



## Dialogue 3

(Alice, in her office)



**DH:** Good morning, this is Dieter Hess from Crystal Art. May I speak with Ms Alice Norton?

**A:** Speaking.

**DH:** Hello, Ms Norton. I'm calling about the crystal chandeliers you ordered. You'll be glad to hear that we've finished them on time, though we've **worked our fingers to the bone**, if the truth be told. Right now, we are preparing them for shipment, and we should be dispatching them this afternoon.

**A:** Great! This is very good news! When can I expect to see them in the UK?

**DH:** Well, it all depends on the sort of **forwarding service** we use. I assume it's a very **time-sensitive** delivery, isn't it?

**A:** I'd say it's actually time-critical. You see, I'm working on the renovation of a hotel, and the whole thing is a little bit behind schedule. The opening is in four days, and most of the lighting still hasn't been installed. So every day is crucial, really.

**DH:** Well, I can tell my people to **give priority to** packing your chandeliers, which is a fairly **time-consuming** process. Probably, I could also make arrangements for an earlier **pick-up**. We could also use an express delivery service... Hm... I can't promise they will transport it overnight, but you should receive it the day after tomorrow, early in the morning.

**A:** Okay, I think that should  **suffice**. With all this haste... isn't there a risk that the goods may get damaged in transport?

**DH:** I don't think it's very likely. The people from the logistics company we cooperate with have an extremely **quality-driven approach**. The fast pace shouldn't really make any difference.

**A:** But crystal is so very fragile... if any of the chandeliers are not up to scratch, I'm in deep trouble because there'll be no time to replace them.

**DH:** Trust me, we know what we're doing. Look, the chandeliers will be packed in robust wooden containers which we **reinforce** using our own special method. The content of the container is

properly insulated with shock-absorbing material. What is more, the containers are **damp-resistant** and rust-proof. You could leave them in the middle of Siberia for a few years, and they'd still **be in mint condition**. Perhaps all these **precautions** we take add to **gross weight** and **dimensions** of the packages, but they also make them extremely durable.

**A:** I'm glad you pay so much attention to transport... still, what if the chandeliers have any **concealed defects** that you may have overlooked...

**DH:** Concealed defects? Ms Norton, let me tell you something – it may sound like I'm bragging, but we haven't had any in years. With the quality control we have in our company, our products are always the way they should be. Please relax. The chandeliers will be on time, and they will be perfect.

**A:** I'm sorry about that. It's just I'm pretty nervous about this project. Thank you for the information. We'll be waiting for the courier, then.

**DH:** You're welcome. Good bye.

## Glossary



<b>work one's fingers to the bone</b> ( <i>idm</i> )	work very hard
<b>forwarding service</b> ( <i>n</i> )	transporting packages and goods to specific addresses
<b>time-sensitive</b> ( <i>adj</i> )	requiring punctuality and timeliness
<b>give priority to</b> ( <i>col</i> )	put something first in terms of importance
<b>time-consuming</b> ( <i>adj</i> )	requiring a lot of time
<b>pick-up</b> ( <i>n</i> )	collection of goods
<b>suffice</b> ( <i>v</i> )	meet one's requirements, be enough

<b>quality-driven approach</b> ( <i>n</i> )	attitude in which product or service quality is the top priority
<b>reinforce</b> ( <i>v</i> )	strengthen, support
<b>damp-resistant</b> ( <i>adj</i> )	able to withstand humidity
<b>be in mint condition</b> ( <i>idm</i> )	be in perfect shape, be as good as new
<b>precaution</b> ( <i>n</i> )	safety measure
<b>gross weight</b> ( <i>n</i> )	total weight of goods
<b>dimensions</b> ( <i>n</i> )	length, width and height of sth
<b>concealed defect</b> ( <i>n</i> )	hidden flaw, deficiency or damage



## Exercise 1

Listen to the dialogue again and decide if the statements are true or false.

- |  |   |   |
|--|---|---|
| 1. Dieter Hess works for a logistics company.  | T | F |
| 2. Fulfilling Alice's order was a laborious task.  | T | F |
| 3. There is little Dieter Hess can do to speed up the delivery.                                  | T | F |
| 4. The containers for the chandeliers are resistant to everything apart from intensive humidity. | T | F |
| 5. Thanks to safety measures the chests are well-protected, but at the same time quite heavy.    | T | F |





## Exercise 2

### What do the underlined expressions mean?

1. The pick-up of your delivery took place on the dot, so there shouldn't be any delay.
  - a) transport
  - b) travelling
  - c) collection
2. Your package exceeds the acceptable dimensions. I'm afraid it won't fit in the back of my van.
  - a) height, width and length
  - b) weight
  - c) delivery time
3. Do you need any more documents? – No thanks, these will suffice.
  - a) be inadequate
  - b) be enough
  - c) be needed later
4. Apparently, one of the workers at the logistics company left our parcel in the rain, and it wasn't really damp-resistant.
  - a) able to withstand humidity
  - b) able to withstand being left outside
  - c) able to withstand improper handling
5. I'm sure you all know how time-sensitive this project will be.
  - a) depending on empathy
  - b) depending on timeliness
  - c) depending on cooperation
6. Our clients' loyalty has been weakened by our pricing strategy. The question is: how can we reinforce it?
  - a) build
  - b) regain
  - c) strengthen

7. It's a risky investment, but we will take all the necessary precautions to protect our capital.

- a) associates
- b) safety measures
- c) financial resources

8. Filling databases is by far one of the most boring and time-consuming tasks I've ever had.

- a) requiring time
- b) requiring attention
- c) short lasting



### Exercise 3

Fill the gaps in the sentences with suitable phrases from the box.

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approach	weight	forwarding	condition
defect	bone	priority	

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1. I have worked my fingers to the \_\_\_\_\_ on this project. The least my boss could do is give me a bonus.
2. I don't usually buy second-hand vehicles, but since the lorry was in mint \_\_\_\_\_, I made an exception.
3. Our company is known for its quality-driven \_\_\_\_\_ rather than flashy advertising or offering the lowest prices on the market.
4. As the new manager I intend to give \_\_\_\_\_ to you, the employees, as you are the main asset of this company.
5. Each of the 50 DVD-players they sent us has the same kind of concealed \_\_\_\_\_. It's outrageous!
6. I think it's high time we changed our provider of \_\_\_\_\_ services. One of our most important clients has been waiting for delivery for two weeks!
7. Make sure that the gross \_\_\_\_\_ of the package does not exceed 20 kilograms, or there'll be an extra charge.





## Exam practice

You are the manager of the Administration Department in a large IT company. Recently, you have noticed that the number of phone calls being made by your employees has greatly increased. However, the amount of work done by your staff has not increased in any way. You suspect that many of them are using company phones for private conversations on a large scale. Write an email to your staff (**40 – 50 words**):

- warn them not to use company phones for private conversations,
- at the end of each month they will have to explain the purpose of every phone call they have made in this period,
- the cost of their private phone calls will be deducted from their salaries.

