

**Програмові питання для усного мовлення з дисципліни
"Іноземна (англійська) мова (за професійним спрямуванням)" для
здобувачів освіти 076 "Підприємництво, торгівля та біржова діяльність",
освітньо-професійна програма : "Товарознавство і логістична діяльність"**

- 1.Форми звернення, привітання, прощання, подяки, вибачення в діловому стилі.
- 2.Зустріч ділових партнерів. Ведення перемовин.
- 3.Етикет ділового спілкування. Ситуативне мовлення з теми "Talking Business".
4. Знайомство з підприємством, персоналом фірми.
- 5."In the Office". Обговорення умов співпраці.
- 6 Презентація компанії, її структури, менеджменту, діяльності.
- 7.Торгівля.
- 8.Маркетинг."What is Marketing ?".
9. Міжнародна торгівля. Форми торгівлі..
10. Роздрібна та оптова торгівля.Wholesaling and Retailing.
11. Ділове листування (листи-замовлення, листи-підтвердження/відхилення замовлень).
12. Реклама та її вплив на споживача. "Advertising and Promotion".
13. Торговельна та логістична діяльність.
14. Основи логістики "Basics of Logistics".
15. Визначення логістики." Definition of Logistics".
16. Кар'єра в логістичній діяльності. "Opportunities in the Field of Logistics".
- 17.Обов'язки та відповідальності працівників логістичної діяльності. Talking about job Responsibilities.
18. Моя майбутня спеціальність. Кар'єра в логістичній діяльності.
My future speciality.
19. Логістичні послуги та їх різновиди.
20. Інформаційні системи та технології в торгівлі та логістиці. Онлайн логістичні послуги.
21. Закупівельна логістика.
- 22.Управління запасами та закупівля. Inventory Management and Procurement.
- 23.Транспорту логістика. Різновиди транспорту .Основні характеристики.
Modes of Transport.
24. Транспортні характеристики вантажу. Вибір оптимального способу транспортування.
- 25.Розподільча логістика.
- 26.Логістика складування.Warehousing and Storage.
- 27.Логістика та фінанси.Logistics and Finance.

**Взірці діалогів для ситуативного діалогічного мовлення з дисципліни
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Dialogue Patterns

Dialogue 1

What is Logistics

A: Do you know the origin of the word "Logistics" ?

B: Yes, sure. The English word logistics has been derived from the Greek word *logisticos* and the French word *logistique*.

A: And what is the meaning of these words?

B: *logisticos* has a root from in the concept of logic and means skilled in calculation. *logistique* is probably influenced by the French "loger" which means to quarter or lodge soldiers.

A: Therefore, the combination of logic, calculation and quartering soldiers appears to have yielded the word, doesn't it?

B: Yes, it does. At a very basic level, the word logistics refers to the management of underlying details of any activity.

A: If so, what exactly makes logistics a multi-dimensional discipline?

B: It is the possibility of applying logistics management principles to different dimensions of activities in various industries.

A: What types of Logistics can we talk about, according to its application in various industries?

B: We can mention a lot of them: Business Logistics, Healthcare Logistics, Chemical Logistics, Freight Logistics, Information Logistics, and also Retail, Financial, Procurement, Production, Air Force, Maritime, Marketing, Agriculture, International and even Global Logistics.

Dialogue 2

In the Office.

A: "Do you have a lot of work?"

B: "Yeah. I'm pretty busy. Why?"

A: "Oh. I needed some help on documenting this process."

B: "Does this have to be done right now?"

A: "The manager wants it by Friday."

B: "I'll try to free up my schedule. Remind me again tomorrow morning, and I'll help you in the afternoon."

A: "Do you need to read the documents first?"

B: "Yeah. That would help."

A: "I'll print you a copy and then drop them off."

B: "Make sure you drop it off before five because I have to leave early."

A: "It's nothing. Thanks."

Dialogue 3

In the Office.

A: "Are you new here?"

B: "Yeah. I just started yesterday."

A: "Welcome aboard. I'm Jack."

B: "I'm Mark. Nice to meet you."

A: "What are you going to be working on?"

B: "I'm going to work on the planning team. But I haven't started yet. I'm still in training."

A: "The planning team is great. Our marketing team works with them closely. We'll end up working together sometimes."

B: "That's great. Oh, can I ask you some questions?"

A: "Sure."

B: "Does this company have a casual Friday?"

A: "Not really. You can get away with wearing slacks, but I've never seen anyone wear jeans."

B: "That's alright. Do you know any good places to eat around here?"

A: "Yeah there's a deli right across the street. They have fresh sandwiches and sometimes hot dishes like teriyaki. It's pretty good."

B: "That sounds good. Thanks for the info."

A: "No problem. If you need anything, I sit right around the corner here."

Dialogue 4

Warehousing.

A: Thanks, I'm fine. So I have heard that you have introduced a new warehouse system in your company, am I right?

B: Yes, you are right. The most great feature is that all invoices are automatically generated, it helps us to optimize process time. Also system helps us to accurate stock control and warehouse tracking, so our company avoids stuck of the flow of goods. Does in your warehouse invoices and shipping labels automatically generated also?

B: Another major advantage is hand – held laser scanner, which provide speed and accuracy, that it is easy to use, it can be used from a distance of several meters, to keep this scanner takes not so much space in our warehouse, of course system processing picked goods, and one more great advantage is that our system calculates the weight of the package, which has been arrived in the our warehouse.

Dialogue 5

Logistics processes.

A: Do you know what are the key logistics processes? Will they vary between different companies, different sectors and different industries?

B: Yes, of course they will. Logistics processes are requirement determination, acquisition, distribution, and conservation.

A: I have also heard about order fulfilment, new product introduction, new product development, and product returns... Can they be examples of logistics processes?

B: Yes, of course. Order fulfilment process, just mentioned by you, provides a good example of a typical logistics process. The aim of order fulfilment should be to

ensure that a customer's order is received, checked, selected and delivered according to the customer's requirements, with no disruption and with complete accuracy.

A: And what are the functions of Logistics?

B: The functions of Logistics are planning, procurement, transportation, supply, and maintenance. You should know that there is also the possibility of error and delay between the different functions.

A: What might typical functional errors be?

B: These are incorrect transcription of the original order requirements, incorrect notification of availability, incorrect selection or picking of the order, damage to the goods, late delivery, delivery to an incorrect address, etc.

A: What are the principles of logistics?

B: They are responsiveness, simplicity, flexibility, economy, attainability, sustainability, and survivability.

Dialogue 6 **Logistics Company.**

A: Before I tell you a little about our Logistics Company, let me give you some idea of the importance of Logistics to every organization.

B: That's interesting. Will you please, tell everything considered to be helpful for our activity in this field.

A: Logistics is essential for every organization. Without Logistics, no materials move, no operations can be done, no products are delivered, and no customers are served

B: Oh yes, there are few aspects of human activity that do not ultimately depend on the flow of goods from point of origin to point of consumption. A: But everyone agrees that Logistics can be very expensive. Organizations may reduce their overheads as much as possible but they are often left with surprisingly high Logistics costs.

B: Does the cost of Logistics vary between different industries?

A: Yes, it does. Building materials such as sand and gravel, have very high Logistics costs compared with, say, jewellery, pharmaceuticals and cosmetics.

B: Some people say that fuel, land, safety, environmental protection and employee costs are all rising and making Logistics more expensive. They argue that this trend will inevitably continue.

A: An opposing view says that improvements in Logistics are more than compensating for price rises, and the overall cost is falling. But the true picture depends on circumstances within each organization. Now about our company...

Dialogue 7 **Logistics.**

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A: What are the principles of logistics?

B: They are responsiveness, simplicity, flexibility, economy, attainability, sustainability, and survivability.

**Зразки лексико-граматичних тестів з дисципліни
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1. These contracts ... by the manager of the logistics company today.
 - a) should be signed
 - b) is signed
 - c) was signed
2. You ... many questions at the conference tomorrow.
 - a) weren't asked
 - b) won't be asked
 - c) didn't asked
3. He hoped to ... and did his best for that.
 - a) be promoted
 - b) was promoted
 - c) will be promoted
4. A secretary.... three letters up to now.
 - a) wrote
 - b) have written
 - c) has written
5. It was the first time Mr. Jonson ... to your country.
 - a) was
 - b) has been
 - c) had been
6. Mr. Reeds was here a few minutes ago, but he ... now.
 - a) went
 - b) has gone

- c) had gone
7. There are no buses or taxis, so we ... walk.
- a) have to
 - b) must
 - c) had to
8. David's chief told him that he ... ask such questions.
- a) couldn't
 - b) mightn't
 - c) hadn't
9. I ... go to the bank yesterday to get some money.
- a) must
 - b) have to
 - c) had to
10. I'm afraid offer ... be accepted as the price is extremely high.
- a) may not
 - b) can
 - c) can't
11. The contract ... with great interest.
- a) are looked through
 - b) were looked through
 - c) was looked through
12. What ... to the staff when you joined them?
- a) is being explained;
 - b) are being explained;
 - c) was being explained.
13. I ... stay in the office tomorrow to look through the contract.
- a) may
 - b) will have to
 - c) ought
14. I thought that he ... to take part in this work.
- a) will be asked;
 - b) were asked;
 - c) would be asked
15. Nick's office ... at present, so John has to share his with Nick.
- a) was being redecorated
 - b) is being redecorated
 - c) has been redecorated
16. They were informed that the cargo
- a) has arrived
 - b) had arrived
 - c) arrived
17. We were informed that the conference on the problems of taxation ... its work in a few days.
- a) will begin
 - b) would begin
 - c) began
18. We'll sign the contract tomorrow, if our business partner ... on time.

- a) arrive
 - b) will arrive
 - c) arrived
19. You would have had better results, if you ... harder.
- a) work
 - b) worked
 - c) had worked
20. The director said that he ... just ... on the phone.
- a) have been speaking
 - b) had been speaking
 - c) was speaking
21. Work experience in ... logistics is very important in this role.
- a) the
 - b) a
 - c) an
22. There is ... variety of different types of logistics vacancies in today's business environment.
- a) an
 - b) the
 - c) a
23. Logistics is ... science of planning, organizing and managing activities that provide goods or services.
- a) an
 - b) the
 - c) a
24. A ... is responsible for collaborating with the other officers of the company such as purchasing officers, transport and warehouse managers, to ensure that the goods produced or sold by the company are received in the company's depot on time.
- a) logistics manager
 - b) receptionist
 - c) retail manager
25. The control may be lost to a particular business unit when
- a) a designated logistics infrastructure is not dedicated to particular needs
 - b) a designated logistics company is not dedicated to
 - c) an infrastructure is designated to particular needs
26. In a typical global logistics organization model, the global logistics management team makes
- a) global business
 - b) global policy
 - c) international meetings
27. How could you insult the manager... fired.
- a) might.
 - b) might have
 - c) might have been
28. ... stands for the systematic coordination of all aspects of the procurement process including bids, price negotiations, assuring proper quantities and specifications, shipping and delivery.

- a) inventory logistics
 - b) procurement logistics
 - c) production logistics
29. ... can be defined as all logistics activities, such as information-, material- and value flow processes as well as transformation processes, taking place in manufacturing companies between procurement and distribution.
- a) production logistics
 - b) inventory logistics
 - c) procurement logistics
30. ...shall succeed in buying quality materials, items and services economically from reliable sources. 3. In an emergency situation it may be possible to obtain the right quantity, but not at the right price.
- a) logisticians
 - b) wholesaler
 - c) customer
31. ... can be defined as all logistics activities, such as information-, material- and value flow processes as well as transformation processes, taking place in manufacturing companies between procurement and distribution.
- a) inventory logistics
 - b) procurement logistics
 - c) production logistics
32. What is the purpose of transportation in logistics management?
- a) managing warehouse operations
 - b) reducing inventory levels
 - c) moving goods from one location to another
33. What is the term for the process of efficiently storing and managing inventory?
- a) distribution
 - b) order processing
 - c) warehousing
34. How can logistics management contribute to a company's competitive advantage?
- a) by maximizing profit
 - b) by reducing customer complaints
 - c) by providing faster and more reliable delivery
35. Which aspect of logistics management involves selecting the appropriate mode of transportation, such as trucks, ships, trains, or planes?
- a) warehousing
 - b) transportation
 - c) order processing
36. What is the main purpose of information management in logistics management?
- a) reducing transportation cost
 - b) forecasting demand for products
 - c) tracking and monitoring the movement of goods
37. What is the primary objective of cost efficiency in logistics management?
- a) reducing customer complaints

- b) minimizing lead time
 - c) maximizing profit
38. Which aspect of logistics management involves managing the flow of goods from suppliers to manufacturers?
- a) distribution
 - b) warehousing
 - c) transportation
39. What is the main objective of logistics management regarding inventory?
- a) minimizing transportation costs
 - b) maximizing inventory levels
 - c) balancing inventory levels to meet customer demand
40. Which of the following is not an area to responsibilities for a logistics manager?
- a) marketing
 - b) warehousing
 - c) inventory
41. ...is the task of buying goods of right quality, in the right quantities, at the right time and at the right price.
- a) supplying
 - b) scrutinizing
 - c) purchasing
42. Properly designed ... helps in reducing total logistical cost.
- a) logistics
 - b) warehouse
 - c) logistical network
43. is the most economical mode of transportation.
- a) road transport
 - b) railway transport
 - c) water transport
44. The objective of outbound supply chain is to make the product available to the.....
- a) customer
 - b) retailer
 - c) whole seller
45. The service mission of logistics
- a) reflect the vision of top management.
 - b) deal with basic services required for delivering of goods.
 - c) reflects the ability of firm to exploit
46. The term used for loading or unloading of heavy cargo is
- a) rigging.
 - b) carnage.
 - c) slinging.
47. Marketing logistics involves getting the right product to the right customer in the right place at the right time. Which one of the following is not included in this process?
- a) implementing the plan for the flow of goods and services
 - b) planning the physical flow of goods and services
 - c) gathering customer's ideas for new products controlling the physical flow

- of goods, services, and information
48. Which of the following statements is true?
- a) supply chain is a subset of logistics.
 - b) logistics is a subset of supply chain.
 - c) transportation and logistics are same
49. Role of distribution in supply chain management
- a) providing localised services
 - b)collecting product reviews from customers which could be used by manufacturers
 - c) all the above
50. Inbound and outbound logistics is
- a) a support activity
 - b) a primary activity.
 - c) the only activity