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## FEDEX

<http://www.BusinessEnglishMaterials.com/fedex.html>



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## THE LISTENING / READING SCRIPT

From: <http://www.businessenglishmaterials.com/fedex.html>

FedEx, or Federal Express, is an international logistics company. It began operations in 1973 and has grown to serve and reach every corner of the world. The company website gives an overview: "FedEx provides customers and businesses worldwide with a broad portfolio of transportation, e-commerce and business services...Consistently ranked among the world's most admired and trusted employers, FedEx inspires its more than 275,000 employees and contractors to remain absolutely, positively focused on safety, the highest ethical and professional standards and the needs of their customers and communities." FedEx is regularly honored as a top company to work for and is often on 'Fortune' magazine's list of the most admired global companies.





## WARM UPS

From: <http://www.businessenglishmaterials.com/fedex.html>

**1. BRAINSTORM CHAT:** Write all the words you can think of about FedEx on the board or on a piece of paper. Talk about these words with your partner(s).

**2. FEDEX MORNING:** Each student pretends to be an employee of FedEx. They walk around the class and talk about the company and their job.

**3. RUMOURS:** Each student writes down a pretend rumour about FedEx. They then walk around the class and talk to other students about their rumour.

**4. GOOD AND BAD:** Brainstorm good and bad things about FedEx and write them on the board. Students talk about these in pairs.

**5. TRUE OR FALSE:** Students find out several facts about FedEx. They write these down and add the same number of things about the company that are false. Students test each other on which of their points are true or false.

**6. FACTS:** In groups, students write down as many facts as they can about FedEx. The winner is the group with the most facts. Teacher may wish to have groups share their facts to make sure they are real.





## LISTENING / READING GAP FILL

From: <http://www.businessenglishmaterials.com/fedex.html>

FedEx, or Federal Express, is \_\_\_\_\_  
company. It began operations in 1973 and has grown to  
\_\_\_\_\_ corner of the world. The  
company website gives an overview: "FedEx provides  
customers and businesses \_\_\_\_\_  
portfolio of transportation, e-commerce and business  
services...Consistently ranked \_\_\_\_\_  
admired and trusted employers, FedEx inspires its more  
than 275,000 employees and \_\_\_\_\_  
absolutely, positively focused on safety, the highest  
ethical and professional standards  
\_\_\_\_\_ customers and communities."  
FedEx is \_\_\_\_\_ top company to work  
for and is often on 'Fortune' magazine's list of the  
\_\_\_\_\_ companies.





## CORRECT THE SPELLING

From: <http://www.businessenglishmaterials.com/fedex.html>

FedEx, or Federal Express, is an international ticlsgsoi company. It began ooirtspean in 1973 and has grown to serve and reach every rnecro of the world. The company website gives an overview: "FedEx provides customers and businesses worldwide with a broad roltfoiop of transportation, e-commerce and business services...Consistently ndarek among the world's most admired and ertdstu employers, FedEx pnrnsiesi its more than 275,000 employees and contractors to naremi absolutely, positively focused on safety, the highest ielthca and professional standards and the needs of their customers and communities." FedEx is ueygrlalr honored as a top company to work for and is often on 'Fortune' magazine's list of the most admired global companies.





## UNJUMBLE THE WORDS

From: <http://www.businessenglishmaterials.com/fedex.html>

FedEx, or Federal Express, is an international logistics company. began It grown has and 1973 in operations to every reach and serve world the of corner. The company website gives an overview: "FedEx provides customers with broad and worldwide a portfolio businesses of transportation, e-commerce and business services..Consistently most world's the among ranked admired and trusted employers, FedEx inspires its more than , employees contractors 275 000 and to remain absolutely, on focused positively safety, the highest ethical needs the and standards professional and of their customers and communities." FedEx is regularly honored as a top company to work for and is often on 'Fortune' magazine's the admired companies of most global list.





## INSERT THE VOWELS

From: <http://www.businessenglishmaterials.com/fedex.html>

F\_d\_x, \_r F\_d\_r\_l \_xpr\_ss, \_s \_n \_nt\_rn\_t\_\_n\_l  
 l\_g\_st\_cs c\_mp\_ny. \_t b\_g\_n \_p\_r\_t\_\_ns \_n 1973  
 \_nd h\_s gr\_wn t\_ s\_rv\_ \_nd r\_\_ch \_v\_ry c\_rn\_r  
 \_f th\_ w\_rld. Th\_ c\_mp\_ny w\_bs\_t\_ g\_v\_s \_n  
 \_v\_rv\_\_w: "F\_d\_x pr\_v\_d\_s c\_st\_m\_rs \_nd  
 b\_s\_n\_ss\_s w\_rldw\_d\_ w\_th \_ br\_\_d p\_rtf\_l\_\_ \_f  
 tr\_nsp\_rt\_t\_\_n, \_-c\_mm\_rc\_ \_nd b\_s\_n\_ss  
 s\_rv\_c\_s...C\_ns\_st\_ntly r\_nk\_d \_m\_ng th\_ w\_rld's  
 m\_st \_dm\_r\_d \_nd tr\_st\_d \_mpl\_y\_rs, F\_d\_x  
 \_nsp\_r\_s \_ts m\_r\_ th\_n 275,000 \_mpl\_y\_\_s \_nd  
 c\_ntr\_ct\_rs t\_ r\_m\_\_n \_bs\_l\_t\_ly, p\_s\_t\_v\_ly  
 f\_c\_s\_d \_n s\_f\_ty, th\_ h\_gh\_st \_th\_c\_l \_nd  
 pr\_f\_ss\_\_n\_l st\_nd\_rds \_nd th\_ n\_\_ds \_f th\_\_r  
 c\_st\_m\_rs \_nd c\_mm\_n\_t\_\_s." F\_d\_x \_s r\_g\_l\_rly  
 h\_n\_r\_d \_s \_t\_p c\_mp\_ny t\_ w\_rk f\_r \_nd \_s  
 \_ft\_n \_n 'F\_rt\_n\_' m\_g\_z\_n\_'s l\_st \_f th\_ m\_st  
 \_dm\_r\_d gl\_b\_l c\_mp\_n\_\_s.





## PUNCTUATE THE TEXT AND ADD CAPITALS

From: <http://www.businessenglishmaterials.com/fedex.html>

fedex or federal express is an international logistics company it began operations in 1973 and has grown to serve and reach every corner of the world the company website gives an overview "fedex provides customers and businesses worldwide with a broad portfolio of transportation e-commerce and business services...consistently ranked among the world's most admired and trusted employers fedex inspires its more than 275000 employees and contractors to remain absolutely positively focused on safety the highest ethical and professional standards and the needs of their customers and communities" fedex is regularly honored as a top company to work for and is often on 'fortune' magazine's list of the most admired global companies





## CHOOSE THE CORRECT TENSE

From: <http://www.businessenglishmaterials.com/fedex.html>

FedEx, or Federal Express, ..... (be) an international logistics company. It ..... (begin) operations in 1973 and has grown to ..... (serve) and reach every corner of the world. The company website ..... (give) an overview: "FedEx ..... (provide) customers and businesses worldwide with a broad portfolio of transportation, e-commerce and business services...Consistently ..... (rank) among the world's most admired and trusted employers, FedEx ..... (inspire) its more than 275,000 employees and contractors to ..... (remain) absolutely, positively focused on safety, the highest ethical and professional standards and the needs of their customers and communities." FedEx is regularly ..... (honor) as a top company to work for and ..... (be) often on 'Fortune' magazine's list of the most admired global companies.







## CHOOSE THE CORRECT WORD

From: <http://www.businessenglishmaterials.com/fedex.html>

FedEx, or Federal Express, is an international \_\_\_\_\_ company. It began operations in 1973 and has grown to \_\_\_\_\_ and reach every corner of the world. The company website gives an \_\_\_\_\_: "FedEx provides customers and businesses worldwide with a \_\_\_\_\_ portfolio of transportation, e-commerce and business services...Consistently \_\_\_\_\_ among the world's most admired and \_\_\_\_\_ employers, FedEx inspires its more than 275,000 employees and contractors to \_\_\_\_\_ absolutely, positively focused on safety, the \_\_\_\_\_ ethical and professional standards and the needs of their customers and communities." FedEx is \_\_\_\_\_ honored as a top company to work for and is often on 'Fortune' magazine's list of the most admired \_\_\_\_\_ companies.

*serve*  
*trusted*  
*regularly*  
*overview*  
*global*  
*logistics*  
*ranked*  
*highest*  
*broad*  
*remain*





# PROJECT FEDEX

From: <http://www.businessenglishmaterials.com/fedex.html>

**Part 1.** Your mission is to increase the profits and sales of FedEx. Complete this table with your project partner(s):

<b>Main products</b>			
<b>How to improve them</b>			
<b>A brand new 'killer' product</b>			
<b>How FedEx is better than the competition</b>			
<b>How to beat the competition</b>			

**Part 2.** Change partners and look at their project. Suggest improvements. Ask for advice on your project:

**Part 3.** Make a presentation on your project. Give it to the class. Vote the best projects.





# FEDEX – ROLE PLAY 1

From: <http://www.businessenglishmaterials.com/fedex.html>

## **Role A – FedEx CEO**

You believe your company is the best in the world. It pays its workers very well and working conditions are great. Your company is very green – it cares about the environment. You think your levels of customer service are great. Disagree with person B, C and D.

## **Role B – FedEx worker**

You think it's a bad company to work for. You're very unhappy with pay, raises and bonuses. You are very unhappy with the working environment. You don't like the company's policy on the environment. You keep hearing profits are more important than customers. Disagree with A and C. Tell D the truth.

## **Role C – FedEx customer**

You are a customer of FedEx. You used to think it was great, but not now. Its workers are always very rude. No one ever answers the phone. You are shocked about its policy on the environment. You think all staff should get less pay. You disagree with person A and B. Tell D the truth.

## **Role D – A journalist**

You keep hearing bad things about FedEx. You want to tell the world in your newspaper. You heard the CEO gets a huge bonus every year. You found a company memo saying profits are more important than the environment. You want to know why so many staff are ill. Find the truth.





## FEDEX – ROLE PLAY 2

From: <http://www.businessenglishmaterials.com/fedex.html>

### **Role A – FedEx New Products Director**

You have created a new product for FedEx. You believe the new product will be the company's best ever. It will be a bestseller. There are people who do not agree with you. You need B, C and D on your side. Tell them why this is a product that will bring great things to FedEx.

### **Role B – FedEx Marketing Director**

You think the company's new product is a really bad idea. It will give your company a really bad name. You think the New Products Director is trying to destroy the company. Try to get him/her to understand there's no way the new product will sell. Try to get person C and D on your side.

### **Role C – FedEx Market Researcher**

You have interviewed thousands of people about the new product. They don't like it or hate it. You think it will be successful if they make many changes. Tell the New Products Director he/she needs to change the product. You neither like nor trust person B. Disagree with him/her.

### **Role D – FedEx Shareholder**

You know a lot about FedEx's new product. You are worried it will not sell and share prices will go down. You think A is crazy and must find a new job. You agree with everything B says. You don't agree with C. The new product should not go on the market.





## JOB INTERVIEW ROLE PLAY

**INTERVIEWER** (Write the questions you want to ask the candidate.)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

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## JOB INTERVIEW ROLE PLAY

**INTERVIEWEE** (Write questions you want to ask the interviewer.)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_





## **DISCUSSION (Write your own questions)**

### **STUDENT A's QUESTIONS (Do not show these to student B)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

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## **DISCUSSION (Write your own questions)**

### **STUDENT B's QUESTIONS (Do not show these to student A)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_





# FEDEX SURVEY

From: <http://www.businessenglishmaterials.com/fedex.html>

Write five GOOD questions about FedEx in the table. Do this in pairs. Each student must write the questions on his / her own paper.

When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.











## HOMEWORK

- 1. VOCABULARY EXTENSION:** Choose several of the words from the text. Use a dictionary or Google's search field (or another search engine) to build up more associations / collocations of each word.
- 2. INTERNET INFO:** Search the Internet and find more information about FedEx. Talk about what you discover with your partner(s) in the next lesson.
- 3. MAGAZINE ARTICLE:** Write a magazine article about FedEx. What have they done recently? What are their plans? Read what you wrote to your classmates in the next lesson. Give each other feedback on your articles.
- 4. FEDEX POSTER** Make a poster about FedEx. Make sure you sell the company to the public. Show it to your classmates in the next lesson. Give each other feedback on your posters.
- 5. MY FEDEX LESSON:** Make your own English lesson on FedEx. Make sure there is a good mix of things to do. Find some good online activities. Teach the class / another group when you have finished.
- 6. ONLINE SHARING:** Use your blog, wiki, Facebook page, MySpace page, Twitter stream, Del-icio-us / StumbleUpon account, or any other social media tool to get opinions on Fedex. Share your findings with the class.

