

CONGRES APLIUT 2008 DUNKERQUE

English Teaching Activities "Swap Shops"

Listening Comprehension

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Describing a process

How do Amazon and UPS work?

amazon.com

http://news.bbc.co.uk/player/nol/newsid_7130000/newsid_7136300/7136393.stm?bw=nb&mp=rm&news=1&nol_storyid=7136393&bbcws=1

Video tour of Amazon's centre

Online shops have had their busiest ever day this December as consumers stock up for Christmas.

Alan Lyall from Amazon.co.uk gives an exclusive look at what happens inside one of the online retailer's huge warehouses.



<http://videos.howstuffworks.com/howstuffworks/111-how-ups-works-video.htm>

How UPS Works

In 2005, UPS delivered 3.75 billion packages and letters - that's more than one package for every two people in the entire world. In this HowStuffWorks video, see how UPS works.

Amazon Student worksheet

Title of the report:

We're getting ready now for our Christmas ever. We're taking from literally, literally of items, millions a week, being through our receive area here.

So the items off the dock, and then they..... through the process here and So from this point in time, our items into certain areas all around the here.

So basically over here all the items into our system, in the yellow boxes, and they in the conveyor belt to be in areas all around the warehouse, literally millions of items in here to get ready for Christmas.

This is the area where we have literally millions of items

Some examples:

The pickers electronically to go and pick, so in these aisles here you see pickers busily picking away and and once the pickers have closed that then all the are ready to move over to the area ready for and

[...]

Once the order, it's, and the take it away to the area.

Every order is unique and individual, they here, they go on to this magic system over here, where the systems, the system tilts, they go down, put into your carriers, the carriers take it away for all over the world right here.

Key

Title of the report: video tour of Amazon's centre

We're getting ready now for our busiest Christmas ever. We're taking delivery from literally thousands of vendors, literally hundreds of thousands of items a day, millions a week, being processed through our receive area here.

So the items are loaded off the dock, and then they 're moved through the process here and received. So from this point in time, our items are put away into certain areas all around the warehouse here.

So basically over here all the items are being scanned into our system, placed in the yellow boxes, and they are then taken away in the conveyor belt to be stored in areas all around the warehouse, literally millions of items in here to get ready to be dispatched for Christmas.

This is the area where we have literally millions of items stored.

Some examples: books, radios, headphones, toys, calendars...

The pickers receive electronically a set of orders to go and pick, so in these aisles here you see pickers busily picking away and preparing those orders and once the pickers have closed that batch of orders then all the orders are ready to move over to the packing area ready for packing and dispatch

[...]

Once the order 's packed, it's put on the conveyor, and the conveyors take it away to the dispatch area.

Every order is unique and individual, they come down the conveyor here, they go on to this magic system over here, where the systems knows exactly the destination, the system tilts, they go down, put into your carriers, the carriers take it away for delivery to customers all over the world right from these docks here.

UPS Student worksheet

When you're ready to you often bring it to a UPS store like this one.
But what happens to your package after you

Let's find out.

What do we learn about UPS?

How many packages did it deliver around the world last year?

That's parcels, letters and documents

What is Worldport?

Worldport nearly one million packages a day.

Before the packages get here they have a couple of to go through.

Once your package is in the hands of UPS, an employee fixes containing all of its
..... information.

Then an employee into a system that it every step of the way.

Next, it's off to a local UPS center for what you might call a Employees quickly
prepare overnight packages They pack up packages

..... into a UPS

Then a plane them on to Worldport or another regional

Opened in, Worldport covers and about

....., most And while computers do almost all of the actual
....., it still takes to make things work. Every night,

employees at Worldport the contents of and

Once the planes, workers the pods the buildings.

How much does each pod weigh?

What makes it possible for two people to move them?

Human hands touch a typical package while at Worldport, during pod

and Computers control Essentially the ' main job is
to make sure the package goes on the label side

This way, as each
package through a tunnel, a camera can, and the
label into a At the same time, sensors and the box. The

..... and of each package determines which of three systems the package enters:

.....,or

This information also regulates the and the between the
packages.

The packages then go down a maze of totaling

..... This intricate and highly organized quickly,

..... and packages, grouping them by ever location divisions:,

....., and zip, sometimes even down to the or

Despite all these levels of intricacy, most packages are of the building in

Now that the packages are thoroughly, employees them into the
proper pods and them onto the plane.

Then they

The operation's room at Worldport each pod's delivery locations,
..... planes to local and regional service centers America
and the world.

Once they arrive, employees the pods and the packages the
..... cars, trucks, motorcycles and other assorted that UPS uses to

make their Finally, a UPS driver to finish the delivery and
let everyone know that

So now you've seen the whole from the to the

That's

UPS Key

When you're ready to ship a package you often bring it to a UPS store like this one.

But what happens to your package after you drop it off?

Let's find out.

What do we learn about UPS? It's the world's largest package delivery company

How many packages did it deliver around the world last year? over three and half billion

That's almost 15 million parcels, letters and documents a day .

What is Worldport? UPS's main air shipping terminal

Worldport sorts nearly one million packages a day.

Before the packages get here they have a couple of steps to go through.

Once your package is in the hands of UPS, an employee fixes a smart label containing all of its shipping information.

Then an employee scans the label into a system that tracks it every step of the way.

Next, it's off to a local UPS center for what you might call a mini-sorting . Employees quickly prepare overnight packages travelling under 200 miles. They pack up packages travelling farther than into a UPS shipping pod.

Then a plane flies them on to Worldport or another regional gateway.

Opened in 2002, Worldport covers 550 acres and sorts about 300000 packages per hour, most between 11 pm and 4 am. And while computers do almost all of the actual sorting, it still takes roughly 4000 employees to make things work. Every night, employees at Worldport sort the contents of nearly 100 planes and 500 big rigs . Once the planes dock, workers move the pods into the buildings.

How much does each pod weigh? up to 2000 pounds

What makes it possible for two people to move them? custom caster flooring

Human hands touch a typical package only twice while at Worldport, during pod loading and unloading . Computers control every other step. Essentially the unloaders' main job is to make sure the package goes on the conveyor belt label side up . This way, as each package passes through a tunnel, a camera can scan, photograph and catalog the label into a database . At the same time, sensors weigh and measure the box. The shape and weight of each package determines which of three systems the package enters: parcels, smalls or irregulars.

This information also regulates the speed of the conveyor belts and the spacing between the packages.

The packages then go down a maze of 17000 different conveyor belts totaling over 122 miles. This intricate and highly organized process quickly screens, scans and sorts packages, grouping them by ever narrower location divisions: country, state and zip code, sometimes even down to the street, or block.

Despite all these levels of intricacy, most packages are in and out of the building in less than 15 minutes.

Now that the packages are thoroughly organized, employees hand pack them into the proper pods and load them back onto the plane.

Then they're flown out.

The operation's planning control room at Worldport coordinates each pod's delivery locations, sending planes out to local and regional service centers all around America and the world.

Once they arrive, employees unpack the pods and load the packages into the more than 90000 cars, trucks, motorcycles and other assorted vehicles that UPS uses to make their deliveries. Finally, a UPS driver scans this smart label to finish the delivery and let everyone know that the package has officially arrived.

So now you've seen the whole process from the store to the door.

That's how UPS works.

Additional UPS videos

A
<http://videos.howstuffworks.com/howstuffworks/107-how-ups-ball-bearing-flooring-works-video.htm>

B
<http://videos.howstuffworks.com/howstuffworks/108-how-ups-cargo-containers-work-video.htm>

C
<http://videos.howstuffworks.com/howstuffworks/109-how-ups-irregular-packages-work-video.htm>

D
<http://videos.howstuffworks.com/howstuffworks/110-how-ups-photo-scanners-works-video.htm>

A. Introductory question:

What does UPS use to make the job fast and easy?
Space on a plane is way too tight for a to move around.
What is UPS' solution to the problem?
What do they cover?

This makes the floor for people and for cargo containers.

B. Introductory question:

Dimensions of the interior space of a Boeing 757:
What weight can a cargo container hold?
What are the 2 big advantages of cargo containers?

-

-

Describe the shape of cargo containers:
Explanation:

The shape of the cargo container lets UPS use
.....

C. Introductory question:

Parcels came in all and
What is the main theme?
What does UPS call things that won't fit in a box?
The label can be
Where do people load them?
How do they scan the labels?
Sometimes they get too.
Answer to the introductory question:

D. Introductory question:

What if the label gets of a UPS package?
What do they call a package that can't be scanned?
A digital camera to the telecode office.
An operator will try to figure out what the is.
Then the system and slaps it on.
What happens if the label is missing altogether?

Is it hard to figure out what package it is?
Why?