



Espace Métiers
TRANSPORT & LOGISTICS
Business Communication
Level: Easy

Dates, times, appointments

Source: Business English Skills Test – Transport & Logistics
Franco-British Chamber of Commerce & Industry



Words/expressions translated alongside the text

Passage 1

Manager: Annette, **I'm going to have a problem being on time for** our **appointment** with Mr Wise of SUN SHIPPING on Tuesday 13th April.

Annette: Would you like me to **reschedule** it?

Manager: There's no need to reschedule, but if we could move it from 2 O'clock to, say 3.30. That would be better.

Annette: Okay, **I'll give him a call** to see if that's possible.

Passage 2

Voice 1: John, are you interested in coming to the SITL transport and logistics **fair** in Paris?

John: **I might be**. When is it?

Voice 1: It's from Tuesday 18th to 21st March. There's **a talk I'd particularly like to attend** on the Thursday about the advantages of **river transport** in Belgium.

John: Okay, why not. **How much is it to get in?**

Voice 1: It's only 55 euros, but **I've been sent** some invitations, so **we'll be able to get in for free**.

John: **All the better!**

Passage 3

Mike: Kevin, **could you remind me** when Mr Lewis of INTERCARGO is coming to see us?

Kevin: Erm, let's see ... on Tuesday 30th April at 4.30pm. Why?

Mike: I'd like to discuss their freight rates because I've had an interesting quote from one of their **competitors**. They're offering us a very competitive price on the **Middle East** destinations.

Kevin: But Mike, INTERCARGO is a very **reliable** line! **It would be a shame** to leave them for a company we don't know.

I'm going to have a problem being on time for ... – *je vais avoir un souci pour être à l'heure pour ...*

appointment – *rendez-vous*

reschedule – *reprogrammer*

I'll give him a call – *je vais l'appeler*

fair – *salon professionnel*

I might be – *je serais éventuellement (intéressé)*

a talk I'd particularly like to attend – *une conférence à laquelle je tiens particulièrement à assister*

river transport – *transport fluvial*

how much is it to get in? – *combien coûte le billet d'entrée?*

I've been sent – *on m'a envoyé*

we'll be able to get in for free – *nous pourrons y entrer gratuitement*

all the better – *encore mieux*

could you remind me – *pourriez-vous me rappeler*

competitors – *concurrents*

Middle East – *Moyen Orient*

reliable – *digne de confiance*

it would be a shame – *il serait dommage*

Mike: I agree. But **we might be able to get them to** renegotiate their rates.

Passage 4

Voice 1: Joanne, **I've made an appointment** to see Mr Jones of the NITL on Wednesday 21st February at 10.30. **Do you want to come along** too?

Joanne: Er ... 21st February ... oh, no I can't unfortunately. I'm going to Gdansk for the Baltic Container conference.

Voice 1: Oh well, **never mind**.

Passage 5

Voice 1: Paula, what time is it in Beijing, only I need to call the Beijing office about **an urgent matter**.

Paula: Er... it must be **5.45pm**. **You'd better hurry** because they shut at 6pm.

Voice 1: Okay. Thanks!

Passage 6

Forwarder: So, following this incident at Bratislava Airport, all **outbound flights** have been suspended. It could be another 3 hours before the first plane leaves. Consequently, we don't expect your goods to arrive at Heathrow before 11pm this evening.

Client: Okay. **Just as long as we have them by** midday tomorrow at the latest.

Forwarder: Oh, **you should even have them by the time you open your shop** at 9 O'clock.

Client: Okay, that's alright then.

Passage 7

Agent: With our "Express Plus" service we can guarantee delivery to **any business address** in France by 8am **the next working day**. And we can deliver to most parts of the USA and Canada by 8 or 9am on the 2nd working day.

Client: Okay and what about Asia?

Agent: Well, for Asia, it's the same as for the USA and Canada, so by 9am on the 2nd working day.

Passage 8

Voice 1: Claire, can you remind me when we're seeing Mr Kumar from Credit Control?

Claire: Yes, it's on Thursday 29th at 2.30pm. **Is that still ok with you?**

Voice 1: Yes, that's fine. **I've put it in the diary**.

Passage 9

we might be able to get them to ... –
nous pourrions peut-être les persuader de
...

I've made an appointment – *j'ai pris*
rendez-vous

do you want to come along – *voulez-vous*
venir (avec moi)

never mind – *tant pis*

an urgent matter – *une question urgente*

you'd better hurry – *vous avez intérêt à*
vous dépêcher

outbound flights – *vols au départ*

just as long as we have them by ... –
pourvu que nous les ayons pour ...

you should even have them by the time
you open your shop – *vous devriez même*
les avoir avant l'ouverture de votre
magasin

any business address – *toute adresse*
professionnelle

the next working day – *le jour ouvrable*
suivant

Is that still ok with you? – *C'est toujours*
bon pour vous ?

I've put it in the diary – *je l'ai mis dans*
l'agenda

Voice 1: Mike, when will these **new packaging norms** for Indonesia **come into force**?

Mike: **As of** September 1st - this year.

Voice 1: So we've got a couple of months to make the necessary changes, then.

Mike: Yes, we have. **Thank goodness!**

Passage 10

Voice 1: Michelle, do you think it would be possible to reschedule our meeting with Mrs Smith?

KD PANELS has asked me to go and see them on Friday 19th as well.

Michelle: What time is your appointment with KD? **We're not seeing Mrs Smith until** 5pm.

Voice 1: It's at half past two.

Michelle: Well, that's okay. **You'll have no trouble getting back here for** 5pm.

new packaging norms – *nouvelles normes concernant l'emballage*

come into force – *entrer en vigueur*

as of – *dès*

thank goodness! – *Dieu merci!*

we're not seeing Mrs Smith until ... – *nous ne verrons pas Mme Smith avant ...*

you'll have no trouble getting back here for ... – *vous n'aurez aucune difficulté à revenir ici pour ...*

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Questions

Passage 1

1. When is the person due to meet Mr Wise of Sun Shipping?

2. Why is Annette going to telephone Mr Wise?

Passage 2

1. When exactly will the transport and logistics fair take place?

2. Which event is the first speaker particularly interested in?

Passage 3

Q1. When exactly is the appointment with Mr Lewis?

Q2. What does Mike want to discuss with Mr Lewis and why?

Passage 4

Q1. When is the appointment with Mr Jones?

Q2. Why doesn't that date suit Joanne?

Passage 5

Q1. What information does the first speaker need and why?

Q2. Why does the first speaker need to hurry?

Passage 6

Q1. What is the situation at Bratislava airport?

Q2. When does the customer need the goods by?

Passage 7

Q. Complete the table about guaranteed delivery times with the Express Plus Service.

EXPRESS PLUS SERVICE
Guaranteed delivery times

France	USA / Canada	Asia
	By 9.00 am On 2 nd working day	

Passage 8

Q. When are they meeting Mr Kumar from Credit Control?

Passage 9

Q. When will the new packaging norms for Indonesia come into force?

Passage 10

Q. What time are their two appointments on Friday 19th?

KD PANELS:

Mrs Smith:

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Answers

Passage 1

1. When is the person due to meet Mr Wise of Sun Shipping?

- **Tuesday 13th April at 2 O'clock**

2. Why is Annette going to telephone Mr Wise?

- **To see if it is possible to change the time of the meeting from 2.00 to 3.30**

Passage 2

1. When exactly will the transport and logistics fair take place?

- **From Tuesday 18th to 21st March**

2. Which event is the first speaker particularly interested in?

- **A talk on the Thursday about the advantages of river transport in Belgium**

Passage 3

Q1. When exactly is the appointment with Mr Lewis?

- **Tuesday 30th April at 4.30pm**

Q2. What does Mike want to discuss with Mr Lewis and why?

- **He wants to discuss their freight rates because he's had an interesting quote for Middle East destinations from one of their competitors**

Passage 4

Q1. When is the appointment with Mr Jones?

- **Wednesday 21st February at 10.30**

Q2. Why doesn't that date suit Joanne?

- **She is going to Gdansk for the Baltic Container conference**

Passage 5

Q1. What information does the first speaker need and why?

- **The time in Beijing**
- **He needs to call the Beijing office about an urgent matter**

Q2. Why does the first speaker need to hurry?

- **Because it is 5.45pm in Beijing and the Beijing office shuts at 6pm**

Passage 6

Q1. What is the situation at Bratislava airport?

- **All outbound flights have been suspended**
- **No departures expected in the next 3 hours**

Q2. When does the customer need the goods by?

- **Midday tomorrow at the latest**

Passage 7

Q. Complete the table about guaranteed delivery times with the Express Plus Service.

EXPRESS PLUS SERVICE
Guaranteed delivery times

France	USA / Canada	Asia
<ul style="list-style-type: none">• To any business address by 8.00 am on the next working day	By 9.00 am on the 2nd working day	<ul style="list-style-type: none">• By 9.00 am on the 2nd working day

Passage 8

Q. When are they meeting Mr Kumar from Credit Control?

- ***Thursday 29th at 2.30pm***

Passage 9

Q. When will the new packaging norms for Indonesia come into force?

- ***As of September 1st this year***

Passage 10

Q. What time are their two appointments on Friday 19th?

KD PANELS: **2.30**

Mrs Smith: **5pm**