Unit Objectives

After studying this unit, you are able to:

- know the situations that usually occur in the logistics industry
- know the careers in the logistics industry
- analyze the trend of the logistics industry
- introduce the elements of logistics
Warming-up

Task 1  Match each of the following pictures with its corresponding situation that might occur in logistics process.

1. customer service

2. inventory management

3. packaging

4. loading materials

Task 2  The following bar chart shows factors influencing a company’s choice of logistics service. Analyze it and answer the questions that follow.

1. What is the most influential factor according to the chart?
2. Aside from the above five factors, what other factors may influence a company’s choice?
Reading A

Task 1 Before reading the passage, see how much you know about logistics by answering the following questions.

1. What is logistics?
2. Why do we need logistics in daily life?

Introduction to Logistics

Logistics is the management of the flow of goods, information and resources between the point of origin and the point of consumption. It is a business concept that evolved during the 1950s due to the increasing complexity of supplying businesses with materials and transporting products in an increasingly globalized supply chain. The complexity led to a call for experts in the process who are called logisticians.

Logistics can be defined as “having the right item in the right place, at the right time, in the right quantity, at the right price and in the right condition, for the right customer”.

There are two fundamentally different forms of logistics: one optimizes a steady flow of materials through a network of transport links and storage areas, while the other coordinates an effective sequence of resources in order to carry out a project.

Work in logistics involves the integration of information, transportation, inventory, warehousing, material handling, packaging, human resources and sometimes security. The goal is to manage the life cycle of a project from birth to completion. For example, a logistician would have to ensure that the supply chains work so that raw materials and/or parts arrive at a factory or on site in time and in the correct order. It would be very inefficient and wasteful if the roof tiles were delivered before the foundations have been dug and the walls built on a construction site, or, if large quantities of paper were delivered to a printer who had nowhere clean and dry to store it. These are very simple examples of an extremely complex and detailed process.

The main functions of a qualified logistician include inventory management, purchasing, transportation, warehousing, consultation and organizing and planning of these activities. Logisticians combine a professional knowledge of each of these functions to coordinate resources in an organization.
Task 2  Read the passage and match each paragraph with the corresponding aspect of logistics.

Paragraph 1  
Paragraph 2  
Paragraph 3  
Paragraph 4  
Paragraph 5  
- a. Definition of logistics
- b. Forms of logistics
- c. Evolution of logistics
- d. Functions of logisticians
- e. Main activities and goal of logistics

Task 3  Read the passage again and choose the correct answer for each statement.

1. The concept of logistics actually originated from military in ancient Greek.
   True  False  Not mentioned
2. Logistics is the science of managing and controlling the flow of goods between the point of origin and the point of production.
   True  False  Not mentioned
3. To satisfy the needs of suppliers is one of the goals of logistics.
   True  False  Not mentioned
4. Material handling is one of the activities of logistics.
   True  False  Not mentioned

Task 4  As a student majoring in logistics, what kind of work do you want to do in the future? Why? Share with your partner.
Listening

Task 1  The telephone operator of a company called JK is receiving a call from Jack, a college student who is just about to graduate. Listen to the conversation and match the people with the correct information.

Jack

Mr. Smith

Anna

1. __________ is the Manager of the Human Resources Department.
2. __________ has some questions about the advertised position.
3. __________ is the Human Resources Administrative Assistant.

Task 2  The operator makes the connection to Anna. Listen to the conversation and fill in the blanks with what you hear.

Anna: Hello! This is Anna White. How may I help you?
Jack: Hello, Miss White, I saw your advertisement for a(n) 1. __________ for the Customer Service Manager in today’s Morning Post. I’m very interested in the job.
Anna: Are you a student?
Jack: Yes, I am a student majoring in 2. __________. I’ll graduate at the end of this month.
I’d like to apply for the job and wonder if there is a(n) 3. __________ that I should complete.
Anna: No. Just send us your résumé by email with a(n) 4. __________.
Jack: OK, I’ll send it immediately.
Anna: Thank you. We’ll call you for an interview if we think your 5. __________ are suitable.
Jack: I look forward to that and greatly 6. __________ your time and help.
Anna: My pleasure!
Task 3  Jack was called for an interview a week later. Now he is talking with the Manager of the Customer Service Department, Cindy. Listen to the conversation and choose the best answer to each of the following questions.

1. Which university does Jack study in?
   A. Peking University.
   B. Tianjin University.
   C. Tianjin Normal University.

2. When will Jack graduate?
   A. Next year.
   B. At the end of this month.
   C. At the end of this year.

3. What degree will Jack get when he graduates?
   A. A bachelor’s degree.
   B. A doctoral degree.
   C. A master’s degree.

4. Which of the following courses is NOT mentioned by Jack?
   A. Economic law.
   B. International trade.
   C. Marketing.

5. Which of the following doesn’t belong to customer services according to Cindy?
   A. Confirmation.
   B. Accounting.
   C. Reception.

Task 4  Ben Taylor is a Supply Chain Manager at a global cosmetic firm, TMK. Now, he is being interviewed by a reporter, Mary Lee. Listen to the conversation and answer the following questions.

1. Which journal does Mary Lee work for?
   ____________________________________________

2. When do the phones in Ben’s office start ringing in the morning?
   ____________________________________________

3. What does Ben’s work include in a typical day?
   ____________________________________________

4. Where does Ben regularly go within the UK?
   ____________________________________________
Unit 1 Introduction to Logistics

Speaking

Task 1  Work in pairs. Practice making short phone calls with the words provided according to the example below.

Example: Jack Lee/sales representative/warm-hearted, good at solving problems
A: Good morning. COSCO Human Resources Department.
B: Good morning. This is Jack Lee. I want to apply for the post of sales representative.
A: Why do you think you are qualified to be a sales representative?
B: Because I am warm-hearted and good at solving problems.
A: OK. Please send your résumé with a cover letter to coscohr@cosco.com.
B: I am sending it right now. Thank you very much.

1. Tom Hawks/warehouse statistician/mathematics, excellent computer skills
2. David Jobs/purchasing manager/analytical, good negotiation skills

Task 2  Alan is introducing to Johnson, a new recruit of COSCO, the factors affecting clients’ choice of logistics companies. Practice making a conversation with reference to the following expressions.

Nice to see you, Johnson.
Before you start your work, I think it’s necessary to let you know...
There are mainly three factors... First...
Second... Third...
It depends on...
You’re welcome.

Nice to meet you, Alan.
That’s so kind of you. I’m all ears.
What do you think is the most important...?
OK, I will keep that in mind. Thank you so much.
Task 3  Work in pairs. Johnson of AG Company is answering the enquiry of Joe Smith on the phone. Role-play it according to the instructions below.

**Johnson**

Say hello.

Introduce the advantages of AG Company.

Answer the requirements.

Express welcome.

**Joe Smith**

Tell the products involved and services needed (warehousing, transportation, etc.).

Put forward special requirements.

Propose a field visit to the company.

Express thanks.

---

Task 4  Work in pairs. Joe Smith is visiting Johnson at AG Company. Practice making a conversation with reference to the following expressions.

**Joe Smith**

Hello, Johnson. I’m Joe Smith.

Thank you. Shall we begin…?

Well, your facilities…

… increase my confidence to cooperate with you.

**Johnson**

Nice to meet you, Mr. Smith. I’ve been expecting you. Welcome to our company.

OK. As previously arranged, we are going to visit the warehouse, packaging plant…

We are planning to expand…

Thank you. We will not let you down.
The following are job advertisements from the B&B Company, a leading baby products manufacturer based in France.

1. Customer Service Representative

   **Key Duties:**
   - Receive calls and provide accurate, updated information to customers
   - Process orders
   - Provide effective after-sales service

   **Required Skills:**
   - Fluent in both spoken Mandarin and French
   - Excellent interpersonal skills
   - Strong problem-solving skills

   **Career Path:**
   A successful Customer Service Representative may advance to Customer Service Director or Sales Manager.

2. Purchasing Manager

   **Key Duties:**
   - Forecast procurement needs
   - Communicate with suppliers
   - Track purchasing activity

   **Required Skills:**
   - Good negotiation, persuasion and written communication skills
   - Effective costs analysis skills
   - Familiar with import/export processes

   **Career Path:**
   Success as a Purchasing Manager may lead to employment as a Logistics Manager or Materials Controller.

3. Supply Chain Manager

   **Key Duties:**
   - Develop customized strategies to provide effective customer services and reduced costs
   - Overall responsibility for efficient flow of products from suppliers to customers
   - Communication with customers, suppliers and internal parties to ensure smooth operation

   **Required Skills:**
   - Familiar with logistics and supply chain management
   - Fluent in both spoken and written English
   - Minimum 3 years’ work experience including handling shipping documents

   **Career Path:**
   A highly successful Supply Chain Manager may be promoted to Director of Materials Management or Director of Logistics.

   **Job Advertisements**

   We offer excellent benefits including medical insurance, paid holidays, tuition assistance and membership of our Provident Fund. If you are interested in joining us, please send a letter of application and résumé to hr@bblogistics.com.
**Task 1** Read the advertisements and answer the following questions.

1. What is the main business of the company?

2. How many types of positions are advertised? What are they?

3. What may the positions lead to respectively?

4. How would candidates apply for jobs they are interested in?

**Task 2** Match the following terms with their Chinese meanings.

1. process orders
2. after-sales service
3. interpersonal skills
4. problem-solving skills
5. customer service representative
6. procurement
7. customized strategies
8. supply chain management

- a. 解决问题的技能
- b. 处理订单
- c. 为客户量身定制的策略
- d. 售后服务
- e. 供应链管理
- f. 客服代表
- g. 人际交往技能
- h. 采购

**Task 3** Translate the following passage into Chinese.

Logistics is one of the main functions within a company. The main targets of logistics can be divided into performance targets and cost targets. Specifically, they are high due-date reliability, short delivery time, low inventory level and high capacity utilization. But when decisions need to be made, there is always a trade-off among these targets.
Writing

Task Mary Lee, the Public Relations Manager of DHL, is introducing the company to Matt Freeman, a potential client. Read her introduction and fill in the blanks with the following sentences.

1. DHL was founded in San Francisco more than 40 years ago by three entrepreneurs. __________ Today, it is the global market leader of the international express and logistics industry.

2. Back in 1969, DHL took its first step for the future by personally shipping papers by airplane from San Francisco to Honolulu. __________ Our business gradually reached out to new customers in every corner of the world. __________ Therefore, DHL had to adapt to meet the changing needs of our customers. And our adaptation has been successful.

3. __________ Our success has always been based on delivering excellent services for our customers. At the heart of the success are our employees who focus on the customers’ needs and provide individually customized solutions.
Project

Project Guidelines

This project aims to go through the process of collecting and analyzing the information on logistics industry. The whole task is divided into three steps. Step One is about collecting information on famous companies in the logistics industry. Step Two focuses on comparison among those companies in terms of competitive advantages, features, etc. Step Three deals with analysis of what logistics will be like in the future.

Please follow the Task Description to complete the project.

Task Description

1. **Step One**
   - Work in groups of 4-6 in class;
   - Each member chooses a famous logistics company and collect information on it.

2. **Step Two**
   - Analyze the advantages and features of the companies mentioned in Step One;
   - Choose one member from each group to make a presentation.

3. **Step Three**
   - Discuss the future trend of logistics in groups;
   - Choose one member from each group to make a presentation.
# Self-evaluation

**Rate your progress in this unit.**

<table>
<thead>
<tr>
<th>I know the situations that usually occur in the logistics industry.</th>
<th>D</th>
<th>M</th>
<th>P</th>
<th>F*</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can introduce the basic elements of logistics.</td>
<td>D</td>
<td>M</td>
<td>P</td>
<td>F*</td>
</tr>
<tr>
<td>I know about the careers in the logistics industry.</td>
<td>D</td>
<td>M</td>
<td>P</td>
<td>F*</td>
</tr>
<tr>
<td>I can analyze the trend of the logistics industry.</td>
<td>D</td>
<td>M</td>
<td>P</td>
<td>F*</td>
</tr>
</tbody>
</table>

*Note: Distinction, Merit, Pass, Fail*
New Words and Expressions

Reading A

New Words

complexity /kəm'pleksəti/ n. 复杂性
consultation /kənsəl'teʃən/ n. 咨询
coordinate /kə'ɔrdıneit/ v. 协调, 调节
evolve /'ɪvəlv/ v. 演变, 发展
fundamentally /'fʌndəmentəli/ ad. 根本上地
integration /'ɪntɪ'greɪʃən/ n. 集成, 综合
inventory /'ɪnvəntəri/ n. 存货
logistician /laʊdʒɪstɪkən/ n. 物流学家, 物流从业者
logistics /laʊdʒɪstɪks/ n. 物流
optimize /'ɒptɪmaɪz/ v. 使完善, 使优化
sequence /'sɪkwəns/ n. 顺序, 次序

tile /taɪl/ n. 瓷砖, 瓦片
warehouse /'weəhaus/ v. 仓储

Phrases & Expressions

carry out 施行, 实现
supply sb. with sth. 给某人提供某物

Technical Terms

life cycle 生命周期
supply chain 供应链

Reading B

New Words

accurate /'ækjʊrət/ a. 准确的
forecast /'fərkwəst/ v. 预测
interpersonal /'ɪntəprəsonəl/ a. 人际关系的

overall /'ɔvərɔl/ a. 全部的, 全体考虑的
procurement /prə'kjuərment/ n. 采购
provident /'prəvɪdənt/ a. 顾及未来的, 未雨绸缪的
tuition /'tjuːʃən/ n. 学费
Vocabulary and Structure

Task 1  Fill in the blanks with the words from this unit that match the meanings in the column on the right. The first letters are already given.

1. f_________ to make a statement saying what is likely to happen in the future, based on the information that you have now
2. o_________ considering or including everything
3. o_________ to improve the way that something is done or used so that it is as effective as possible
4. c_________ to organize an activity so that the people involved in it work well together and achieve a good result
5. a_________ correct and true in every detail
6. t_________ the money you pay for being taught
7. i_________ relating to relationships between people
8. w_________ a large building for storing large quantities of goods
9. t_________ a flat square piece of baked clay or other material, used for covering walls, floors, etc.
10. i_________ the combining of two or more things so that they work together effectively

Task 2  Fill in each blank with the appropriate form of the word given in brackets.

1. The seller is expected to take ____________ (responsible) for shipping the goods at the date agreed upon by both sides.
2. The committee made a rational decision through ____________ (consult) and research.
3. When you have filled in the questionnaire, copy it and send the ____________ (origin) to your employer.
4. Thousands of soldiers are working to ____________ (distribution) food and blankets to the refugees.
5. We need more feedback from the ____________ (consumption) in order to improve our goods.
6. For ____________ (variety) reasons I’d prefer not to meet him.
7. Both he and I are ____________ (satisfy) with the result.
8. With the help of computers, a highly ____________ (inefficient) inventory system has been made possible.
9. The Independent Labour Party was ____________ (foundation) in Bradford on January 13, 1893.
10. Economic and political ties accelerate the ____________ (integrate) of different nations’ culture.
**Task 3** Complete the following sentences with the words given below. Change the form if necessary.

<table>
<thead>
<tr>
<th>conduct</th>
<th>procurement</th>
<th>sequence</th>
<th>warehouse</th>
<th>delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>problem-solving</td>
<td>complex</td>
<td>tuition</td>
<td>forecast</td>
<td>fundamentally</td>
</tr>
</tbody>
</table>

1. The cargo is badly needed by the client who requires speedy _____________.
2. A special panel is formed to ____________ an investigation into the way public funds have been spent.
3. ____________ problems are often derived from simple origins.
4. Sometimes, the buyer may require delayed shipment so as to save the cost from ____________ goods.
5. Many experts found it hard to ____________ the weather with current technical means.
6. Qualified after-sales service personnel are often required to have excellent ____________ skills.
7. In order to earn enough money for the ____________ of next term, he became a paper boy.
8. She went over the ____________ of events in her mind.
9. International division of labor has made ____________ necessary and possible.
10. ____________ speaking, it is your fault and you should apologize to your parents.

**Task 4** Translate the following Chinese into English using the words or phrases given in brackets.

1. The term “logistics” ____________________________ (从一个被普遍用于军事中的术语演变而来). (evolve from)
2. The director of the President’s Office ____________________________ (负责安排会议). (be responsible for)
3. If you come down to the old price, we can ____________________________ (向您大量订货). (place a large order)
4. The electronic order system ____________________________ (已经进行了优化) so as to meet the ever growing client demands. (optimize)
5. ____________________________ (经过各方协调), the buyer finally persuaded the seller into accepting his shipping terms. (coordination)
Part of Speech

Task 1 Identify the part of speech of the word underlined in each sentence.

1. We went to a wonderful show in Beijing. __n.__
2. Jenny wanted to show Jack her photos. ______________
3. Henry thought Claire looked beautiful. ______________
4. A strange thought came into her head. ______________
5. The windows are clean. ______________
6. We should clean the windows. ______________
7. Wendy is feeling quite tired now. ______________
8. Studying all day had tired Wendy out. ______________
9. We did some hard work. ______________
10. They worked hard. ______________

Task 2 Complete the following conversation between a student and a manager by marking the proper article with a “√”.

A: Hello? I want to speak to 1. a, an, the landlord.
B: I’m 2. a, an, the manager of 3. a, an, the building. Can I help you?
A: I need to find 4. a, an, the apartment.
B: Where do you live now?
A: I live in 5. a, an, the big apartment on Wright Street. I have 6. a, an, the roommate, but he’s graduating, and I need 7. a, an, the smaller apartment. Are there any small apartments for rent in your building?
B: There’s one.
A: What floor is it on?
B: It’s on 8. a, an, the third floor.
A: Does it have 9. a, an, the kitchen?
B: Yes. It has 10. a, an, the living room and a kitchen.
A: Is 11. a, an, the living room big?
B: So-so.
A: Does 12. a, an, the kitchen have 13. a, an, the stove and 14. a, an, the refrigerator?
A: When can I see 17. a, an, the apartment?
B: 18. A, An, The janitor (看门人) can show it to you tomorrow at 9 am.
Task 3  Cross out the wrong word in each word pair underlined.

Dear Christine,

Well, here I am in Australia. Thank you for your 1. kind/kindly letters. You ask me what it’s like here. I must say it’s pretty 2. good/well! The language school is very 3. efficient/efficiently organized. On the first morning we had to take a test, which I found rather hard. However, I got a 4. surprising/surprisingly good mark, so I’m in the second class now. I didn’t talk much at first, because I couldn’t think of the words 5. quick/quickly enough, but 6. late/lately I’ve become much more 7. fluent/fluenly. I’m staying with a family who live 8. near/nearly the school. They are quite 9. pleasant/pleasantly although I don’t see much of them, because I’m always so 10. busy/busily with my friends at school. I was surprised how 11. easy/easily I made friends here. They come from 12. different/differently parts of the world and we have some 13. absolute/absolutely fascinating discussions. I do hope you will be able to join me here next term. I’m sure we’d have 14. good/well fun together.

Best wishes,

Celia

Task 4  Write the correct form of the verbs crossed out in the following letter.

Dear Peter,

I have been attending my college for a year. I’m very happy about 1. study studying here. At first, it was a little hard getting used to 2. speak speak English all the time, but now I feel very comfortable about 3. communicate communicate in my second language.

I just joined an international student group, and I’m very excited about 4. meet meet new people. Summer vacation is coming, and a few of us are planning on 5. do doing some traveling together. Before joining this group, I used to 6. spending spend holidays alone. I’m happy that I have made many good friends now.

I look forward to 7. hear hearing from you soon!

Jane
词类及其之间的相互关系

一、词类

<table>
<thead>
<tr>
<th>名称</th>
<th>缩 写</th>
<th>中 文名</th>
<th>例 子</th>
<th>概念或功能</th>
</tr>
</thead>
<tbody>
<tr>
<td>noun</td>
<td><em>n.</em></td>
<td>名词</td>
<td>boy, milk, love</td>
<td>表示人、物及抽象概念的名称</td>
</tr>
<tr>
<td>pronoun</td>
<td><em>pron.</em></td>
<td>代词</td>
<td>you, I, my, yours</td>
<td>代替名词或起名词作用的短语、句子</td>
</tr>
<tr>
<td>adjective</td>
<td><em>adj.</em></td>
<td>形容词</td>
<td>good, happy, nice</td>
<td>描述人或事物的特征、性质、状态</td>
</tr>
<tr>
<td>adverb</td>
<td><em>adv.</em></td>
<td>副词</td>
<td>well, fast, quickly</td>
<td>表达时间、地点、程度、方式等概念</td>
</tr>
<tr>
<td>verb</td>
<td><em>v.</em></td>
<td>动词</td>
<td>do, cut, run, jump</td>
<td>表示动作或状态</td>
</tr>
<tr>
<td>numeral</td>
<td><em>num.</em></td>
<td>数词</td>
<td>two, third, fourth</td>
<td>表示数目多少或顺序</td>
</tr>
<tr>
<td>article</td>
<td><em>art.</em></td>
<td>冠词</td>
<td>a, an, the</td>
<td>限定、说明名词的所指</td>
</tr>
<tr>
<td>preposition</td>
<td><em>prep.</em></td>
<td>介词</td>
<td>at, in, with, for</td>
<td>表示词与词、词与句之间的关系</td>
</tr>
<tr>
<td>conjunction</td>
<td><em>conj.</em></td>
<td>连词</td>
<td>and, so, because</td>
<td>连接词、短语或句子，表达逻辑关系</td>
</tr>
<tr>
<td>interjection</td>
<td><em>interj.</em></td>
<td>感叹词</td>
<td>oh, yeah, ouch</td>
<td>表示喜怒哀乐等感情或情绪</td>
</tr>
</tbody>
</table>

注：不少单词不仅仅属于一个词类，在不同的语言环境下可体现不同的词性。例如：
1. Would you like to take a *walk?*（名词） 2. I usually *walk* to school.（动词）

二、词与词之间的关系

1. 冠词修饰和限定名词：*a book, an apple, the president*
2. 形容词修饰名词：*new cat, beautiful flower*
3. 副词修饰动词、形容词、副词及整个句子：
   I speak English *loudly*.（修饰动词）
   She is *really* pretty.（修饰形容词）
   What happened? The father asked, *rather* slowly.（修饰副词）
   *Fortunately*, no one was hurt.（修饰整个句子）
4. 介词后接名词或动名词：*in the morning, look forward to visiting your city*
Comprehensive Exercises

Task 1  Complete the dialogs by crossing out the wrong word or words.

1. A: Did you enjoy your holiday?
   B: Yes, we had wonderful time/a wonderful time.
2. A: What can I do for you, Susan?
   B: Can you give me some advice/advices on how to find a job?
3. A: What would you like to put in your sandwich?
   B: I’d like a chicken/some chicken. please.
4. A: How is the park?
   B: It is beautiful. And we took some photos/photoses there.
5. A: Are you busy tomorrow?
   B: Yes. We have some business/businesses to discuss.
6. A: What did you do with Jackie last night?
   B: I had conversation/a conversation with him.
7. A: Hi, guys. Are you ready for the holiday?
   B: Yes. We have packed all the luggage/luggages here.
8. A: What’s the matter?
   B: You’ve got some egg/eggs on your shirt.
9. A: What can you see in the distance?
   B: I can see a few sheep/sheeps.
10. A: How did your interview go?
    B: Well, I didn’t get the job. I think they really wanted someone with some experience/experiences.

Task 2  Fill in each blank with the appropriate form of the word given in the brackets.

1. Living in the country is less (expense) ___________ than living in the city.
2. Although John was not experienced in business, he did it with (confident) ___________.
3. The chairman emphasized his ideas by speaking more (loud) ___________.
4. Some American businessmen in China are spending a lot of time in (learn) ___________ Chinese.
5. Some people do believe that smoking will (certain) ___________ cause lung cancer.
6. I’m (real) ___________ sorry for the mistake our office worker made last month.
7. Could you go to bed (early) ___________ than you usually do?
8. The sellers allowed us to pay them on a (month) ___________ basis.
9. John is the (clever) ___________ student I have ever taught.
10. He told a very (live) ___________ story about his life in Africa.

Task 3  Rewrite each of the following sentences without changing its meaning.

1. The boy is a quick learner. The boy learns ________________.
2. The man can cook really well. The man is a ________________.
3. Your behavior was extremely foolish. You behaved ________________.
Helen Keller was a 1. **health/healthy** baby. But when she was 19 months old, she had a 2. **sudden/suddenly** fever. Later, the fever disappeared, but she became 3. **blind/blindly** and 4. **deaf/deafly**.

When Helen was seven years old, a teacher, Anne Sullivan, came to live with Helen's family. First, Anne taught Helen how to talk with her fingers. Then Anne taught Helen to read by the Braille system. Helen learned these things 5. **quick/quickly**. However, learning to speak was 6. **harder/hardly**. Anne continued to teach Helen patiently. 7. **Final/Finally**, when Helen was 10 years old, she could speak 8. **clear/clearly** enough for people to understand her.

Helen went to an institute for the blind, where she did very 9. **good/well** in her studies. Then she went to college, where she graduated with honors when she was 24 years old. Helen traveled 10. **extensive/extensively** with Anne. She worked 11. **tireless/tirelessly**, traveling all over America, Europe, and Asia to raise money to build schools for blind people. Her 12. **main/mainly** message was that disabled people are like everybody else. They want to live life 13. **full/fully** and 14. **natural/naturally**. Helen wanted all people to be treated 15. **equal/equally**.

**Task 4** Cross out the wrong word in each of the word pairs underlined.

4. The hotel staff treated us in a very friendly manner. The hotel staff were ______________.  
5. I don't think that's a practical suggestion. That suggestion doesn't sound __________.  
6. Philip is usually a hard worker. Philip usually works __________.  
7. Tom looked sad when I saw him. Tom looked at me __________.  
8. I wish you could swim fast. I wish you were a __________.  
9. She speaks perfect English. She speaks English __________.  
10. I didn’t go out because of the heavy rain. I didn’t go out because it rained _______.

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