to think

to have thought

think

Задание 7.

A notorious gangster is said ... in the US.

to kill

to have been killed

to have killed

Задание 8.

He claims ... one million dollars last year.

to be winning

to win

to have won

Задание 9.

He suggested ... to the cinema.

to go

going

to have gone

Задание 10.

Andrea claims ... for his manufacturer for 6 years.

to worked

to work

to have been working

Задание 11.

She returned to his office ... for some extra money.

to ask

to have asked

to be asking

Задание 12.

We saw them

to kiss

have kissed

kiss

Задание 13.

We are leaving in 20 minutes ... the bus to Liverpool.

to have caught

to catch

to be catching

Задание 14.

Unfortunately, I don't have enough money ... this trip.

afford

to afford

to have afforded

Задание 15.

He offered me ... my bag but I told him it wasn't heavy.

to carry
to have carried
to be carrying
Задание 16.
You'd better ... a sleep.

to have
have
have had
Задание 17.
Why did he refuse ... the invitation?

have been accepted
to have accepted
to accept
Задание 18.
She wants ... why you decided ... the meeting earlier.

to know / leave
know / leave
to know / to leave
Задание 19.
I'd rather ... home than ... any other minute here.

to go / to stay
go / stay
go / to stay
Задание 20.
She explained how ... photos and ... them to the Internet.

take / upload
take / to upload
to take / upload
Задание 21.
It is nice ... you again!

to have seen
to see
see
Задание 22.
I am too busy ... your problems.

solve
to be solving
to solve
Задание 23.
I wish I could ... to London.

move
to move
to have moved
Задание 24.

Why not ... people about it?

tell

to have told

to tell

Задание 25.

I would like ... to London.

move

to move

to have moved

Задание 26.

I would prefer ... a bike rather than ... on foot.

to ride / to go

to ride / go

ride / to go

Задание 27.

We went to the train station only ... that our train had already left.

to realize

realize

to have realized

Задание 28.

Don't forget ... something to eat!

take

to have taken

to take

Задание 29.

I suggest you ... the homework.

to do

do

to have done

Задание 30.

I don't think they will ... the competition.

to win

have won

win

4.8 Контрольная работа №8 Тема Customer Service

1. Match the words or phrases (1-7) with the definitions (A-G)

1 - customer service

5 - update

2 – customer

6 - complaint

3 - order (n)

7 - expectation

4 – inquiry

A – a question you ask in order to gather information about someone or something

B – a written or spoken statement in which a person says they are unhappy with something

C – the latest news or information about something

D – what you believe or hope will happen

E – the way in which a business treats its customers. It is also the department in a company that deals with customer issues and complaints.

F – a person or organization that buys products or services from a store or business

G – a request for a company to make goods for you, or to send them to you

2. Fill in the blanks with the correct words or phrases from the word bank

assistance complaint customers polite
suppliers customer service return

- 1 If you need any _____ you may call the company's helpline.
- 2 Rude or poor _____ can ruin a company's reputation.
- 3 The woman brought the _____ back to the store.
- 4 The customer service department rarely receives a _____.
- 6 The company values its _____.
- 7 The customer service representatives tried to be very _____.
8. Most products move through a series of organizations as they travel between original _____ and final customers.

3. Translate the following word combinations:

customer service, to exceed expectations, prompt and friendly service, to answer inquiries, to take complaints seriously, to make it right, to accept returns for damaged orders, to resolve the problem, to provide customers with order updates, timely delivery of shipments, to value customers, to expand services, the shipment of goods, delivery time

4. Fill in the blanks with the correct words or phrases from the word bank.

order flow suppliers satisfaction complaints

1. Poor logistics is the cause of roughly 50 per cent of all customer _____.
2. Logistics is the function that is responsible for the _____ of materials into, through and out of an organization.

3. Logistics forms links with _____, developing mutually beneficial, long-term trading relationships.
4. Logistics forms links with customers, contributing to customer _____ and added value.
5. The customer's _____ was delivered on time.

5. Read the text and translate it.

The success of every organization depends on customer satisfaction. If it doesn't satisfy customers, it is unlikely to survive in the long term, let alone make a profit, have high return on assets, add shareholder value, or achieve any other measure of success. So organizations must deliver products that satisfy customers. Unfortunately, customers judge products by a whole series of factors. When you buy a DVD, for example, you judge its contents, appearance, how easy it is to buy, how long you wait, how expensive it is, whether the right DVD was delivered, whether it was damaged, how courteously you were treated by sales staff, and so on.

Some of these factors clearly depend on logistics – the availability of the the DVD depends on stocks; the delivery time depends on transport; damage is prevented by good material handling; the price is affected by logistics costs. So we can phrase the overriding aim of logistics in terms of customer service.

The overall AIM of LOGISTICS is to achieve high customer satisfaction. It must provide a high quality service with low – or acceptable – costs. Organizations that put a lot of emphasis on customer satisfaction are said to have a **customer focus**. Organizations with satisfied customers have the obvious benefit of bringing them back with repeat business – remembering the rule of the thumb that *it costs five times as much to attract a new customer as it does to retain an existing one*. Satisfied customers also attract new business, as they recommend a good service to four or five other people – compared with dissatisfied customers who warn a dozen potential customers about a bad experience.

6. Answer the questions to the text.

1. What does the success of every organization depend on?
2. What kind of customer service does everyone expect from a business?
3. Why is customer service so important?
4. How does logistics contribute to customer satisfaction?

Промежуточный тест 1 по темам 1-8.

1. Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|--------------|---------------|
| 1. training | 4. purchasing |
| 2. employees | 5. consumer |
| 3. warehouse | 6. producer |

- A the place where you store finished products before they are sold
- B the act of buying goods or services to accomplish an intended purpose, e.g. buying raw materials to manufacture a product
- C organized help and advice with learning the job
- E an individual or organization that creates goods or services for other people to use and consume
- E workers in the company
- F a person who uses any product or service

Fill in the blanks with the correct words or phrases

service prices successful attracted provides opened customers

7. A telephone company _____ a communication service.
 8. Most products move through a series of organizations as they travel between original suppliers and final _____.

In 1962 Sam Walton _____ (9) a discount store in Rogers, Arizona. He _____ (10) customers with a combination of low _____ (11), a wide range of goods and friendly _____ (12). Sam called his store Wal-Mart, and was so _____ (13) that he quickly opened more branches.

Complete the test. Read each question carefully.

- 14. What is logistics? (Choose the most complete definition.)
 - A. The system of creating plans for an organization.
 - B. The study of Logarithms within Calculus.
 - C. Managing the flow and storage of goods from their point of origin to the point of consumption.
 - D. The implementation of policies and procedures.
- 15. Each organization acts as a customer when it buys materials from its own suppliers, and then it acts as a supplier when it delivers materials to its own customers.
 - A. True
 - B. False

- 16. Responsiveness is the right support in the right quantity in the right place at the right time.
 - A. True
 - B. False
- 17. Plans must be flexible in order to ensure the successful delivery of required equipment and supplies.
 - A. True
 - B. False
- 18. The global economy makes logistics more complicated than before.
 - A. True
 - B. False
- 19. A complaint is a written or spoken statement in which a person says that he/she is happy with something.
 - A. True
 - B. False
- 20. One hundred centimeters is equal to one meter.
 - A. equal to
 - B. more than
 - C. less than
 - D. the number of
- 21. Logistic Functions: Which of the following is **NOT** one of the six broad functional areas of Logistics?
 - A. Transportation
 - B. Supply Systems
 - C. Health Services
 - D. Public Affairs
- 22. People who buy IBM's products and services are IBM's customers or clients.
 - A. producers
 - B. customers

C. sellers

D. suppliers

- 23. People who buy products or services for their own use are consumers
 - A. sellers
 - B. buyers
 - C. consumers
 - D. distributors
- 24. Finding the best way of getting goods to the supermarkets in a supermarket group
 - A. manufacturing
 - B. warehousing
 - C. consulting
 - D. supply chain management
- 25. A university professor who lectures on supply chain managing
 - A. consultant
 - B. logistician
 - C. supplier
 - D. coordinator
- 26. Your resume shows that you have several years of experience in logistics.
 - A. distribution
 - B. experience
 - C. development
 - D. celebrating a promotion
- 27. She applied for both employment opportunities.
 - A. business skills
 - B. employment opportunities
 - C. congratulations

D. manufactured products

- 28. to purchase something means
 - A. to sell
 - B. to supply
 - C. to buy
 - D. to return

- 29. activities related to making things
 - A. manufacturing operations
 - B. manufacturing plant
 - C. supply warehouse
 - D. information systems

- 30. The system or activity of moving people or objects from one place to another
 - A. industry
 - B. transport
 - C. education
 - D. transportation

- 31. A physical damage that occurs to the body or a body part
 - A. industry
 - B. injury
 - C. safety
 - D. physics

- 32. Protection from danger that could cause injury or death
 - A. industry
 - B. injury
 - C. safety
 - D. accident

- 33. To malfunction means
 - A. to protect
 - B. to function improperly
 - C. to load shipments
 - D. to function effectively

- 34. Satisfied customers _____ new business, as they recommend a good service to four or five other people
 - A. buy
 - B. sell
 - C. attract
 - D. warn

- 35. Dissatisfied customers _____ a dozen potential customers about a bad experience.
 - A. buy
 - B. sell
 - C. attract
 - D. warn

- 36. Instant communication between sellers and customers is vital for management of the _____.
 - A. complaints
 - B. production plan
 - C. supply chain
 - D. transport

4.9 Контрольная работа №9 Тема Supply Chain

1. Translate the following word combinations.

Supply chain, supply chain system, production plan, raw materials, to test materials, to check the quality of each delivery, to improve quality, to store extra raw materials, a supply warehouse, to transport the finished product, shipping department, to organize delivery, to list products and their prices, the terms of sale, modes of transportation, to speed up deliveries, to send invoices, customers' needs, customer service, the customer service department, communication systems, logistics team, damaged orders, the company webpage, manufacturing process

2. Match the words or phrases (1-7) with the definitions (A-G)

- | | |
|-----------------|---------------|
| 1. supply chain | 5. supply (n) |
| 2. production | 6. order (v) |
| 3. delivery (n) | 7. invoice |
| 4. quantity | |

- A. a collection of raw materials that are stored until they are needed by the production department
- B. the number or amount of something
- C. to arrange for a product to be sent or delivered to your address
- D. a system of individuals, organizations, technology, and resources that move a product from a supplier to a consumer
- E. an itemized list of sold and shipped products, showing prices and terms of sale
- F. an item or a collection of items that is brought to the customers who ordered them
- G. a process in which items are made using raw materials bought by suppliers

3. Read the sentence pairs. Choose which word best fits each blank.

1. transport/delivery

- A. Mark assigned thirty trucks to _____ freight.
- B. The morning _____ was three hours late due to bad weather.

2. production/manufacture

- A. We _____ some products by hand.
- B. _____ slowed down last year.

3. ordered/purchased

- A. Sasha _____ his supplies by phone.
- B. Our company _____ three thousand dollars' worth of timber.

4. customer/supplier

- A. The _____ is the most important element in every supply chain.

B. The _____ sent an invoice to the company for the delivered items.

4. Read the text and try to understand it.

A **supply chain** consists of the series of activities and organizations that materials move through on their journey from initial suppliers to final customers.

Every product has its own unique supply chain, and these can be both long and complicated. The supply chain for Cadbury starts with cocoa beans growing on farms and ends with the delivery of bars of chocolate to hungry customers. The supply chain for Levi jeans starts with cotton growing in a field and ends when you buy the jeans in a shop. The supply chain describes the total journey of materials as they move ‘from dirt to dirt’. Along this journey, materials may move through raw materials suppliers, manufacturers, finishing operations, logistics centers, warehouses, third-party operators, transport companies, wholesalers, retailers, and a whole range of other operations. Sometimes, the supply chain goes beyond the final customer to add recycling and re-use of materials.

Each product has its own supply chain, and there is a huge number of different configurations. Some are very short and simple – such as a cook buying potatoes directly from a farmer. Others are surprisingly long and complicated. An everyday product like a shirt has a long journey from the farm growing cotton through to the final customer. It also has several chains merging as buttons, polyester, dyes and other materials join the main process.

Supply chains diverge to meet demand from different types of customer. Manufacturers of car components, for example, sell some products to car assembly plants, some to wholesalers for garages doing repairs, some to retail shops for individual customers, and some directly to customers through websites. Then the supply chain divides into separate strands with the same product following alternative routes.

As we can see, the picture of supply chains is getting more complicated, with various mergers and divisions along their length. The reality is even more complex, as each organization works with many – often thousands – of different products, each of which has its own supply chain.

5. Decide whether the following statements are true or false.

1. A supply chain is a system of organizations, people, technology involved in moving a product or service from customer to provider.

2. Supply chain activities transform natural resources, raw materials and components into a finished product that is delivered to the end customer.

3. The supply chain starts and ends with the provider.

4. A simple supply chain links a company that manufactures or assembles a product with its suppliers and distributors and customers.

5. The raw materials are received from the customers, checked for quality and accuracy and moved into the warehouse.

6. The finished products ordered by the customer are manufactured using the raw materials purchased from suppliers.

7. After the items have been completed and tested, they are stored in the main office prior to delivery to the customer.

8. When the goods are received by the customer, the company will send the customer an invitation to a business meeting.

6. Answer the following questions.

1. What is the role and structure of supply chains?
2. What is the most important element in every supply chain?
3. How do companies successfully manage a supply chain?
4. Is the supply chain an important link with the company's customers?
5. Why is the supply chain regarded as an essential component of success for most companies?
6. What elements is a simple supply chain made up of?

4.10. Контрольная работа №10 Тема Supplier Planning

1. Match the words or phrases (1-8) with the definitions (A-H).

1. replenishment
2. consumption
3. lot size
4. long run
5. lead time
6. shipment
7. transport mode

A the process of buying or using products

B a quantity of goods sent by boat, air, train, or truck

C the method used to send a product to a recipient (air, rail, road, and water)

D the process of replacing supplies that have been used, or putting new supplies into something

E a type of production run where a small amount of product is made frequently

F a type of production run where a large amount of product is made over a long period of time

G the number of items in a batch

H the period of time from when a customer places an order to when a customer gets the order

2. Fill in the blanks with the correct words or phrases from the word bank.

mode of transport	shipping(2)	suppliers
movement	service	road
	rail	

1. The overall aim of logistics is to achieve high customer satisfaction. It must provide a high quality _____ with low – or acceptable – costs.
2. Transport is responsible for the _____ of materials between facilities in the supply chain.
3. The _____ describes the type of transport used.
4. There are five basic modes of transport – _____, road, water, air and pipeline.
5. Most supply chains use _____ to cross the oceans at some point, and over 90% of world trade is moved by sea.
6. If you want to deliver coffee from Brazil to Amsterdam, you will use _____; if you want to move gas from the Gulf of Mexico to Dallas, you use a pipeline.
7. Both rail and _____ transport have the obvious limitation of only being used on land.
8. This industry is very competitive, and the Managing Director knows that customers will go to other _____ if he cannot guarantee deliveries.

3. Translate the following word combinations

supplier planning, to store less inventory, lot sizes, to keep up with replenishment, to produce in short runs, long runs, to reduce lead time, transport container, to affect transport mode, transit time, supply chain, to replace supplies, to place an order, a large quantity of goods, supply chain management, shipped products, the terms of sale, ready for shipment, to make a purchase, the purchase of materials

4. Complete the sentences with grammatically correct forms of the words

1. A lot of mobile phone _____ (produced, producing, production) takes place in China, but Nokia still _____ (make(s), producer, production) them in Finland too, so Finland is a (product, production, producer, produced) of mobile phones.
2. India is important for call centres, but it is also emerging as a _____ (provide, provider, provision) of (provide, producer, services) of all kinds, including accountancy.
3. Russia is a major oil _____ (product, production, producer) and also important for the (product, producer, production) of gas.
4. The United Kingdom is a big (provide, provision, provider) of legal and financial services.
5. Brazil is still the world's biggest coffee _____ (production, producer, products), but coffee is also _____ (produced, production, producer) in many other countries, including new ones such as Vietnam.
6. With the increase of medical tourism, Thailand is emerging as an important centre for the _____ (provide, provision, provider) of healthcare services to people from other countries.

1. Раскройте скобки, употребляя глаголы в Present Simple Passive. (USUALLY)

The postbox (to empty) every day.

The stamps (to postmark) at the post office.

The letters (to sort) into the different towns.

The mail (to load) into the train.

The mailbags (to unload) after their journey.

The bags (to take) to the post office.

The letters (to sort) into the different streets.

The letters (to deliver).

2. Раскройте скобки, употребляя глаголы в Past Simple Passive. (YESTERDAY)

The postbox (to empty) yesterday.

The stamps (to postmark) at the post office.

The letters (to sort) into the different towns.

The mail (to load) into the train.

The mailbags (to unload) after their journey.

The bags (to take) to the post office.

The letters (to sort) into the different streets.

The letters (to deliver).

Раскройте скобки, употребляя глаголы в Future Simple Passive. (TOMORROW)

The postbox (to empty) tomorrow.

The stamps (to postmark) at the post office.

The letters (to sort) into the different towns.

The mail (to load) into the train.

The mailbags (to unload) after their journey.

The bags (to take) to the postoffice.

The letters (to sort) into the different streets.

The letters (to deliever).

Раскройте скобки, употребляя глаголы в Present, Past или Future Simple Passive.

My question (to answer) yesterday.

Hockey (to play) in winter.

Mushrooms (to gather) in autumn.

Many houses (to burn) during the Great Fire of London.

His new book (to finish) next year.

Flowers (to sell) in shops and in the streets.

St. Petersburg (to found) in 1703.

Bread (to eat) every day.

The letter (to receive) yesterday.

Nick (to send) to Moscow next week.

I (to ask) at the lesson yesterday.

I (to give) a very interest ing book at the library last Friday.

Many houses (to build) in our town every year.

This work (to do) tomorrow.

This text (to translate) at the last lesson.

These trees (to plant) last autumn.

Many interesting games always (to play) at our PT lessons.

This bone (to give) to my dog tomorrow.

We (to invite) to a concert last Saturday.

Lost time never (to find) again.

Rome (not to build) in a day.

Раскройте скобки, выбирая требующуюся форму глагола.

At the station they will (meet, be met) by a man from the travel bureau.

She will (meet, be met) them in the hall upstairs.

The porter will (bring, be brought) your luggage to your room.

Your luggage will (bring, be brought) up in the lift.

You may (leave, be left) your hat and coat in the cloakroom downstairs.

They can (leave, be left) the key with the clerk downstairs.

From the station they will (take, be taken) straight to the hotel.

Tomorrow he will (take, be taken) them to the Russian Museum.

4.12 Контрольная работа №12 Тема Types of Inventory

1. Match the words or phrases (1-7) with the definitions (A-G).

2. raw materials

3. work in process

4. finished goods

5. spare parts

6. inventory

7. distribution inventory

8. MRO supplies

A parts that are used to maintain or repair the finished products sold by a company

B completed products that are stored and ready for sale

C a complete list of materials or products in stock

D materials that are in transit, off-site, or held by a seller on consignment

E materials that are purchased by a company to be processed or manufactured into a finished product

F _____ refers to maintenance, repair, and ordering supplies, the items that are not part of the finished product,

G materials that have been processed in some way, but are not finished products

2. Fill in the blanks with the correct words or phrases from the word bank

production inventory materials services raw material finished goods sale

1. The three most important types of _____ are the raw materials, the work in process (WIP) inventory and the finished goods.
2. Plastic is _____ for production of toys.
3. Inventory of _____ occurs at various stages and departments of an organization.
4. A manufacturing enterprise must stock an adequate amount of raw materials to ensure uninterrupted _____.
5. Your business inventory consists of your stock, the goods that you offer for _____ and any other materials you need to run your businesses.
6. Sufficient amount of _____ was carried in stock to meet customers' demand.
7. Inventories consist of raw material, work-in-process and finished goods which are held by a business in ordinary course of business, either for sale or for the purpose of using them in the process of producing goods and _____.

3. What type of inventory is this text about?

It is a type of inventory which acts as the *basic* constituent of a product. For example cotton is _____ for cloth production. This type of inventory is usually held by *manufacturing* companies because they have to manufacture goods from it/them .

- a) work in process
- b) raw material
- c) finished goods

4. Translate the following word combinations:

manufacturing process, inventory awaiting production, raw materials, work in process, finished goods, finished parts, to stock spare parts, to be stored on-site, to be stored in the warehouse, to be used as replacement parts, final assembly, ready for sale, distribution inventory, consignment items, nonproduction items, to coordinate warehouse departments, to manage inventory, to process materials, inventory list, warehouse inventory

5. Read the text and translate it. Make five questions to the text.

Raw materials are inventory items that are used in the manufacturer's conversion process to produce components, subassemblies, or finished products. These inventory items may be commodities or extracted materials that the firm or its subsidiary has produced or extracted. They also may be objects or elements that the firm has purchased from outside the organization. Even if the item is partially assembled or is considered a finished good to the supplier, the purchaser may classify it as a raw material if his or her firm had no input into its production. Typically, raw materials are commodities such as ore, grain, minerals, petroleum, chemicals, paper, wood, paint, steel, and food items. However, items such as nuts and bolts, ball bearings, key stock, casters, seats, wheels, and even engines may be regarded as raw materials

if they are purchased from outside the firm.

4.13 Контрольная работа №13 Тема Inventory Costs

1. Match the words or phrases (1-7) with the definitions (A-G)

- 1 – depreciation
- 2 – obsolescence
- 3 – warehousing
- 4 – insurance
- 5 – carrying cost
- 6 – handling cost
- 7 – storage cost

- A the storing (holding) of goods
- B includes all expenses related to moving and transporting items
- C the total cost of holding an asset, including storage, maintenance, insurance, and other expenses
- D includes all expenses related to storage, including warehouse space, security, and maintenance
- E refers to loss of value, often due to damage or deterioration during storage caused by handling, weather, age, evaporation, or shrinkage.
- F a loss in the utility or value of property that results over time from intrinsic imitations (as outmoded facilities) or external circumstances
- G a guarantee to protect inventory

2. Use the words above to complete the sentences:

depreciation storage cost carrying cost deliveries satisfaction

1. The success of every organization depends on customer _____. If it doesn't satisfy customers, it is unlikely to survive in the long run
2. This industry is very competitive, and the managing director knows that customers will go to other suppliers if he cannot guarantee_____.
3. The company searched for a new storage warehouse, hoping to decrease storage cost.
4. The company increased the price of the end product to cover_____.
5. _____ occurs when an item experiences a loss of value. It can occur as a result of age, general use, or obsolescence.

3. Translate the following word combinations:

inventory costs, material overhead cost, carrying cost, storage cost, acquisition cost, handling costs, inspection cost, increased costs, to invest money, to involve expenses, to protect assets, to earn interest, to order materials, to place orders, to increase the price of the end product, to reduce carrying cost, to decrease storage cost, to reduce expenses, unsold merchandise, causes of depreciation, at a reduced cost, to cover carrying cost

4. Mark the following sentences as True or False

- 1. Inventory cost is the cost of holding goods in stock.
 - A. True
 - B. False
- 2. Inventory cost includes capital, warehousing, depreciation, insurance, taxation, obsolescence, and shrinking costs.
 - A. True
 - B. False
- 3. The cost of keeping goods somewhere, including the costs of storing them, insurance, taxes, etc.
 - A. Inventory cost
 - B. Warehousing
- 4. Risk-transfer mechanism that ensures full or partial financial compensation for the loss or damage caused by event(s) beyond the control of the insured party.
 - A. Insurance
 - B. Unsold merchandise
- 5. Depreciation is the _____ in value of assets.
 - A. increase
 - B. decrease
- 6. Inspection cost includes the costs for _____ of materials received, products in process, and finished goods.
 - A. increases
 - B. inspections

5. Answer the questions

1. What are some expenses associated with carrying cost?
2. What are some causes of depreciation?

4.14

Контрольная работа №14 Тема Participle

Образуйте Participle I или Participle II от глаголов в скобках.

Why have you got that ... (worry) expression on your face? Are you in trouble?
The teacher was ... (disappoint) with the test results.
Jack's answer was ... (disappoint).
I went to the exhibition of French art last week and I was very much ... (impress).
We saw a lot of ... (fascinate) paintings.
I was so ... (excite) that I couldn't say a word.
The trip to the mountains was so ... (excite) — we enjoyed every minute of it.
I'm ... (bore) — I have nothing to do.
The lecture was so ... (bore) that a few listeners fell asleep.
We liked the Room of Horrors but some of the tricks were rather ... (frighten).
It was raining so heavily that the little puppy got ... (frighten) and hid under the bed.
Little John's questions were ... (surprise).
We were ... (surprise) at the news.
The boy ... (translate) the story is the best pupil in our class.
The girl ... (wash) the window is my sister.
... (do) his homework Tom looked through the window several times.
The work ... (do) was very interesting.
Everything ... (write) on the blackboard is correct.
... (write) the letter Olga thought about her summer holidays.

Перепишите предложение, используя причастие вместо придаточного предложения.

The holidaymakers who were wearing light clothes walked along the beach.
The lands that were discovered by Columbus were rich in gold.
The children who were excited by the news shouted "Hoorah" three times.
The hedges that divided the fields were getting yellow.
The young lady who was standing at the door looked very attractive.
The two banks which were connected by a bridge were high and looked dangerous.
Betty Smith heard the noise of a child who was crying.
He entered the yard and smelt something that was burning.

Translate into English.

Птица, сидящая на дереве, ласточка.
На дереве сидит ласточка.
Изгородь, разделяющая наши сады, старая.

Ее нужно сломать. (must be)
Спрятанное письмо нашли дети.
Письмо, написанное мной, только что отправлено.
Сломанные игрушки лежат в коробке.
Эти игрушки сломали дети.
Спящую собаку зовут Рекс.

Translate into English.

Лицо, нарисованное на бумаге, похоже (look like) на тебя.
Его не видели вчера в школе.
Ему следует позвонить.
Человек, сидящий в кресле, мой отец.
Письмо было отправлено вчера.
Мальчики, идущие в школу, мои друзья.
Мальчики идут в школу.
Человек, посланный тобой, только что пришел.
Восхищенный пейзажем, я стоял на берегу озера.

4.15 Контрольная работа №15 Тема Third-Party Logistics

1. Match the words or phrases (1-7) with the definitions (A-G)

1 – outsource

2 – third-party logistics provider

3 – standard provider

4 – service developer

5 – customer adapter

6 – customer developer

7 – non-asset based

A – a provider who engages in warehousing, pick and pack, and distribution

B – a provider who takes over the company's logistics activities, and improves them without developing a new service

C – a firm that provides outsourced third-party logistics services to customers

D – a provider who takes over logistics functions and performs extensive and detailed tasks for a few customers. This provider is at the highest level of logistics.

E – a provider who offers tracking and tracing, cross-docking, and security

F – having expertise and information technology resources but no personnel

G – to use an outside supplier to acquire goods and services that are needed by a business or organization

2. Translate the following word combinations:

to use a third-party logistics provider, to provide logistics services, logistics needs, to perform distribution services, to offer transportation services, freight forwarder, to take over logistics activities, to improve operations, to outsource tasks to subcontractors, to involve on-demand transport, to hire outside help, to subcontract non-asset based tasks, the highest level of logistics

3. Look through the text. Give answers to the questions below.

The term 3PL is an acronym for third party logistics. It refers to a process whereby the logistics of a company are outsourced and managed by another company. Though the most commonly outsourced logistics activity is transportation, third party logistics may include warehousing, supply chain management, and order fulfillment.

Transportation. 3PL is widely outsourced around the globe. Most businesses contract with government postal services, commercial carriers, and airlines to get their goods from the manufacturing facility to the end customer. When the product is ready to ship, the 3PL carrier will pick up the package and deliver it to the end customer. The shipping costs are then billed by the carrier to the business. By hiring an outside firm that specializes in shipping and transportation, businesses are able to reduce overall costs since there is no need to invest in trucks, planes, trains, or employees to transport the goods.

Warehousing is another activity commonly outsourced to third party logistics. For businesses that want to devote the bulk of their time to design, sales, and manufacturing, outsourcing the warehouse activity may be a prudent move. The third party logistics company will house either raw components or finished products until such time as the parts are needed for manufacture or shipping. Typically, a notification is then sent to the third party logistics company to deliver the goods. A third party warehouse reduces the amount of space a business must lease or own and also reduces the number of employees required.

Supply chain management is the process used by businesses to manage their goods. This process often involves an automated ordering system where purchasing agents order material from suppliers and send purchase orders for raw goods. For many businesses, this activity is outsourced to a third party logistics company and purchasing professionals at the third party logistics company actually handle the ordering process. The goods are then delivered when needed to either the third party logistics warehouse or the manufacturing plant.

Order fulfillment is the process of completing an order and delivering it to a customer. When using a third party logistics company to manage order fulfillment, many businesses simply provide a standalone ordering system or access to the internal ordering system to the 3PL company. When orders are placed by end customers, the 3PL company confirms the orders, pulls the product from the warehouse, packages the product, and schedules the shipment. Depending on the amount of outsourced logistics, the 3PL company may also be responsible for transportation to the end customer.

4. Answer the following questions. Write down your answers.

1. What does the term 3PL mean?
2. What are third-party logistics, and who provides their services?
3. What activities may third-party logistics include?
4. What happens when businesses hire an outside firm that specializes in shipping?
5. What does the term outsourcing mean?
6. Why do 3PL providers sometimes outsource tasks to subcontractors?
7. Why do companies need third-party logistics?

Промежуточный тест 2 по темам 9-15.

Match the words or phrases (1-7) with the definitions (A-G).

- | | |
|-----------------|--------------|
| 1. retailer | 5. inventory |
| 2. invoice | 6. order |
| 3. distribution | 7. storage |
| 4. supply chain | |

A the storing of goods in a warehouse awaiting use or further transportation

B a list of goods and materials held available in stock by a business

C a piece of paper which shows the products that a customer bought and the money they have to pay

D an individual or organization which purchases products from a manufacturer or distributor and resells them to the ultimate consumer

E a type of request for goods or services such as a purchase order, sales order, work order, etc

F a method of transporting items from supplier to consumer

G a network of producers, manufacturers, distributors and retailers who turn raw materials into finished goods and services, delivered to consumers

Complete the test. Read each question carefully.

- 8. activities related to making things
 - A. manufacturing operations
 - B. manufacturing plant
 - C. supply warehouse

D. information systems

- 9. A supply chain is a system of organizations, people, activities, information, and resources involved in moving a product or service from supplier to customer.
 - A. True
 - B. False
- 10. Vertical integration is when a company produces everything internally that it needs, owning all the stages of the supply chain itself.
 - A. True
 - B. False
- 11. Every company is part of another company's supply chain and in general all companies have multiple supply chains.
 - A. False
 - B. True
- 12. Retailers typically only have one kind of goods called merchandise. They purchase it from wholesalers or manufacturers as finished products to sell to their customers. (Fill in the blanks)
 - A. raw materials
 - B. broken electrical equipment
 - C. finished products
 - D. the most important concept
- 13. Washing machines on a truck going out of the factory gate, rather than components being delivered to make them
 - A. transport
 - B. raw materials
 - C. work-in-process (work-in-progress)
 - D. finished goods
- 14. Work in process inventory consists of all partially finished products that a manufacturer produces.
 - A. raw materials
 - B. partially finished products

C. ready for sale completed products

D. technology tools and systems

- 15. Which is **NOT** listed as inventory?
 - A. raw materials
 - B. consignment items
 - C. service parts
 - D. distributors

- 16. Aircraft wings to be used in the construction of a plane.
 - A. finished goods
 - B. work in process
 - C. raw materials
 - D. transport

- 17. The timing of orders is a critical factor that may impact inventory cost.
 - A. True
 - B. False

- 18. The cotton to be used in making thread for clothes
 - A. service parts
 - B. order
 - C. inventory (stock(s))
 - D. production

- 19. They distribute finished products, parts, and raw materials.
 - A. government agencies
 - B. logistics software managers
 - C. suppliers
 - D. consumers

- 20. When Ford started making cars, it raised its own sheep to provide wool for the seat covers.

- A. to distribute
 - B. to provide
 - C. to finish
 - D. to describe
- 21. Standard 3PL Provider is the most basic form of a 3PL provider.
 - A. True
 - B. False
 - 22. A customer developer is a provider who is at the highest level of logistics.
 - A. True
 - B. False
 - 23. Which of the following is **NOT** a service offered by standard providers?
 - A. pick and pack
 - B. distribution
 - C. security
 - D. warehousing
 - 24. The influx of raw material and parts, from suppliers to the manufacturing plant
 - A. Inbound logistics
 - B. Outbound Logistics
 - 25. The outward movement of final goods, from the company to the end user
 - A. Inbound Logistics
 - B. Outbound logistics
 - 26. Focuses on movement of finished goods or product from the business to final customer.
 - A. Outbound logistics
 - B. Inbound Logistics
 - 27. Focuses on Deployment of resources and raw materials, within the manufacturing plant.
 - A. Outbound logistics

- B. Inbound Logistics
- 28. Interaction between firm and the customers
 - A. Outbound logistics
 - B. Inbound Logistics
- 29. Interaction between supplier and the firm
 - A. Outbound logistics
 - B. Inbound Logistics
- 30. Moving materials into the organization from suppliers is called *inbound* or *inward* logistics
 - A. True
 - B. False
- 31. Moving materials out to customers is *outbound* or *outward* logistics
 - A. True
 - B. False
- 32. Dyson (company) makes vacuum cleaners. It takes raw materials like steel and plastic, and makes some of the components – or parts – used in its products. (Other components are made by other companies)
 - A. invoice
 - B. raw materials
 - C. finished goods
 - D. order
- 33. Quantities of raw materials, components, work-in-process and finished goods in a particular place are stocks (inventories).
 - A. customers' purchase
 - B. stocks (inventories)
 - C. delivery trucks
 - D. necessary recipients
- 34. Dyson (home appliances company) has its own manufacturing operations, but it works with its suppliers - companies that provide materials and components.

- A. customers
 - B. suppliers
 - C. buyers
 - D. inventory
- 35. the physical area where materials are taken in and processed
 - A. case
 - B. place
 - C. stage
 - D. receiving area
 - 36. Warehouse: storage place for products. Principal warehouse activities include receipt of product, storage, shipment, and order picking.
 - A. True
 - B. False
 - 37. an itemized list of sold and shipped products, showing prices and terms of sale
 - A. injury
 - B. invoice
 - C. inquiry
 - D. quality
 - 38. Delivering damaged products due to careless packing is ...
 - A. necessary
 - B. acceptable
 - C. not acceptable
 - D. desirable
 - 39. The company's _____ is to provide good quality products for low prices.
 - A. objective
 - B. objectivity
 - C. delivering

D. shipping

- 40. Before a shipment goes out, an employee_____it.

A. delivers

B. orders

C. distributes

D. documents