

faded
fitting
heap
night shift
round-the-clock
skip
stack
take the blame

have something done

3 Work with a partner. Your warehouse is in a mess and you have some new customers coming to visit it early tomorrow morning. Read the list of what needs doing and how much it will cost. You have a budget of €300. Decide together what you'll have done and what you'll do yourselves to give your visitors a good impression of the company.

- forklift has a flat tyre - repair €35
- skip is overflowing with rubbish - pick-up and emptying €80
- pallet truck is dirty - cleaning €25
- floor markings are faded - repainting €120
- pallets are in a heap - stacking €30
- boxes are all over the place - clearing up €50
- racks are unstable - fixing €180
- patch of oil is on the floor - cleaning €20



Listening for detail

4 1:50 Fuelflo manufactures fuel systems for civil and military aircraft. Recently, a customer, Airbridge, complained of a problem with fuel pumps. Listen and match the company departments with the problems.

Logistics Production Sales Stock

- 1 _____ put the wrong fitting on the pumps.
- 2 _____ didn't give Production enough warning.
- 3 _____ sent two different parts together at the last minute.
- 4 _____ didn't spot the difference.
- 5 _____ decided to reduce stock movements.
- 6 _____ sent a delivery late.

5 Rewrite the notes in Exercise 4 using the passive to make the comments sound less personal and less aggressive.

1 *The wrong fitting was put on the pumps.*

6 At the end of the meeting, Fuelflo made plans to solve the problem. Rewrite sentences 1-6 using the prompts and the passive or *have something done*.

- 1 In future, we will arrange for the parts to be delivered separately.
In future, we will have _____.
- 2 We will ask Airbridge for earlier warnings of any changes.
Airbridge will _____.
- 3 Birgit will get someone to check the parts.
Birgit will have _____.
- 4 Somebody must brief the Stock Department.
The Stock Department _____.
- 5 We will give Airbridge a discount on their next order.
Airbridge _____.
- 6 An independent auditor will check the procedures.
We will have _____.

Roleplay

7 Work with a partner. You both work for a company producing bottled mineral water. Recently, some consumers have complained of a strange taste in a small number of bottles and some have had to be recalled. It is summertime and your bottling plant is working round-the-clock to meet demand.

Student A: You are an internal quality auditor. Your job is to identify and solve the problem by asking tactful questions. Turn to page 115.

Student B: You are the night shift supervisor. Try to avoid taking the blame, using the passive where necessary. Turn to page 117.

8 When you have identified the probable cause of contamination, in small groups, define what corrective action should be taken. Compare your solution with another group.



Internet research

Search for the keywords *bottle contamination* *recall* to discover how some real contamination cases happened and the consequences for the companies involved. Report back to the class.