

**1 Discuss in groups. Does your company use a delivery company? What is important when you choose a delivery company? Number these items in order of importance. (1= most important, 6 = least important)**

- how happy other customers are
- cost
- speed
- how easy it is to find out where the product is after it is ordered
- promises that the products will arrive on time
- transport to other countries

**2 Match the words (1–8) with the definitions (a–h).**

- |                           |   |
|---------------------------|---|
| 1 delivery company        | a the company that takes products from one place to another |
| 2 customer                | b to find out where the products are                        |
| 3 next-day delivery       | c the company who buys a product or service                 |
| 4 customer satisfaction   | d delivery the day after you place the order                |
| 5 guarantee               | e a lower cost (by 10% or 15% , for example)                |
| 6 overseas transportation | f the happiness of customers                                |
| 7 to track                | g transport to other countries                              |
| 8 discount                | h a promise   |

**GLOSSARY**

*to deliver – to take a product to a customer*

*a delivery – the group of products that the customer orders*

**3 Read this report. What does it compare?**

### Report on delivery companies MedEst Ltd and Z-line Freight

#### Introduction

Following the review of our customer questionnaire, we found that customers are unhappy with our current delivery company. It is not reliable. Products arrive late and the cost of transportation is high. This report compares two potential delivery companies, MedEst Ltd and Z-line Freight.

#### MedEst Ltd

MedEst Ltd delivers to more places than Z-line Freight. It can transport products to any country worldwide. It offers efficient service – next-day delivery on some products – and it can deliver most products in two to five business days. Customers can track the delivery online and customer satisfaction with the company is high. However, the transportation costs are higher than with Z-line, and it does not give discounts on late delivery for overseas transport. MedEst does not offer any guarantees.

#### Z-line Freight

Z-line Freight is a newer company, but customer satisfaction is high. It is smaller. It can deliver to the Middle East and South Asia and transportation is cheaper than MedEst. It also offers guaranteed delivery in five to ten business days, and delivery costs are lower if the delivery is late. Customers can track the delivery online.

**4 Read the report again and write notes about the companies in the table.**

	MEEST LTD	Z-LINE FREIGHT
Transport	<i>more expensive</i>	<i>cheaper</i>
Speed of delivery		
Tracking online		
Guarantees		
Discounts		
Where they can deliver to		
Customer satisfaction		

**5 Complete these sentences with *as ... as*, *-er* or *-er than*.**

- 1 MedEst Ltd is \_\_\_\_\_ (large) Z-line because Z-line has a \_\_\_\_\_ (small) number of places it can deliver to.
- 2 MedEst is \_\_\_\_\_ (fast) Z-line.
- 3 MedEst's tracking service is \_\_\_\_\_ (good) Z-line's.
- 4 Z-line's customers are \_\_\_\_\_ (happy) MedEst's.
- 5 Z-line's guarantee is \_\_\_\_\_ (good) MedEst's.
- 6 Z-line is \_\_\_\_\_ (cheap) MedEst.
- 7 MedEst's discount isn't \_\_\_\_\_ (good) as Z-line's.
- 8 MedEst can ship products \_\_\_\_\_ (far) Z-line.

**6 Work in pairs. Discuss which company you would choose and say why.**

**7 Read these notes about two delivery companies. Write a report comparing the two companies.**

**E-Zone (1990)**

**Delivers to:** worldwide

**Cost:** starting from \$45

**Delivery speed:**

- next-day delivery in Europe / Middle East
- 5 working days to other countries

**Guarantee:** free delivery if late

**Tracking:** online or by phone

**Customer satisfaction:** \* \* \* \* \*

**Jet-X (2005)**

**Delivers to:** worldwide

**Cost:** starting from \$37.50

**Delivery speed:**

delivery within 48 hours worldwide

**Guarantee:** 10% discount if late

**Tracking:** online

**Customer satisfaction:** \* \* \*

**8 Exchange your report with a partner and check your partner's writing. Do you prefer the same company?**

I CAN

introduce the reasons for a report

use the language of comparison in a report