

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

have something done

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.

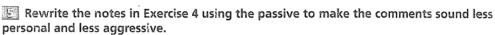
forklift has a flat tyre - repair €35
skip is overflowing with rubbish - pick-up and
emptying €80
pallet truck is dirty - cleaning €25
floor markings are faded - repainting €120
pallets are in a heap - stacking €30
boxes are all over the place - cleaning up €50
racks are unstable - fixing €180
patch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



Listening for detail

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
				on the pumps.
		, dian't give Pr	oductio	n enough warning.
5				rts together at the last minute.
ŀ	***************************************	didn't spot th	e differe	ence.
5				ck movements.
6		sent a deliver	y late.	



- 1 The wrong fitting was put on the pumps.
- 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	
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- 6 An independent auditor will check the procedures.

 We will have _____

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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.

Roleplay

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.

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.