



Focus: Describing delivery processes, reporting shipping issues, asking for updates, and tracking goods

Logistics, Shipping & Tracking



The English Hub

Welcome & Objectives

If you're working with supply chains, shipping, or deliveries; clear English communication is essential. This lesson will help you describe processes, ask for updates, and handle problems professionally.

In this lesson, you will:

- Use workplace vocabulary for logistics and delivery
- Describe movement and timelines
- Report or resolve delivery problems
- Use past simple and passive voice in context

Vocabulary: Logistics & Delivery Terms

Review the following terms with your tutor:

Term	Meaning	Example Sentence
dispatch	send goods from warehouse	"The order was dispatched yesterday."
tracking number	code to follow delivery	"Here's your tracking number: 8Z54..."
warehouse	storage building for goods	"It's in the main warehouse."
shipment	a group of items being transported	"The shipment is delayed due to customs."
out for delivery	currently being transported to final location	"It's out for delivery now."

Task: Create two sentences using two of the terms from above

Reading: Delivery Update Email

Have a go at reading the email below:

Hi,
The customer's order #30195 was dispatched on Monday. It left the warehouse at 9:00 AM. It is now marked as 'Out for Delivery'. The expected arrival is Wednesday by 5 PM.
Regards,
Logistics Team

Questions:

- When was the order dispatched?
- What is its current status?
- When should it arrive?
- Then, summarise the timeline using past simple.



Grammar: Past Simple for Delivery Status

Explanation:

We use the past simple to describe completed steps in a process.

Structure:

Subject + past verb (e.g. “left,” “was sent,” “arrived”)

Examples:

- “The parcel **arrived** yesterday.”
- “It **was delivered** to the wrong address.”

Task: Describe this process aloud using past simple:

Box received → packed → labelled → shipped → delivered

Listening: Phone Update

Your tutor will read the following text aloud:

Hi, the delivery for order #54010 was supposed to arrive yesterday, but it hasn't. We checked the tracking and it left the distribution centre on time. Can you follow up?"

Task: Respond to the update:

- What's the issue?
- What has already happened?
- What should they do next?

Grammar: Prepositions of Movement

Explanation:

We use these to describe movement through spaces or locations

Preposition	Example
into	"The goods were loaded into the truck."
onto	"They placed the box onto the pallet."
through	"The driver went through customs."
out of	"It came out of the warehouse."
across	"The shipment travelled across Europe."

Task: Create 2 sentences using the terms from above, describing a shipment process.



Activity: Describe a Delivery

Your tutor will read out the following descriptions:

- The parcel left Madrid on Monday
- It went through customs in Paris
- It arrived in Berlin but wasn't delivered

Task: Create a story out of this delivery in 3–4 full sentences using past simple + prepositions.



Vocabulary: Problems & Resolutions

Review the following terms with your tutor:

Problem	Solution
delayed at customs	"We will contact customs support."
damaged in transit	"We'll resend the item immediately."
lost tracking info	"We'll issue a new tracking link."
delivered to wrong address	"We'll investigate and contact the driver."

Your tutor will read out the scenario below:

Scenario:

"Hello, this is the logistics support team. I understand your parcel arrived damaged in transit. We'll resend the item immediately and make sure it's packed securely this time. Thank you for your patience while we sort this out."

Task: Imagine you are on a logistics support team. Respond to the scenario, including a greeting, acknowledgement of the issue, the matching solution, and a closing.



Grammar: Passive Voice in Delivery Updates

Explanation:

We use the passive to focus on the action/result, not the doer.

Structure:

Subject + was/were + past participle

Examples:

- “The package **was shipped** on Monday.”
- “It **was delivered** to the wrong location.”
- “The tracking info **was lost**.”

Task: Convert these to passive:

- “The courier damaged the box.”
- “They sent the wrong item.”
- “Someone moved the stock.”



Listening: Delivery Update

Your tutor will read out the following update:

“Good afternoon. Order 77810 left our warehouse two days ago and is now passing through customs. It should arrive at the destination within 48 hours.”

Task: Repeat the update using:

- Past simple
- Prepositions
- Passive structure

Activity – Support Scenario

Scenario: Imagine you are a support agent receiving this issue:

“My order says ‘delivered’ but I haven’t received anything.”

Task: Respond politely, ask for tracking number, and suggest next step. Use embedded questions if possible.

Example:

“Could you let me know if someone else may have accepted the parcel?”



Grammar: “Until” vs “By”

Explanation:

- **by** = deadline or latest point
- **until** = duration continuing up to a point

Examples:

- “It should arrive **by Friday**.”
- “The package was held **until Tuesday**.”

Task: Create your own shipping update sentences with correct prepositions.



Speaking: Describe Your Role

Task:

If you works in logistics or support, describe a recent task.

If not:

Describe what a delivery team member might say when:

- Reporting a delay
- Checking warehouse stock
- Updating a client
- Use past simple + passive.



Grammar: Sequencing with “After,” “Then,” “Once”

Explanation:

Use sequencing phrases to describe a clear process.

Examples:

- “**Once** the items are packed, they are labelled.”
- “**Then**, they’re sent to dispatch.”
- “**After** scanning, the item is recorded.”

Task: Explain a shipping process to your tutor, creating a sentence in 4 steps using format from above.



Reading: Internal Memo

Your tutor will read out the following reminder:

Reminder: Before dispatching orders, please ensure all labels are printed clearly and scanned. Once packed, items must be moved to the outbound area within 30 minutes.

Task: From the text, identify:

- Key verbs
- Timeline
- Instructions using sequencing language

Roleplay: Missing Item

Scenario: Imagine a client calls and says, “I only received 2 of 3 items.”

Task: respond to this scenario professionally, asks a polite clarification question, and explains next steps using past simple.



Grammar Recap Quiz

Choose the correct form:

- “The parcel (was / were) scanned.”
- “It went (across / through) security.”
- “The item was delivered (by / until) Tuesday.”

Your tutor will confirm the correct forms with explanations.

Speaking: Give a Delivery Update

Scenario: Your company has sent a shipment of electronics.

Task: Provide a short delivery will give a short delivery status update aloud. Your update must include:

- **2 vocabulary items** (e.g., *delayed, tracking link, customs, resend*)
- **1 preposition** (e.g., *by, on, at, in*)
- **1 passive structure** (e.g., *The package was shipped, The address has been updated*)
- **1 sequencing phrase** (e.g., *First, Next, After that, Finally*)