



Michaela Rung-Kraus

IHK-Zusatzqualifikation

# Englisch für kaufmännische Auszubildende

Ein zweisprachiger Lerntrainer für Ausbildung und Beruf

## Aufgabenteil

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<b>Unit 1 Doing business internationally – IHK certification</b>	
<b>IHK Zusatzqualifikation Englisch für kaufmännische Auszubildende .....</b>	<b>9</b>
1.1	In and around the office ..... 10
	<b>Grammar: Auxiliary verbs (Hilfsverben) .....</b> 14
	<b>Grammar: Modal auxiliary verbs (modale Hilfsverben) .....</b> 15
1.2	Time management and arrangements..... 16
	Scheduling appointments and meetings..... 16
	Planning tasks and activities ..... 20
	Organising conferences ..... 21
	Preparing meetings..... 26
	Taking meeting minutes ..... 27
	Arranging travel ..... 28
	Booking a hotel room ..... 30
	Hiring a car..... 31
	Organising trade fair participation ..... 32
	<b>Grammar: Nouns (Nomen bzw. Substantive) .....</b> 36
	<b>Grammar: Pronouns (Pronomen).....</b> 37
1.3	Internal and external communication..... 40
	Introducing yourself ..... 40
	Traineeships and apprenticeships ..... 42
	Letter of application ..... 43
	Curriculum Vitae (CV) and the Europass ..... 44
	Talking about your job..... 46
	Job titles and positions A-Z ..... 46
	Welcoming visitors from abroad ..... 48
	Making presentations ..... 50
	Gathering information and conducting research ..... 50
	Numbers and figures ..... 52
	Graphs, diagrams, and charts ..... 53
	<b>Grammar: Adjectives and adverbs (Adjektive und Adverbien) .....</b> 54
1.4	The company ..... 56
	Talking about your company and your work..... 56
	Products and commodities ..... 58
	Lines of business..... 60
	Legal forms of business ..... 62
	<b>Grammar: Verbs – tenses at a glance (Verben – Zeiten auf einen Blick) .....</b> 64
1.5	<b>Exam preparation</b>
	Die IHK Zusatzqualifikation Englisch für kaufmännische Auszubildende: <b>Informationen und Erläuterungen .....</b> 67

<b>Unit 2 Order processing I – Business correspondence in English</b>	
	<b>Geschäftsbrief nach Stichwortangaben ..... 71</b>
2.1	Writing and formatting business letters in English ..... 72
	Formatting Rules ..... 73
	Structure of formal business letters ..... 75
	<b>Grammar: Present tense (Präsens)</b> ..... 79
2.2	Types of business letters ..... 81
	Enquiry: Requesting information..... 82
	Enquiry: Requesting a quote ..... 84
	Preparing a quote ..... 87
	Placing orders ..... 89
	Order forms ..... 90
	Order confirmation..... 91
	<b>Grammar: Present perfect (Perfekt)</b> ..... 92
2.3	<b>Exam preparation</b>
	IHK Zusatzqualifikation für kaufmännische Auszubildende:
	<b>Geschäftsbrief nach Stichwortangaben</b> ..... 94
<b>Unit 3 Order processing II – Short letter or e-mail</b>	
	<b>Kurzgefasste schriftliche Mitteilung..... 97</b>
3.1	Writing and formatting short letters or e-mails in English..... 98
	Formatting rules ..... 98
	The heading ..... 99
	The body ..... 101
	<b>Grammar: Past tense (Präteritum / Imperfekt)</b> ..... 104
3.2	Short letter or e-mail topics ..... 106
	Notice of dispatch ..... 108
	Delay in delivery ..... 109
	Complaint letter regarding a delay in the delivery of goods ..... 110
	<b>Grammar: Past perfect (Plusquamperfekt)</b> ..... 112
3.3	<b>Exam preparation</b>
	IHK Zusatzqualifikation für kaufmännische Auszubildende:
	<b>Kurz gefasste schriftliche Mitteilung</b> ..... 114

<b>Unit 4 Customer Services – Verbal communication in business life and notes on conversations</b>	
<b>Vermerk über ein Gespräch .....</b>	<b>117</b>
4.1 Speaking English in daily business life and Customer Service Management.....	118
On the importance of verbal communication in business life .....	120
Phone conversations in English .....	126
<b>Grammar: Future I (Futur I) .....</b>	<b>128</b>
4.2 Taking notes on a conversation.....	130
<b>Grammar: Future II (Futur II) .....</b>	<b>134</b>
4.3 <b>Exam preparation</b>	
IHK Zusatzqualifikation Englisch für kaufmännische Auszubildende:	
<b>Vermerk über ein Gespräch .....</b>	<b>135</b>
<b>Unit 5 Invoicing, payment, and reminders – Notes on a business letter</b>	
<b>Vermerk über einen Geschäftsbrief .....</b>	<b>137</b>
5.1 Invoices and terms of payment.....	138
Invoice .....	138
Payment terms .....	140
Business invoice letter.....	141
<b>Grammar: if-clauses .....</b>	<b>143</b>
5.2 Reminders .....	145
Creating reminders.....	145
Sent several reminder letters? .....	147
Final request .....	148
<b>Grammar: much or many?.....</b>	<b>149</b>
5.3 Summarising –Taking notes on a business letter.....	150
<b>Grammar: since or for? .....</b>	<b>152</b>
5.4 <b>Exam preparation</b>	
IHK Zusatzqualifikation Englisch für kaufmännische Auszubildende:	
<b>Vermerk über einen Geschäftsbrief .....</b>	<b>153</b>

<b>Unit 6 Dispatch, transport, and logistics – gap-fill exercises</b>	
<b>Sprachergänzungstest</b> .....	<b>155</b>
6.1 Dispatch and transport .....	156
Modes of transport.....	158
Incoterms® – International Commercial Terms .....	160
Fragile, perishable, and dangerous goods .....	161
Handling instructions and packing symbols.....	162
Shipping documents .....	164
Bill of Lading .....	165
<b>Grammar: some or any?</b> .....	167
6.2 Logistics .....	168
The 6 “R”s of logistics.....	168
Warehousing and stock control .....	168
<b>Grammar: who or which? Or that?</b> .....	173
6.3 <b>Exam preparation</b>	
IHK Zusatzqualifikation Englisch für kaufmännische Auszubildende: <b>Sprachergänzungstest</b> .....	175
<b>TESTÜBUNG IHK Zusatzqualifikation Englisch für kaufmännische Auszubildende Aufgabenteil ...</b>	
<b>179</b>	
Geschäftsbrief nach Stichwortangaben .....	180
Kurzgefasste schriftliche Mitteilung .....	182
Vermerk über ein Gespräch .....	184
Vermerk über einen Geschäftsbrief .....	186
Sprachergänzungstest .....	188
Quellenverzeichnis.....	192

### Appendix zum Download

Wörterbuch  
Irregular Verbs (Unregelmäßige Verben)  
Abbreviations (Abkürzungen)  
Numbers (Zahlen)  
Measures and weights (Maße und Gewichte)  
Temperatures (Temperaturangaben)  
Currencies (Währungen)

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# 1 Unit

**Doing business  
internationally**

### Organising conferences

Preparing meetings, booking train tickets or flights, arranging accommodation, making hotel reservations, and organising conferences all pertain to the duties of a management assistant working in enterprises of all sizes. It is not uncommon to have to communicate with people from abroad. If possible, you should nominate English as the working language to ensure that everyone involved is able to understand all of your concerns.

### In daily business life ...

Eva May, personal assistant to the sales manager at Halo GmbH, Thomas Meyer, has been asked to organise a conference in Cologne from 8 to 9 August 2016. Once a year, executives from the associated companies in the Netherlands, Belgium, and Italy come together at a conference centre in Cologne to discuss the annual sales and the current sales strategies. At the same time, there is a trade fair in Cologne (IMM) to which all of the delegates are invited (including dinner). The participants are Mr Celin, Mrs van Delis, and Mr Pozza who are each accompanied by two or three additional attendees. They have to be picked up at the airport. Mrs May has to book a conference room as well as several hotel rooms, and she has also been asked to hire cars for the transfer to the trade fair. Eva May decides to make a checklist of the various tasks she has to manage. She has noted some keywords.

(1) programme / plan (incl. timeline & location) | (2) invitations – participants | (3) participants' confirmation – enquire | (4) special wishes (hotel / catering) + flight times (executives) | (5) suitable conference centre | (6) hotel rooms | (7) prep conference | (8) pick up delegates | (9) cars – transfer to trade fair

### Exercise 1.2 (c)

Complete Eva May's checklist using the keywords above. Don't forget to use the correct preposition (e.g. looking *for*). The list of additional vocabulary will help you.

#### Checklist: conference 8 to 9 August 2016

- (1) Preparing a plan for the conference including timeline and location
- (2) Writing and sending \_\_\_\_\_  
\_\_\_\_\_
- (3) Waiting \_\_\_\_\_  
\_\_\_\_\_, \_\_\_\_\_ if necessary
- (4) Asking \_\_\_\_\_ concerning the hotel and the catering and requesting \_\_\_\_\_ from the executives
- (5) Looking \_\_\_\_\_
- (6) Booking \_\_\_\_\_
- (7) Preparing \_\_\_\_\_
- (8) Picking \_\_\_\_\_
- (9) Hiring \_\_\_\_\_

Additional vocabulary	
company's premises	Firmengelände
conference venue	Tagungsstätte
programme / plan	Programm
including	einschließlich
participant(s)	Teilnehmer
invitation(s)	Einladung(en)
confirmation	Bestätigung
to send sth.	etw. versenden
to enquire about sth.	etw. erfragen
to ask for	fragen (nach)
to wait for	auf etw. warten
to require sth. of sb.	etw. von jdm. verlangen
to request sth.	etw. anfordern
flight times	Flugzeiten
executives	Führungskräfte / Vorstand
to look for sth.	etw. suchen
to book sth.	etw. buchen
to prepare sth.	etw. vorbereiten
suitable	angemessen / passend
delegates	Konferenzteilnehmer
to pick up the delegates	die Konferenzteilnehmer abholen
to hire / rent a car	ein Auto mieten



## 1.2 Time management and arrangements

### Exercise 1.2 (d)

Write an invitation letter using the information of Eva May on the previous page. Ask for confirmation of attendance.

---

25 January 2016

Mrs van Delis  
Managing Director  
VAN DAN N.V.  
Freda Straat 45  
1017 CA Amsterdam  
The Netherlands

Dear Mrs van Delis

#### Invitation

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Yours sincerely

Eva May  
Assistant to Thomas Meyer, Sales Manager



## 1.2 Time management and arrangements

### Booking a hotel room

Most hotels are equipped with a reservation system that allows you to make bookings on the web. Online hotel bookings are especially convenient because you can see vacancies in real-time.

It can also be advantageous to send a memo by e-mail or fax to ask for more details, such as:

- special facilities
- conference rooms availability
- technical equipment, such as audio-visual appliances, flip charts, seating facilities, etc.

#### Exercise 1.2 (n):

You have been asked to manage a hotel booking for your boss. You decide to write an e-mail to the Shine Hotel in Manchester ([booking@shine-hotel.com](mailto:booking@shine-hotel.com)) as your research has revealed it to be a first class business hotel.

You must book a hotel room for your superior, James Small, from 5 to 9 February. He will arrive at the hotel at 9:00 am and requires immediate check-in because he needs to leave the hotel at 9:30 am for an early meeting. Please also ask for wireless internet access and a confirmation of your reservation.

Additional vocabulary	
hotel reservation	Hotelreservierung
change of reservation	Änderung der Hotelreservierung
cancellation of reservation	Stornierung der Hotelreservierung
double room	Doppelzimmer
twin room	Doppelzimmer mit zwei Einzelbetten
ensuite room	Zimmer mit Bad
Executive Suite	Präsidentensuite
room service	Zimmerservice
departure	Abfahrt
accommodation	Unterkunft
breakfast buffet	Frühstücksbuffet
lunch buffet	Mittagsbuffet
to book	buchen
spa	Wellness(einrichtung / -bereich)
registration form	Anmeldeformular
hotel booking form	Buchungsformular
reception	Rezeption
porter	Portier
complimentary	gratis
shower / bathroom	Dusche / Badezimmer
hair dryer	Föhn
shoe polish	Schuhputzmittel
ironing board	Bügelbrett

Send

To ...

Cc ...

Subject

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### Hiring a car

A colleague of yours has been asked to organise a rental car for her supervisor. She has noted some suitable questions in German.

#### Exercise 1.2 (o)

Please translate the following questions into English.

- (1) Wo kann ich ein Auto mieten? \_\_\_\_\_
- (2) Kann ich dort ein Auto mieten? \_\_\_\_\_
- (3) Kann ich hier irgendwo ein Auto mieten? \_\_\_\_\_
- (4) Könnten Sie mir bitte sagen, wo ich den nächsten Mietwagenverleih finde?  
\_\_\_\_\_
- (5) Wie viel kostet ein Mietwagen? \_\_\_\_\_
- (6) Wo befindet sich der nächste Mietwagenverleih?  
\_\_\_\_\_
- (7) Haben Sie auch Einweg(One-Way)-Mietwagen? \_\_\_\_\_
- (8) Beinhaltet der Preis Steuer, Versicherung und Freimeilen?  
\_\_\_\_\_

#### Exercise 1.2 (p)

Which answers and counter-questions should you expect? Please translate the following sentences into German. Then try to answer the questions in English.

- (1) I would recommend renting a car at the station or at the airport.  
\_\_\_\_\_

#### Additional vocabulary

(arrive) by rental car	mit dem Mietwagen (anreisen)
medium-sized car	Mittelklassewagen
luxury car	Luxuswagen
two-door / four-door model	Zwei-/Viertürer
air conditioning	Klimaanlage
central locking	Zentralverriegelung
child car seat	Kindersitz
non-smoker	Nichtraucher

- (2) Where do you want to pick up and return the car?  
\_\_\_\_\_

Please answer this question in English:  
\_\_\_\_\_

- (3) For what period of time do you want to hire the car? \_\_\_\_\_

Please answer this question in English: \_\_\_\_\_

- (4) What extra equipment do you require? \_\_\_\_\_

Please answer this question in English: \_\_\_\_\_

- (5) Certainly. \_\_\_\_\_

- (6) Thank you for your kind advice. \_\_\_\_\_

- (7) You're welcome. \_\_\_\_\_

## 1.3 Internal and external communication

### Welcoming visitors from abroad

“Welcoming visitors from abroad” is highly topical in politics at the moment because European countries are processing more immigrants than ever before. Most of them do not speak German, but often English, so this language often provides the basis for communication. Many young immigrants have already been offered the chance to begin an apprenticeship in Germany, as 300,000 training places remained unfilled last year.

These cases are exceptions and have nothing to do with everyday business life. “Welcoming visitors from abroad” in the business world is much less precarious. It involves receiving and welcoming international colleagues or company representatives – normally shareholders (e.g. customers or suppliers) or stakeholders, and sometimes delegates from other enterprises.

### Exercise 1.3 (g)

Complete the conversation with the following clauses:

offer you – can I do for you – You're welcome – Please come in – pick you up –  
already waiting for you – a moment

Good morning.

**Hello. My name is Thomas Malverin.**

Good morning Mr Malverin. \_\_\_\_\_

\_\_\_\_\_ .

**Thank you very much.**

Mr Malverin, what \_\_\_\_\_  
\_\_\_\_\_ ?

**I'm here to meet Mr James Small.**

Oh yes, Mr Small is \_\_\_\_\_

\_\_\_\_\_ . He

will \_\_\_\_\_ in a

few minutes. Could you please wait \_\_\_\_\_  
\_\_\_\_\_ ?

**Yes, of course.**

Can I \_\_\_\_\_ a cup of coffee?

**Oh thanks, that's very kind of you.**

\_\_\_\_\_ ! Do you take milk and  
sugar?

**No, thank you, I drink it black.**

Ok. I will bring it to you.

#### Additional vocabulary

Good afternoon.	Guten Tag.
Good evening.	Guten Abend.
What's your name?	Wie heißen Sie?
Please wait a moment.	Bitte warten Sie einen Moment.
to follow	folgen
to entertain sb.	jdn. unterhalten
to communicate	sich unterhalten
the first impression	der erste Eindruck
to appear	erscheinen
to receive	empfangen
sparkling water	Sprudelwasser
refreshments / soft drinks	Erfrischungsgetränke
snacks	Snacks
polite	höflich / respektvoll
apart from	abgesehen von
to let sb. know sth.	jdn. etw. wissen lassen
to represent sth. / sb.	etw. / jdn. repräsentieren
to know each other	sich kennen
to see for yourself	etw. selbst sehen
to be in charge of	etw. leiten, für etw. verantwort- lich sein
to go along the ...	... entlang gehen
over there	dort drüben
Goodbye.	Auf Wiedersehen.
Bye.	Tschüss.
See you later.	Bis später.
See you next week.	Bis nächste Woche.
Good night.	Gute Nacht.



# 2 Unit

## Order processing I

## 2.2 Types of business letters

### Enquiry: Requesting information

There are many reasons for writing enquiries. When approaching a company for (further) information, you might wish to receive a catalogue, price list or other information.

#### Subject line

You could choose one of these phrases for the subject line / reference.

For a general enquiry:

- ❖ Enquiry

If you want to be more specific, use one of these key phrases:

- ❖ Information about [your firm, company, your products ...]
- ❖ Catalogue and price list / prices and trade discounts
- ❖ Your company brochure or leaflet

#### Body of the letter

Every letter starts with an opening, i.e. an introductory sentence in which the matter should be expressed clearly, e.g.:

- ❖ After conducting intensive internet research and receiving a recommendation from the German Chamber of Commerce, we are now aware that your company produces ... We are very interested in your products and would like to import them into Germany.
- ❖ Regarding your sales representative's upcoming visit, we would be grateful if you could provide us with additional information on ...
- ❖ According to your website / leaflet / brochure ...

If this is the first contact with your counterpart, you should introduce yourself as follows:

- ❖ We are a medium-sized company with 80 employees, based in Cologne since 1980.

Then the main issues should follow, for example:

- ❖ Please provide us with detailed information about your products including price per unit and the current delivery time.
- ❖ Please forward us a copy of your current catalogue and send us additional information on your product range and prices.

#### Closing

For the closing statement, you can choose one of these phrases:

- ❖ We look forward to hearing from you (soon).
- ❖ We look forward to receiving your catalogue and further information.
- ❖ Thank you for your effort, we look forward to receiving the requested information.





## 3.1 Writing and formatting short letters or e-mails in English

### Exercise 3.1 (b)

Consider the following situation and write a short letter as requested!

Sie sind als Auszubildende/-r bei der Firma MANOLO Werkzeuge in Langfelden tätig. Es handelt sich um ein Großhandelsunternehmen. Ihr Vorgesetzter, der Exportleiter Herr Lange, hat Ihnen heute, am 18. Juli, eine E-Mail (s. u.) weitergeleitet und bittet Sie nun um Folgendes:

„Bitte setzen Sie unter Ihrem Namen eine E-Mail in englischer Sprache auf. Geben Sie sich als mein Assistent bzw. meine Assistentin zu erkennen.

Bedanken Sie sich für den Auftrag und teilen Sie dem Kunden mit, dass alle von ihm bestellten Positionen bzw. Produkte auf Lager vorrätig sind und damit sofort lieferbar sind. Die Lieferzeit beträgt fünf Tage.

Bitte fragen Sie den Kunden, ob er sich auch grundsätzlich für die Produkte in einer anderen Oberflächenbeschaffenheit (statt verchromt in Nickel) interessiert. Es sind Auslaufmodelle, die das Unternehmen für 50 % Rabatt anbieten könnte.

Freundliche Grüße, auch von mir.“

Sent: 18 July 2016

Send	From ...	jane.wall@tools.com
	To ...	jan.lange@manolo.de
	Subject	Re: Order

Dear Mr Lange

Thank you for your answer and for sending us your current catalogue and price list. We would like to order the following items:

Pos.	Units	Article	Article-No.	Price per unit
1	100	battery-powered screw gun	8765-02	€ 250.00
2	50	screwdriver	4569-01	€ 30.00
3	20	milling and drilling machine	4698-31	€ 550.00 €

We thank you very much for your effort and look forward to receiving the shipment as soon as possible.

Best regards

Jane Wall



## 3.1 Writing and formatting short letters or e-mails in English

### ! Grammar: Past tense

Man unterscheidet in der englischen Sprache zwei verschiedene Vergangenheitsformen: das **past simple** und das **past progressive**.

Beide Präteritum- bzw. Imperfektformen werden für Handlungen verwendet, die in der Vergangenheit stattgefunden haben. Das *simple past* gilt für einmalige und sich wiederholende Handlungen, ebenso wie für aufeinanderfolgende und neu eintretende Handlungen, durch die im Ablauf befindliche Handlungen unterbrochen werden.

Beim *past progressive* stehen im Ablauf befindliche Handlungen der Vergangenheit im Vordergrund, ebenso wie ablaufende Handlungen, die durch eine neue Handlung unterbrochen werden.

Es gibt Signalwörter, die helfen, die richtige Präteritum- bzw. Imperfekt-Form zu wählen.

past simple	past progressive
yesterday 5 minutes ago in 2014 the other day last Monday if-Satz Typ II <i>If I called ...</i>	when while as long as
I spoke English. You visited your friend. He spoke German. She spoke German. It was nice to meet you.	I was writing a letter. You were writing a business letter. He was going to Cologne. She was driving a car. ---
We presented him as our member. You did sports every week. They met each other.	We were playing football. You were sitting in the kitchen when I arrived. They were visiting a customer.
I did not speak English. Did you visit your grandma? He was here. Did he meet him? Was it nice to meet her?	I was not writing a letter. Were you writing a business letter? Was he going to Cologne? She was not driving a car. ---
We did not present him as our member. You did not receive a letter. Did they meet each other?	Were we playing football? Were you sitting in the kitchen? Were they visiting a customer?

## 3.1 Writing and formatting short letters or e-mails in English

### Exercise 3.1 (c)

Choose the correct past tense. Don't forget to look at the signal words.

---

(1) I \_\_\_\_\_ (receive) your letter yesterday.

(2) He \_\_\_\_\_ (look for) a better solution for the last two months.

(3) I \_\_\_\_\_ (not go) to work last Friday.

(4) In 2014, I \_\_\_\_\_ (move) to Munich to do an apprenticeship.

(5) They \_\_\_\_\_ (wait) for us for a long time.

(6) When I was young, I \_\_\_\_\_ (have) many of questions concerning my future.

(7) While we \_\_\_\_\_ (wait) for the train, we bought something to drink.

(8) \_\_\_\_\_ (you / write) all these business letters?

(9) We \_\_\_\_\_ (speak) to our boss two days ago.

(10) They \_\_\_\_\_ (not have) time to finish this project.

(11) \_\_\_\_\_ (you / see) his diary?

(12) While I \_\_\_\_\_ (write) a letter, a customer called me to place an order.

---



# 6Unit

**Dispatch, transport,  
and logistics**

## 6.1 Dispatch and transport

Transport and logistics are two important fields for commercial staff, especially in larger enterprises responsible for the export of goods beyond national borders. Often there are several forms and shipping documents that need to be completed and submitted to certain institutions.

These forms must be completed correctly. If essential processing information is missing, shipments may be delayed. Completing the gap-fill exercises on the following pages is a good opportunity to practice.

### Gap-fill exercises

Gap-fill exercises are an excellent way to practise vocabulary and grammar in a foreign language. They broaden your range of vocabulary, widen your understanding of word meanings, and test your grammatical knowledge. Gap-fill exercises are part of the *IHK Zusatzqualifikation Englisch für kaufmännische Auszubildende* examination.

But what is a gap-fill exercise? In a gap-fill exercise, you fill in the gaps in a text by choosing the correct word from a group of words. The word choices are located in a box or list either below or above the text.

In the first exercise, your reading comprehension will be tested. One of the difficulties posed is word choice because there may be more words than gaps to be filled in. In this case, it is necessary to understand the meaning of both the complete text and the individual sentences.

In the second exercise, you mostly have to choose the correct form (verb tense, preposition etc.) from a list of three word forms.

Both exercises can be considered a type of cloze test, as you have several options from which to select. Have a look at the following examples:

### Exercise 6.1 (a)

Fill in the blanks using 8 of the 14 words in the box.

matter	take	means	ability	to	question	identity
shows	transportation	level	successful	usually	for	deliver

In the \_\_\_\_\_ business, reliability is crucial. Typically, reliability is defined by a company's \_\_\_\_\_ to deliver the same thing consistently. In the world of transportation, however, reliability \_\_\_\_\_ that a carrier can be counted on to adapt to the situation and deliver the same \_\_\_\_\_ of service no \_\_\_\_\_ how much or how little they are called upon to do so.

In this business, it is important \_\_\_\_\_ build a strong reputation for being able to \_\_\_\_\_ a high level of service and anticipate customer needs well in advance. This is a crucial step towards being recognised as a \_\_\_\_\_ provider of transportation solutions.

**Exercise 6.1 (b)**

Fill in the gaps with words from the list below.

Raw materials, intermediate products and (1) \_\_\_\_\_ goods enter Germany via our seaports and airports. High quality products (2) \_\_\_\_\_ exported from Germany via the same gateways (3) \_\_\_\_\_ destinations throughout the world. Transport hubs, ports, and airports therefore have a major role to play in representing Germany as an exporting nation. Alongside our well developed transport network and our outstanding German logistics service providers, they (4) \_\_\_\_\_ the basis for an efficient international exchange of goods.

In addition, high-capacity ports are essential (5) \_\_\_\_\_ we are to reduce the levels of freight traffic on (6) \_\_\_\_\_ roads. Ensuring that this transport network functions (7) \_\_\_\_\_ and optimising it are essential steps for Germany as a centre for logistics. Marketing Germany (8) \_\_\_\_\_ a quality business location should be done more efficiently worldwide. In (9) \_\_\_\_\_, our innovative transport technologies and logistics services provide us (10) \_\_\_\_\_ an opportunity to open up foreign markets. Appropriate security measures protect the people employed in the (11) \_\_\_\_\_ transport industry and ensure the safe provision of (12) \_\_\_\_\_ important services.

Quelle: In Anlehnung an: [http://www.bmvi.de/SharedDocs/EN/Publikationen/masterplan-freight-transport-and-logistics.pdf?\\_\\_blob=publicationFile](http://www.bmvi.de/SharedDocs/EN/Publikationen/masterplan-freight-transport-and-logistics.pdf?__blob=publicationFile)

- |                |           |                 |             |
|----------------|-----------|-----------------|-------------|
| (1) finishing  | (2) are   | (3) from        | (4) forms   |
| finished       | is        | for             | were formed |
| finish         | will      | to              | form        |
| (5) who        | (6) their | (7) more proper | (8) like    |
| if             | our       | properly        | as          |
| which          | his       | proper          | such as     |
| (9) particular | (10) for  | (11) freight    | (12) these  |
| particularly   | within    | fright          | their       |
| parts          | with      | frightened      | them        |

**Tip!**

Practice makes perfect: Create your own gap-filling exercises by choosing an English text (e.g. an English news article), then copy the text and delete some words (such as prepositions, adjectives, and adverbs, and verbs in a particular tense). Then try to fill in the gaps correctly. Check your answers. It is more difficult when you are not familiar with the original text, so ask another person (e.g. a friend or parent) to select the text for you. You can also find several websites featuring gap-fill exercises for learning and reviewing English general vocabulary.

## 6.1 Dispatch and transport

### Modes of transport

Most companies operating internationally have multiple dispatch orders that need to be processed to ensure that deliveries abroad are transported efficiently and safely.





Modes of transport include air, rail, road, water, cable, and pipeline. Transport can include infrastructure, vehicles, and operations. Transportation is critical since it enables trade between people, which in turn establishes civilisations. In this sense, transportation enables both trade and communication.

Each mode of transport is associated with specific vehicles or vessels, is suitable for specific cargoes, and has its advantages and disadvantages.

Additional vocabulary	
mode of transport	Transportart
consignment	(Waren-)Sendung / Lieferung
collection	Abholung
notice of dispatch	Versandanzeige
charges / rates / tariffs	Gebühren / Preise
handling charges	Bearbeitungsgebühren / -kosten
goods	Güter

### Exercise 6.1 (c)

Complete the following table.

By ...	Road 	Rail 	Air 	Sea / Waterways 
Vehicle / Vessel	lorry / truck	goods train	airplane / plane	ship, barge, container ship
Usual cargoes				
Advantages				
Disadvantages				





Michaela Rung-Kraus

IHK-Zusatzqualifikation

# Englisch für kaufmännische Auszubildende

Ein zweisprachiger Lerntrainer für Ausbildung und Beruf

## Lösungsteil

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**Exercise 1.2 (d)**

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25 January 2016

Mrs van Delis  
Managing Director  
VAN DAN N.V.  
Freda Straat 45  
1017 CA Amsterdam  
The Netherlands

Dear Mrs van Delis

**Invitation**

We would like to invite you to our annual conference, which has been scheduled for 8 to 9 August 2016. Like every year, we will meet in a conference centre in Cologne to discuss annual sales and strategies.

We hope to enjoy the pleasure of your company, and we would be happy to pick you up from the airport. We would be very grateful if you could tell us your flight number and time of arrival. Accommodation will be provided.

Additionally, we would like to invite you to join us in visiting the IMM trade fair in Cologne, including an evening meal, to thank you for your efforts over the years.

We would be very grateful if you could confirm your participation by post or e-mail.

Thank you very much in advance.

Yours sincerely

Eva May

Assistant to Thomas Meyer, Sales Manager

**Exercise 1.2 (e)**

Dear Mrs van Delis

We hope you received the invitation to our annual conference that will take place in Cologne from 8 to 9 August 2016. We have not yet received a response from you. Will you be attending the event?

We would be delighted to welcome you at the event and would be grateful for a response from you by tomorrow at the latest.

Thank you in advance for your prompt reply.

Yours sincerely

---

### Exercise 1.2 (n)

Send	To ...	booking@shine-hotel.com
	Cc ...	
	Subject	Reservation

Dear Sir or Madam

I would like to book a single bedroom from 5 to 9 February for James Small, who will arrive at the hotel at 9:00 am and has to check in immediately, because he needs to leave the hotel at 9:30 am for an early meeting.

Is wireless internet access available in every hotel room?

We would be grateful to receive a booking confirmation from you.

I thank you very much in advance.

Best regards

\_\_\_\_\_

### Exercise 1.2 (o)

- (1) Where can I rent / hire a car?
- (2) Is it possible to rent a car there?
- (3) Is there some place where I can rent a car?
- (4) Could you please tell me where I can find the closest car rental?
- (5) How high are the costs for a rental car service?
- (6) Where is the nearest car rental?
- (7) Do you also offer one-way rentals?
- (8) Does the price include tax, insurance, and free mileage?

### Exercise 1.2 (p)

- (1) Ich würde Ihnen empfehlen, ein Auto am Bahnhof oder am Flughafen zu mieten.
- (2) Wo möchten Sie das Auto abholen und abgeben?  
**Please answer the question:** I want to pick up the car at the airport and return it in East Munich.
- (3) Für welchen Zeitraum möchten Sie ein Auto mieten?  
**Please answer the question:** I want to rent a car from 9 to 11 February.
- (4) Welche Ausstattung benötigen Sie?  
**Please answer the question:** I would like to rent a non-smoker medium-sized or luxury car with air conditioning and central locking. As I will be visiting a friend with a small child, I also require a child car seat.
- (5) Wie Sie wünschen.
- (6) Ich danke Ihnen für Ihre freundliche Beratung.
- (7) Nichts zu danken.

## Unit 3 – 3.1 Writing and formatting short letters or e-mails in English

### Exercise 3.1 (a)

To: sandra.rabbe@taranta.com  
Cc: frank.schmidt@objecte.de  
Subject: Confirmation of order from Taranta Ltd., 2 May 2016  
Date: 3 May 2016

Dear Sandra,

I am writing to confirm receipt of an order from Taranta Ltd. yesterday, the 2<sup>nd</sup> May 2016.  
The order included the following items:

- Taranta Model 1, 3 items
- Taranta Model 2, 4 items
- Taranta Model 6, 7 items

Your order will be delivered on or before 10 May 2016. Please don't hesitate to contact me if you have any questions.

Best regards,

Karo Winter  
karo.winter@objecte.de

### Exercise 3.1 (b)

Dear Ms Wall,

I received your e-mail of 18 July from Mr. Lange, our export manager.

I would first like to thank you for your order. All line items or products are currently in stock and can be prepared for delivery immediately. The current delivery time is 5 days.

These products are also available in an alternative finish at a discounted price. The discontinued products are finished in nickel instead of chrome, and could be supplied at a 50% discount. Is this something that would interest you?

Kind regards from Mr. Lange and from me,

---

Assistant to the Export Manager

**Exercise 3.1 (c)**

- (1) I **received** your letter yesterday.
- (2) He **was looking for** a better solution for the last two months.
- (3) I **did not go** to work last Friday.
- (4) In 2014, I **moved** to Munich to do an apprenticeship.
- (5) They were **waiting** for us for a long time.
- (6) When I was young, I **had** many questions concerning my future.
- (7) While we **were waiting** for the train, we bought something to drink.
- (8) **Did you write** all these business letters?
- (9) We **spoke** to our boss two days ago.
- (10) They **did not have** time to finish this project.
- (11) **Did you see** his diary?
- (12) While I **was writing** a letter, a customer called me to place an order.

**Unit 3 – 3.2 Short letter or e-mail topics**

**Exercise 3.2 (a)**

E-Mail

From: mueller@buero-schneider.de

To: smith@inhouse.com

Sent: [e.g.] 4 May 2016

Re: Price list, Product enquiry of [e.g.] 3 May 2016

Dear Mr Smith,

Many thanks for your enquiry. Please find attached the current price list for our products. Articles 435 and 455 are unfortunately no longer available.

A new product range is almost ready for release and will incur a price increase of 5%. For this reason our new price list will be valid from the 01.07.2016. The new list will be sent to you as soon as it is available.

Please contact me if you should have any questions, or if you have any problems opening the attachments.

We look forward to working with you and your company as a new client, and would be pleased to receive your first order with us.

Best regards,

Maria Müller  
Sales Management Assistant





**Exercise 6.1 (b)**

Raw materials, intermediate products and (1) finished goods enter Germany via our seaports and airports. High quality products (2) are exported from Germany via the same gateways (3) to destinations throughout the world. Transport hubs, ports, and airports therefore have a major role to play in representing Germany as an exporting nation. Alongside our well-developed transport network and our outstanding German logistics service providers, they (4) form the basis for an efficient international exchange of goods.

In addition, high-capacity ports are essential (5) if we are to reduce the levels of freight traffic on (6) our roads. Ensuring that this transport network functions (7) properly and optimising it are essential steps for Germany (8) as a centre for logistics. Marketing Germany as a quality business location should be done more efficiently worldwide. In (9) particular, our innovative transport technologies and logistics services provide us (10) with an opportunity to open up foreign markets. Appropriate security measures protect the people employed in the (11) freight transport industry and ensure the safe provision of (12) these important services.

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**Exercise 6.1 (c)**

By ...	Road 	Rail 	Air 	Sea / Waterways 
Vehicle / Vessel	lorry / truck	goods train	airplane / plane	ship, barge, container ship
Usual cargoes	goods for inland transportation, general cargo	container	urgently required goods which are light, perishable, valuable and not bulky	container
Advantages	flexible, door-to-door delivery	not expensive, suitable for long distances	fast	suitable for bulky goods, not expensive
Disadvantages	traffic, not suitable for very long distances	no flexible timetables	expensive, not suitable for bulky goods	slow, seaworthy packing needed