

E-mailing. Business English. Correo electrónico en inglés

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Presentación del curso

Escribir e-mails o correos en inglés, inglés para los negocios con correo electrónico... Este capítulo está pensado para alumnos de niveles entre intermedio y avanzado que necesitan mejorar su habilidad para **escribir e-mails**. El objetivo final del curso es que el alumno se sienta más seguro a la hora de **escribir en inglés** tanto en situaciones formales como informales, sin necesidad de dedicar mucho tiempo a la redacción. Hoy en día, la comunicación vía email es básica y presente en casi todos los contextos, por este motivo se le ha dedicado todo un capítulo.

Cubre una gran variedad de temas y situaciones mediante explicaciones claras y concisas –a menudo en forma de consejo útil- y diferentes ejercicios. El capítulo 8 está dedicado a una lista general de frases útiles en todos los temas tratados, a modo de resumen y de herramienta básica a tener en cuenta a la hora de escribir emails. Las últimas unidades dan respuesta a todos los ejercicios.

1. Essentials. Enviar un e-mail en inglés

Whether for personal matters or business, the ability to write efficient and effective e-mail is particularly important and useful - both in terms of productivity and responsiveness.

1. Parts of the email

E-mails like traditional letters have a specific structure. It is obvious that an e-mail is not a letter, thus it will never be as long nor as formal. E-mails are used for straightforward, fast communication. Still, if you want to be successful in writing e-mails, take the structure into consideration. Basically, adapt the style of your e-mail to the context situation.

Knowing the parts of an email can be very useful in English. You might have to tell someone your email address, or try to describe where you wrote a piece of information. In any case it's best to start this course at the beginning with the most basic structures.

Here are the different parts of an e-mail:

The **address**- this is the line where you enter in the email address you wish to send the mail to. You usually have three options when sending an email:

- to: this is where you type the address you wish to send your e-mail to.
- add Cc: this is to add other receivers. It stands for Carbon Copy.
- add Bcc: to add some other receivers, but in this case you don't want the rest to know you are sending copying this person in. It stands for Blind Carbon Copy.

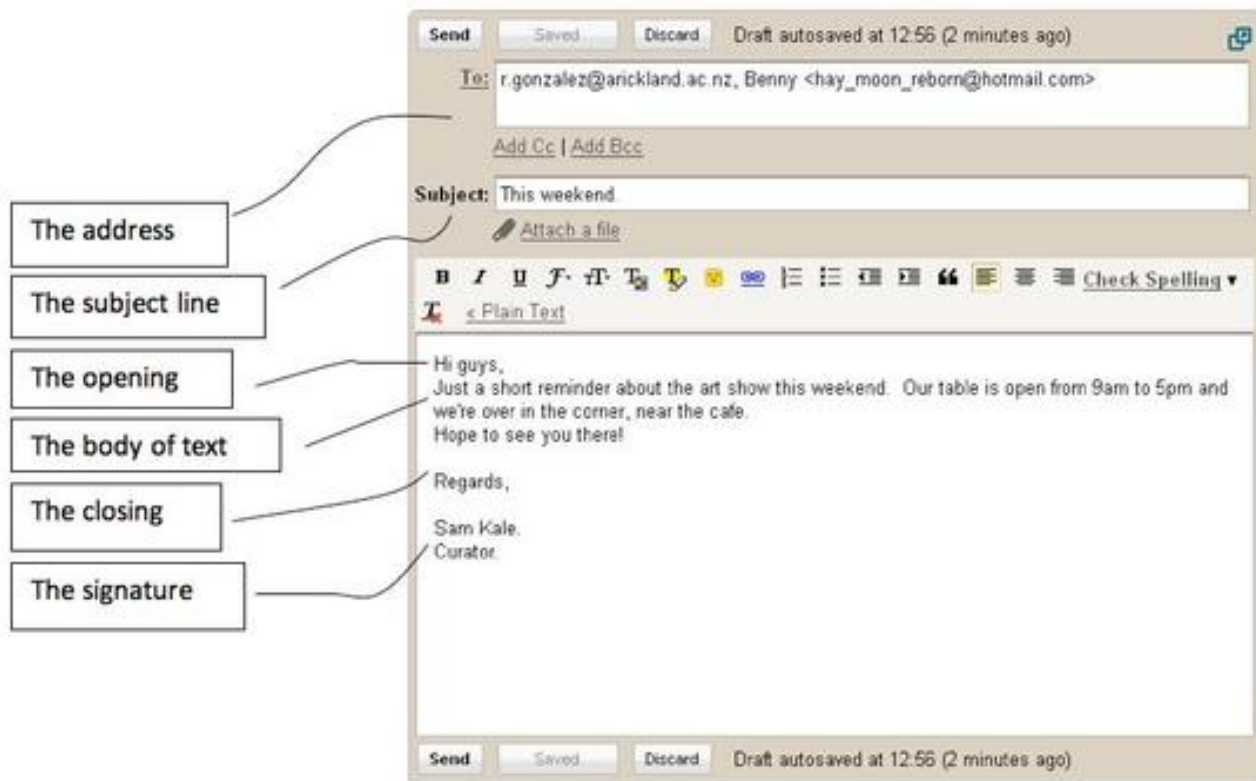
The **subject line**- this is the line that appears to let people know what you will be talking about. This is very important since it gives the main information of your e-mail.

The **opening**- to open your email, usually an expression of greeting.

The **body of text**- the main part of the email.

The **closing**- to finish off the email.

The **signature**- your name.



Saying your email address in English:

- @ = at
- www= double u, double u, double u
- . = dot
- = dash
- _ = underscore
- / = slash

Challenge!

Try saying these addresses in English:

ash_boy@yahoo.cz
 emily-harrison@wonder_shop.net
 www.rlanguages.com

Try to create an opportunity to tell someone your email address in English.

2. Subject lines

Subject lines are very important. Too little information means that the receiver has no idea what the mail is about; if it is a person who receives a lot of emails per day, your mail may be pushed to the side. Too much information and the receiver won't even open the mail.

Keep the subject lines, short and clear. Avoid the use of articles and prepositions, as well as "to infinitives".

Language in use.

Subject lines differ from normal grammar rules. We tend not to use articles and it is common to see verbs in the infinitive or gerund tense and command forms. See below.

Meeting today(not The meeting today)

Travelling(the recipient understands where to and the gerund gives the idea that it is recent)

Travel (the recipient understands that it is travel in general)

Focus on the project (The command form gives this a warning tone)

Activity 1.

Look at these examples. How could you change them to make the subject more appropriate?

Subject: Money

Greetings Monica,

I notice that the expense account is severely depleted. I need you to check over the receipts to see if there is any money missing. Please make this a priority.

Regards,

Marc

Subject: The dirty coffee cups that someone left in the staffroom yesterday

Dear all,

Whoever it was that left all the dirty cups in the sink yesterday better go clean them. That room should be a place of rest, a break from all our busy schedules, not a pigsty!

Please just clean up after yourselves so we can all get on with our jobs,

Thank you

Sandra

Activity 2.

Suggest possible subject lines for these emails:

Subject line:

I note that we have not yet received your payment for order number 34210. Please pay promptly or we will have to resort to further action.

Thank you in advance

Raquel Chrinside – Accounting.

Subject line:

Good evening staff,

I would like to propose a staff meeting for the 23rd of April, next Friday. I hope that you will all be able to attend and will bring with you your own thoughts and ideas regarding the firms decision to split into two factions. One based here in Avenue Diagonal and the other in the Forum.

Refreshments will be provided.

Regards,

Jordi Watson

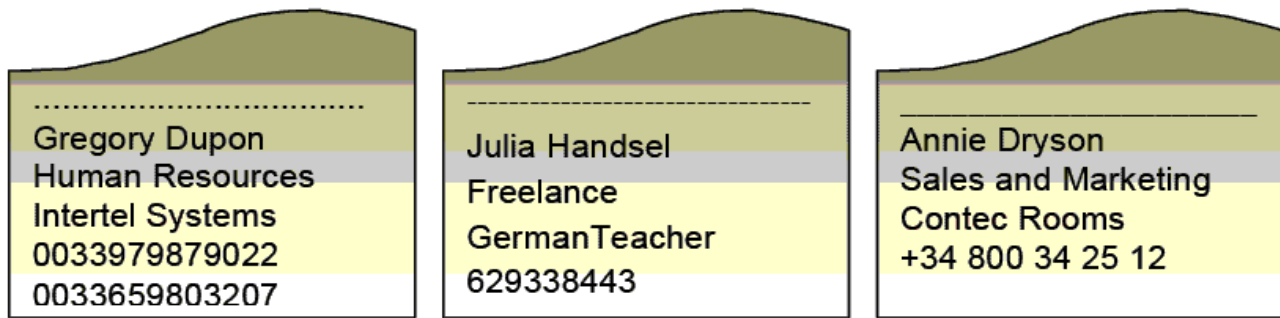
Challenge!

Check your mates!! Have a look at the subject lines of the emails you receive. Do your friends and co-workers use the subject line well?

3. Auto signatures

An auto signature appears at the bottom of your mail. You can make one up within your chosen email programme. Creating an auto signature is very important, as it makes your emails seem more business like.

Here are some examples:



Now write your own:

Name:
Occupation / Job Title:
Company:
Tel / E-mail:

Challenge!

Write another signature for your dream company. Now write an informal email to a friend telling them a bit about your company. Now adapt your email using more formal language for a business contact.

4. Openings and Closings

There are no standard formulas for starting or finishing e-mails. Only one thing is clear. Emails are invariably of an informal nature, so informal language tends to be the norm.

- **Opening emails:** *Hi, Marc, Hello Marc, Dear Marc*

In more business correspondence, it is more common to find: *Mr. Marc, Dear Mr. Smith, Dear Sir or Madam.*

Note that using the given name alone, as above, is reminiscent of business memos among colleagues within the same organization.

One can also receive emails with a wide variety of other opening formulas.

- **Ending emails:** *Best wishes, Regards, Best regards, Good wishes.*

These seem to represent the informal norm, followed by the given name (Melanie/Mel/etc) of the sender.

Occasionally, *Yours sincerely* is combined with *Best wishes* or stands alone before the given name of the sender, as in a semi-formal letter.

- Sometimes, a **pre-closing formula** is used instead of or in addition to the standard closure:

*Let me know if you need more information,
Melanie*

*Look forward to hearing from you.
Best wishes,
Mel*

Some other examples are:

If you require any further information, feel free to contact me.

Should you need any further information, please do not hesitate to contact me.

Looking forward to hearing from you.

I look forward to your reply.

I look forward to hearing from you.

I look forward to seeing you.

We look forward to a successful working relationship in the future.

Once again, I apologize for any inconvenience.

We hope that we may continue to rely on your valued custom.

I would appreciate your immediate attention to this matter.

Remember:

Even if emails do not need to follow a very strict formula, it is recommended to follow this pattern:

OPENING:	CLOSING:
Dear Sir or Madam Faithfully	Yours
Dear Mrs Briand Sincerely	Yours
Dear Paul wishes, Best regards	Best

Activity 1.

Match the email beginnings with the endings:

BEGINNINGS...	ENDINGS....
1. I am writing with regard to your recent email. We regret to inform you that we don't teach Russian.	a. Anyway, thanks again for inviting us. I'm really looking forward it!
2. Shelly, I've just read your email. I'm so sorry to hear about what happened....	b. I look forward to receiving the information as soon as possible.
3. I am writing with reference to our order num. GH23. The parcels arrived this morning, but you only sent 50 instead of the 175 that we ordered...	c. Anyway, sorry again that I can't make it to the dinner, but have a great time.
4. I am mailing this via the "contact us" link on website. I'd like to now a few more details about...	d. You know you can count on us if you need any support. I'll call you tonight.
5. Yes! Great! I'd love to come to the party.	e. Should you need any further information, we will be happy to assist you.
6. Sorry I can't make it to your birthday party at the restaurant, as I am in London that weekend.	f. Please deal with this matter urgently. I expect a reply from you by tomorrow afternoon at the later.

2. Basics. Normas básicas para enviar un e-mail en inglés

1. Formal and Informal

The language of emailing is mostly informal or neutral. Formal language is used rarely, and only for situations that are very serious such as complaints. Informal language is mainly used when writing to colleagues or friends, whereas the neutral register is used more with clients or associates. Some emails mix styles. If in doubt as to what style to use, try to emulate the style of the other person.

Activity 1.

Match these informal words and phrases with their formal equivalent.

Informal	Formal/Neutral
1. What do you need?	a) However.../In addition.../Therefore...
2. Thanks for your mail on 22 Jan	b) It is necessary for me to...
3. Sorry, I can't make it.	c) We regret to inform you of...
4. I'm sorry to tell you that...	d) I would be very grateful if you could...
5. I promise...	e) Please accept my apologies for...
6. Could you...?	f) I am afraid I will not be able to attend.
7. You haven't....	g) Would you like me to...?
8. Don't forget...	h) With regard to... (or With reference to...)
9. I need to...	i) I can assure you that...
10. Shall I...?	k) Please let us know of your requirements
11. But.../Also.../So...	l) I look forward to meeting you next week.
12. Please could you...?	m) I would like to remind you that...
13. I'm sorry for...	n) I was hoping that you could...
14. Re...	o) We note that you have not...
15. See you next week.	p) Thank you for your email of the 22 of January

Some emails mix styles. If in doubt as to what style to use, try to emulate the style of the other person. Remember: *when in Rome, do as Romans do.*

Activity 2.

Rewrite the following emails from a formal register to an informal one. Use the phrases above to help you. Remember to use contractions.

1.

Please accept my apologies, as I will not be able to attend the meeting on Friday morning. I was hoping that you could send a copy of the minutes, and if you could give my apologies to the rest of the team. Again I express my apologies, and I can assure you that I will make a special effort to be present at the next one.

2.

Thank you for your email of the 3rd of March. Your order for 13 boxes of invitation cards has been noted with our supply department. However I note that you have not entered in the post code of your business. Without it are unable to send out your goods. If you could please send me your post code, then we are able to proceed with your order.

3.

I would like to remind you that your presentation is this Friday. I have not yet received any word from you, so if you could please let me know of any requirements in terms of equipment that you might have. Otherwise I look forward to seeing what you have come up with.

Activity 3.

Match the words of Latin origin in box A with the shorter words in B.

A

1. assistance
2. due to
3. enquire
4. further
5. inform
6. information
7. obtain / receive
8. occupation
9. possess
10. provide
11. repair
12. request
13. requirements
14. reserve
15. verify

B

- a. ask
- b. ask for
- c. because of
- d. book (v)
- e. check / prove
- f. facts
- g. fix (v)
- h. get
- i. give
- j. have
- k. ~~help (n)~~
- l. job
- m. more
- n. needs(n)
- o. tell

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
k														

2. Tone

Think about the last email you wrote in your language. Was it formal or informal? Did you notice how the language changes depending on who you write to? Tone must be appropriate to the subject as well as the individual to whom you are writing. Tone is very important in emailing. If the tone is unclear, then your recipient may read a different meaning from the one you intended. If your tone is inappropriate, (either too formal or too informal) then it could be damaging to your business relations with that particular person.

Look at the difference between the following emails:

Hey

How's it going? I'm going to be in Barcelona next Tuesday lol!; do you have time to catch up? I'd really love it if you could!CUL8R**

Hello David,

I hope you are well. I will be in Barcelona on the following Tuesday, the 25th. I would like an opportunity to speak to you again, it's been a long time since our last

meeting.

* See abbreviations list further below for the meanings

Activity 1

What's wrong with the tone in these sentences?

-We are deeply saddened that the book you so generously requested is no longer available.

-Hey, remember me? Got any jobs going at the moment, I'm desperate!

-I can't believe you didn't even bother coming to the meeting. You'd better have a good excuse.

-Your presence is required at the presentation next Monday. Please be so good as to attend.

Activity 2

Rewrite the following email to a more appropriate tone:

Dearest customer,

I require an additional piece of information on the last order that you were so kind to send to me. If it is no trouble, could you please provide me with a post code the final destination of our microwaveable metal spoons that you have purchased. I apologise for any inconvenience this may cause to you.

Fond regards

By all means, try to use a positive tone rather than a negative one:

NEGATIVE	POSITIVE
You <i>claim</i> that you have not received any invoice	It appears that you haven't received any invoice
Your presentation was <i>horrible</i>	I have the impression that you didn't have enough time to prepare your presentation
You <i>failed</i> to notify me about your recent increase in prices	
You are <i>never</i> able to finish your reports on time You forgot to attach the document	Are you having difficulties with the schedule? The email arrived without the attachment.
I won't accept this report, it's awful!	You normally have a very good standard of work, so I was surprised with your last project.
Your lack of leadership skills makes you unlikely to ever receive a promotion here.	We're offering a course on leadership skills, would you like to attend?
WHERE DID YOU LEARN MATHS YOU MORON?	I see there is a miscalculation on this invoice, could you please double check your work before you send it out to clients.
I need to see you in my office	Do you have time for a meeting today?

Language Tip

Use of capitals in English is the equivalent of shouting. Receiving an email in capital letters can be very intimidating for your colleagues or clients. Writing in **red** also has the same effect. Red should only be used if you wish to make corrections in an email. See below.

- I WOULD LIKE TO SEE YOU RIGHT AWAY.
- **Please try to keep your desk tidier.**

If you write something when you are angry don't send it straight away. Put it aside, read it later and then decide if you still want to send it. An angry or insulting e-mail is called a **flame**.

Flames

A flame email is an email you send when you are feeling angry or upset. These can cause a bad reaction with your recipient, either making them angry and possibly sending you a flame email as well, or damaging your reputation in the workplace. In some cases, an email should be strongly worded, but still rational, not emotional. Flame emails also tend to be worded badly with bad punctuation. If you write an email when you're angry, don't send it. Wait a bit until you calm down and then re-read the email and make changes if necessary.

Look at these examples of different emotional tones:

ANGRY

Why are we keeping this present supplier? They are completely useless. I've had several customer complaints and I'm sick of making excuses. Can't we find ANYONE else that has a better quality product that won't break at the slightest touch?? And they were late with the last shipment. Who ever hired these idiots should be fired!!

CONSTRUCTIVE

Although our supplier has been with us for the last year, the quality of their product seems to have taken a bad turn. We have received several customer complaints about breakages. I suggest that we confer with head office to see if they can offer any suggestions.

Activity 3.

Read these flames and try to rewrite them in a more appropriate tone so that they sound more polite but equally assertive:

Why do you never answer my calls??? May I suggest you turn your iphone off occasionally?

Look, I asked to work on this brochure ages ago and you know full well I've got to have it for Friday's fair in Dortmund.

This is the second time you've fouled things up and I'll be reminding you of that when you ask me for a day off.

So, I'll ask you once again. WHEN WILL THE BROCHURE BE READY?

What I want to know is, are you making any progress on the brochure or not? And if not, why not? No, don't even bother answering that. I already know you've been far too busy with more urgent matters to even get around to starting it. Am I right?

Where is my payment?? I have sent you three separate emails asking for it, I have tried to call your office and you always evade me. I mean HOW do you expect to do business in this way??? I find your conduct insulting and rude, I mean is this anyway to treat your supplier?? Do you think we're all somehow expendable and depending solely on you for our business?? Well think again Mister. Our business doesn't need your services and in fact we can't afford the extra time it takes you chase you every month in order to get paid. I wish you every disaster in your business and I look forward to hearing of your bankruptcy. We will NOT accept business from you ever again!!

3. Abbreviations and missing words

Missing out words is common in emails and informal speech. It happens in relaxed and friendly situations, and so the people involved in the communication know each other very well. The meaning, thus, is clear from the context.

The basic rules are:

- The subject "I" can be left out, especially with mental verbs like *think*, *believe*, *wish* etc.
- In a question, the subject "you" and the auxiliary can be left out.

- The subject “I” and the auxiliary (be, have, will) can be missed out.
- The words “that” or “it” can be missed out, often with a form of “be” as well.
- A form of “be” can be left out on its own.
- The word “the” can occasionally be left out.

Activity 1.

Put the missing words back into this email:

Great evening, wasn't it! Really enjoyed the dinner, and nice to see Chloe and Natasha again. Had a chance to speak to Peter yet? No worries. Will be seeing him tomorrow.

About next weekend – exhibition you suggested at Moma sounds great. Been talking to some friend at work about it. Not sure about the day, though. Saturday might be difficult. Perhaps Sunday better? Let me know.

Anyway, got to go now. Hope you're well. See you next weekend.

In some emails you can find very abbreviated forms. The intention is to write very quickly and clearly.

There are three main techniques:

- using a letter to stand for a sound ('c' = see)
- making a short for of a common word ('yr' = your)
- writing the first letters of a well-known phrase ('asap' = as soon as possible)

Subject: Thx for yr msg

Re your msg left on my ans machine –yes, I'm free for dinner on Sat next weekend. Btw, good news about yr interview. Hv 2 work now. CU. Dave.

Many abbreviations used in internationally were derived from Latin words. They are used so frequently that we often forget that the letters represent Latin words.

Here you have a basic list:

LATIN	ABBREVIATION	MEANING
post meridiem	P.M.	after midday
circa	c.	around, about
exempli gratia	e.g.	for the sake of example
et cetera	etc.	and the rest
id est	i.e.	that is
et alii	et al.	and the others
anno domini	A.D	in the year of the Lord
ante meridiem	A.M.	before midday
Medicine Doctor	M.D.	Doctor of Medicine
numero	no.	number, by number
Philosophiae Doctor	Ph.D.	Doctor of Philosophy
versus	vs.	against
pro tempore	pro tem	for the time being
postscriptum	P.S.	afterthought
ibidem	ibid	in the same place

Other abbreviations commonly used in emails and on instant messenger. They can be capitalized or not.

- **ASAP** As soon as possible.
- **BRB** Be right back.
- **BTW** By the way.
- **CUL8R** See you later.
- **FAQ** Frequently asked questions.
- **FYI** For your information.
- **HTH** Hope this helps.
- **IAC** In any case.
- **IOW** In other words.
- **JTLYK** Just to let you know.
- **L8R** Later.
- **LOL** Laugh(ing) out loud.
- **LTNS** Long time no see.
- **MSG** Message.
- **NRN** No reply necessary.
- **OTOH** On the other hand.
- **RE** Regarding.
- **TIA** Thanks in advance.
- **TNT** Till next time.
- **TTYL** Talk to you later.
- **Tx/THX/Thnx** Thanks.
- **XXXX** Kisses.
- **OXOX** Hugs and kisses.

Activity 2.

Complete the phrases used in written messages with the words from the box:

advance *answer* *details* *further* *good*
hearing *input* *know* *note* *reference*

1. With ...reference.. to your e-mail concerning language training...
2. to our discussion this afternoon, I think...
3. talking to you on the phone last night and thanks for your very useful to this problem.
4. As you probably , Martha is coming next week and...
5. Just a brief to say...
6. Thanks for the information. In to your queries...
7. Many thanks in for your help.
8. Further can be found on...
9. I look forward to from you.

3. Office communications. Comunicación en la oficina en inglés

1. Internal messages

Whilst it's perfectly acceptable for internal e-mails to be less formal than those which you're sending to external clients or customers it's still important to remember that all business e-mails should still be treated seriously. Information should be conveyed in a clear and concise manner and it's also important to note that many companies will still keep every single e-mail which every employee has sent or received on an internal company mail server, even if you've deleted them from your own mailbox. This means that you need to take care of the way you write your internal e-mails and carefully consider what you're saying.

Golden Rules of Internal E-mail

Firstly, don't write anything that you wouldn't want anybody within the company to read. Don't criticise a boss or fellow employee unless you'd be happy for the person whom you're criticising to see that e-mail too, as they just might. People have had disciplinary action taken against them as a result of bad-mouthing their boss or supervisor to a colleague within an e-mail. Similarly, unjust criticism or comments that challenges somebody else's integrity, competence or honesty can, if discovered and traced back to you, result in libel action against you.

(from: <http://www.worketiquette.co.uk/>)

When at work, there are plenty of situations where you have to communicate with people. These communications can be informing, reminding, asking, and so on. Different methods are used in different contexts:

- e-mail (the most well know one)
- memo
- report
- handwritten note
- notice on the notice board
- suggestion box
- article in the in-house magazine
- informal chats
- intranet

The more informal the situation is, the more informal the e-mail can be.

A typical structure for any piece of written information, short messages or longer reports, would be:

situation	⇒	problem or objective	⇒	solution or strategy	⇒	closing comment
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2. Attachments

When you want to send a document with an email, it's called an attachment. Attachments can be word documents, photos, invoices, contracts and much more. They can be a very useful way to remind clients that you have some sort of

information. For example, if you haven't received payment from a client, you can send them a copy of the invoice so that they have all the information from that particular order. When talking about attachments, you can use both formal and informal language.

Very important: make sure you attach the document to your e-mail, it is very easy to forget.

See these examples:

- *I have attached a copy of our latest sales figures.* (Formal)
- *I have sent you a copy of the invoice as an attachment.* (Informal)
- *I am attaching our latest newsletter.* (Informal)
- *I've revised your document and I sent it to Mr Fry for a final check.* (Formal)

According to the "work-etiquette" website: (www.worketiquette.co.uk)

"Attachments are one of the main sources of computer viruses so never open an attachment unless you're 100% sure that the person who's sent it to you is not going to send you a virus. Even then, spammers have sophisticated methods these days so, wherever possible, don't open an attachment unless there's some text in the body of the e-mail of another employee who has specified what the attachment contains and that it's safe. And, if you're the sender, try not to use attachments unless absolutely necessary and then follow the same guidelines, so that your recipient knows it is safe to open the attachment."

Activity 1.

Complete the phrases by writing a word in the gaps. There could be several possible answers:

1. I can't open the that you sent. Could you please resend it in a compatible format?
2. I'm a couple of documents for you to complete. Please pay special attention to the expenses claim form.
3. As we discussed, I'm you a copy of the notes from the last meeting.
4. Please find the latest sales figures
5. I'm returning your original with my comments inserted in red.

3. Checking understanding

Sometimes the information in an email isn't clear. Perhaps you are unsure exactly which project your manager is talking about, or a colleague sends you an email, but forgets to attach a document. Or maybe you're just not quite sure if the information you have been sent is correct. In all these cases, it's easier to send an email asking for clarification, rather than trying to worry it out on your own.

Activity 7

Read the following email exchange and complete the gaps with the words from the box below.

<i>attached</i>	<i>email</i>	<i>figures</i>	<i>problems</i>	<i>attachment</i>
<i>clients</i>		<i>campaign</i>	<i>conference</i>	<i>New Zealand</i>

From Kate to Mike

Hey Mike,

How are you? I've(1)..... those figures you wanted. Our marketing strategy is really beating out the competition this year. By the way did you hear that(2)..... the is in Thailand this year, I can't wait!

From Mike to Kate

Hey Kate,

I'm good, how are you? I got your(3)....., but you forgot to attach the figures, could you send it again? Our client Sonic will be happy to hear that the advertising schemes are doing so well. I heard that we were off to(4)..... for the conference, but then I heard that from Max, so it's not a very reliable source, he was also telling me that we were going to Russia.

From Kate to Mike

Hey Mike,

I'm fine, a bit stressed, sorry about the attachment, I hope it's ok this time. Unfortunately there has been some (5).....with the launch of Sonic's new advertising campaign, in fact it's in the middle of a copyright dispute, but all our other(6)..... are more than satisfied with our business. New Zealand eh? That would be a treat for the sales team!

From Mike to Kate

Kate,

I got the attachment this time, but you've sent me the(7).....for last month, not this month. That's too bad about Sonic's(8)....., I hope it will be resolved soon. Also I just assumed you were talking about the marketing conference, the sales conference is going to be held in London, I hope it won't rain too much.

From Kate to Mike

Mike,

So sorry! I'm feeling a bit under the weather today. I hope the (9).....works this time. I can't believe it, London! I'd already bought a new swimsuit.

4. Reservations and enquiries. Reservas y peticiones en inglés

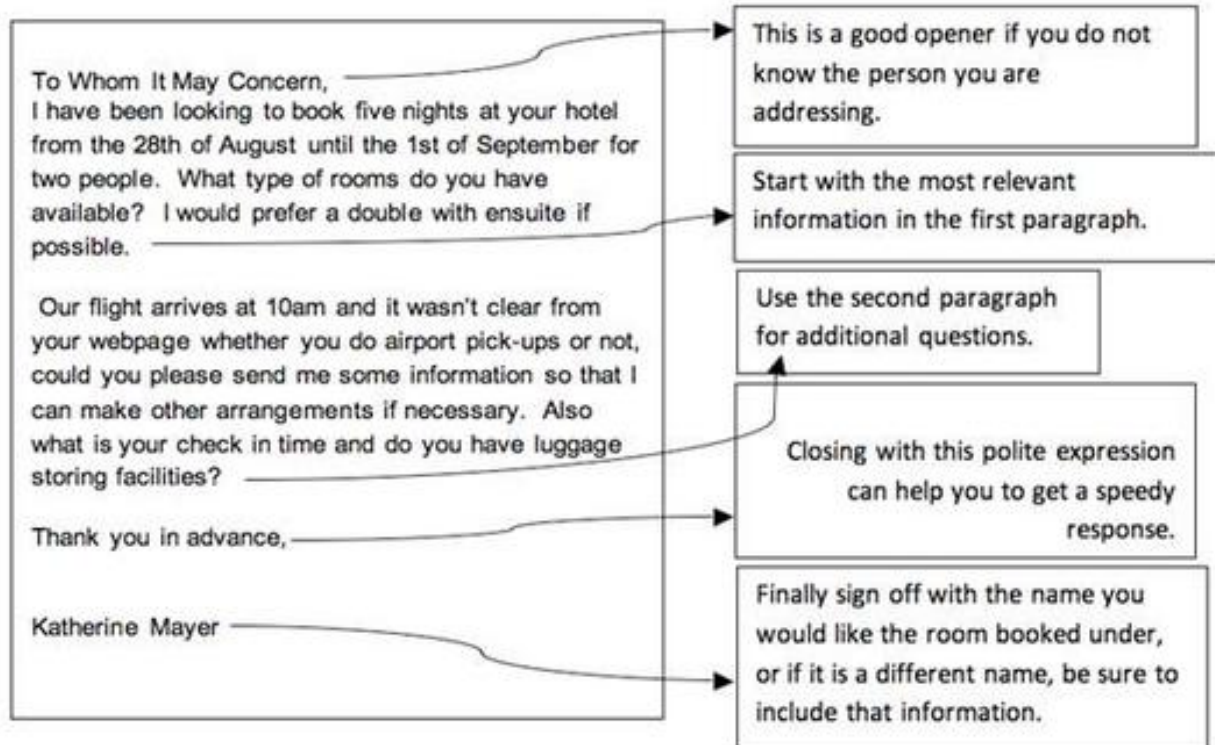
1. Making a booking at a hotel

If you have international clients visiting, it is essential that you do as much for them as you can. This includes booking their hotels, restaurants and tourist tours. Although traditionally, booking have been made via the phone, it is becoming more and more popular to use email.

Most reservations emails to hotels are written to book a room or to attend a conference. Most hotels these days have an online booking system, where you can just tick the nights and room you want. However if you have any questions, it can be good to send an email first.

Here you have some interesting suggestions for writing of these emails:

1. Include all relevant details in your email, including your complete contact information, date and time of arrival and departure, number of days of your stay, type of room and any special needs or requests such as a smoking or non-smoking room.
 2. Use a professional tone when writing your email. Your salutation should be, "To Whom It May Concern" or "Dear Sir or Madame."
 3. Also, remember to include the date.
 4. The body of the email should be to the point. It should specifically state what you need and how you will pay.
3. One of these emails could look like this:



Activity 1.

Read through these descriptions of hotels and choose one you'd like to write to. Include the time and date you will be arriving and also further information you require, such as airport pick ups, breakfasts, other facilities, prices, availability, room size and any other information you would require.

The Hotel Athena



This modern, boutique-hotel features up-market, contemporary decor and furniture. Amenities include 24-hour room service, express check-in and check-out, and complimentary, wireless Internet access. The sophisticated restaurant, Cornice serves contemporary Greek cuisine, such as Fresh Sea Bream on a Crust of Cardamom, Dolmas with Fresh Pita and Hummous, and Mushroom Pasta with Chicken Breast and Tarragon. Drinks are served in the bar, and the hotel also offers a complimentary continental breakfast daily.

The Red Trout Hotel



The Red Trout Hotel features a bright, palm- tree studded marble lobby. Other public spaces at this smoke-free property are similarly elegant, such as the hotel's meeting rooms featuring a business centre and wireless Internet, its banquet room and two restaurants. On-site dining at Huile Xuan features Chinese cuisine, the Peninsula Café serves as the lobby bar, and buffet breakfasts are available at Penoy Hall.

Le Meridien



Overlooking white sand beaches and surrounded by green mountains the hotel sits one-half kilometre from the Museum of Tahiti. Downtown Papeete is located 15 kilometres away.

Le Meridien Tahiti offers two restaurants, a lounge and a poolside bar. La Plantation Restaurant serves International cuisine in a casual atmosphere. Le Carre Restaurant is a gourmet restaurant featuring a lagoon view. L'Astrolabe Bar serves light fare and cocktails. Le Pool Bar provides poolside drinks. This hotel features a sandy-bottom, lagoon-style pool surrounded by tropical greenery.

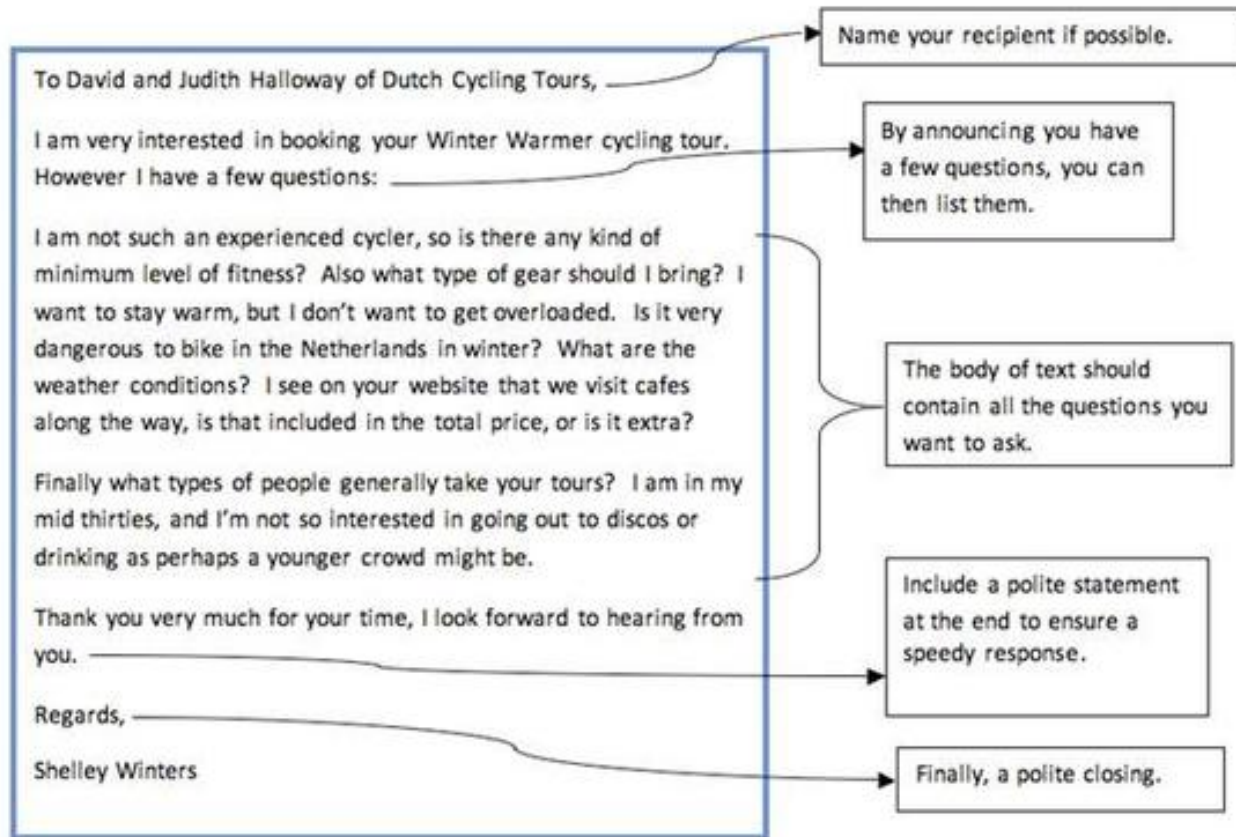
2. Booking a tourist tour

Most hotels will be very happy to book tours for you, and this may be something you could include when you are asking for information. Booking through a hotel often means that you get a discount or free activity included in your tour. However, if you wish to do it yourself or your hotel doesn't offer you something you wish to do, here's how to go about it.

Important things to remember when booking a tour:

- Cost
- Equipment
- If lunch is included
- Fitness level (if applicable)
- Danger level (if applicable)
- Suitability

See below for a model email on booking a tourist tour:



Activity 1.

Look at the boxes below and choose a suitable activity for each client: mail:

A.

Most people come to Fiji for the white sandy beaches and tropical resorts. However there's a lot more to Fiji than just that! Come with us on a magical tour into the heart of Fiji. Our tour starts off on the Matakibau Track, an incredible 2 to 3 hour trek into the Namosi Highlands. After a picnic lunch we explore the Navua River by tube. You'll be able to swim in secluded waterfalls and see the fascinating bird life. Finally we'll take you on a longboat past villages and farms. Don't miss a chance to experience this amazing journey!

B.

The Real Art Experience walking tour is a relaxed and inspiring experience. The walk is cleverly mapped giving you the best possible insight into London's East End art scene. As you walk, you'll see the area's most interesting and stimulating galleries, and catch a glimpse the most cutting edge art scene in Europe. Through narrow lanes and behind anonymous doorways, the contemporary

East London's art scene is teeming with life. Stray off the beaten track and discover the spaces and galleries which will amaze and delight you. Along the way there are also many amazing antique stores and colourful vintage clothing stores, all stocking rare, one of a kind pieces. Let us show you this off beat part of London that few tourists ever get a chance to experience.

C.

In Slovenia, the gargantuan peaks of the Julian Alps provide a stunning backdrop for a huge range of adventure sports based on, and around, the fast flowing Soca River.

After a 30-minute walk up the lovely Trebusa Gorge our incredible canyoning session begins gently with small waterfalls and natural rock slides before tackling tougher obstacles. The highlight is a rope-assisted descent down a 27-metre waterfall. Picnic lunch included.

D.

The village of Khoku Chhintang Ankhisalla is situated eastern part of Nepal 700 km from Kathmandu. It boasts typical Rai Culture and unparalleled scenic beauty. One can see Mt. Makalu, Peak 4, Kanchenjunga, and other small peaks. This area is known as a model village of Dhankuta district.

We drive you from Kathmandu to Hile, and then it is just a short hike to the village. The mountain views on the way are spectacular, and on arrival, you can stop and have tea in a traditional Nepalese tea garden. Spend the day in the village, observing its many temples, including Siva Mandhir, one of the oldest temples in Nepal. Enjoy lunch with the locals and then we take you on a different route back by way of a gentle trail winding through the graceful hills.

Clients' profiles:

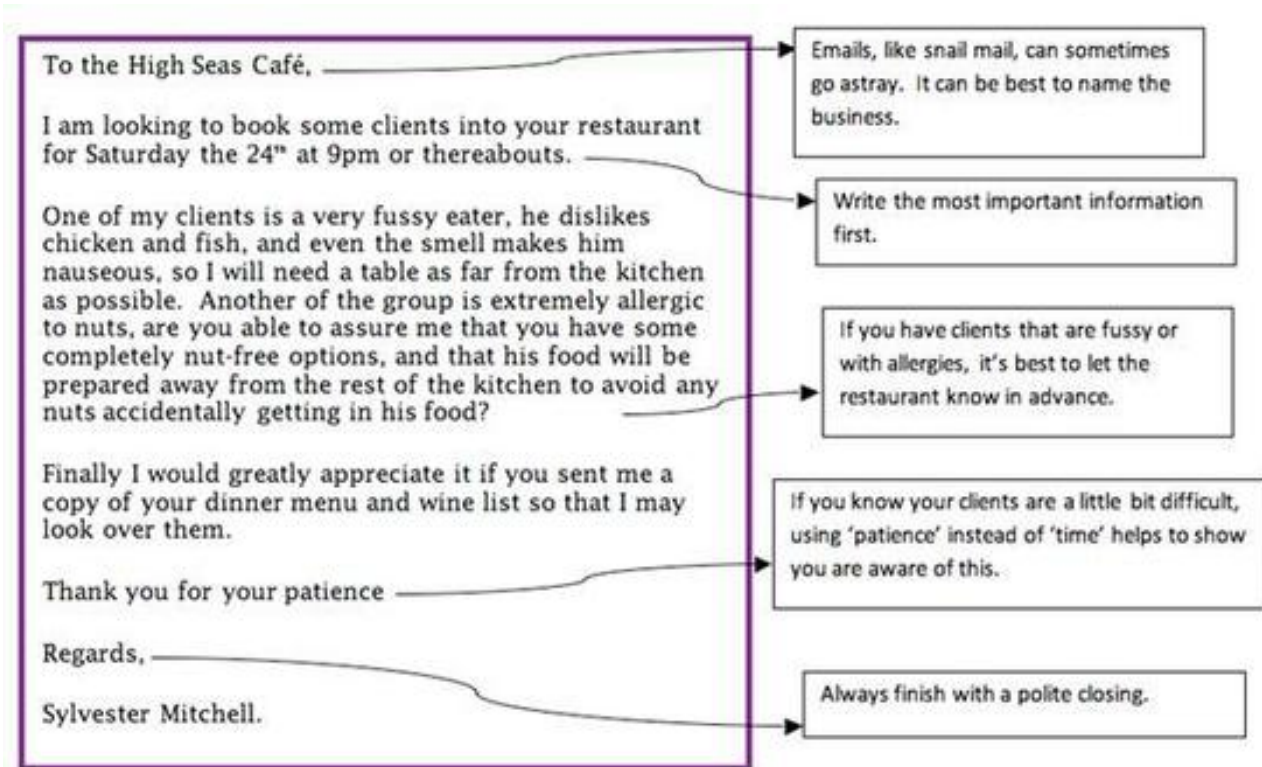
<p>1. Name: Rachel Wood Likes: Adventure, Hiking, Kayaking.</p>	<p>2. Name: Harry Benson Likes: Water sports, Extreme</p>	<p>3. Name: Sally Shepard Likes: Art, Shopping</p>	<p>4. Name: Wilson Landon Likes: Different cultures, Nature</p>
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3. Making a reservation at a restaurant

Most restaurant bookings are made over the phone. If you wish to book via email, it's best to send them a few days in advance. After all a ringing phone is always

answered immediately, but not everyone leaves their email open all day. However, it is quite acceptable to send an email, and if you have problems or requests, it can be easier to explain in words, rather than over the phone.

Have a look at this model:



Activity 1.

You have some very important clients coming to town. You want to book a nice restaurant that will really impress them. But they have some specialised tastes, so you must be careful which one you choose.

Client	Likes	Dislikes	Allergies	Age
Sophia Trewly	Seafood	Chinese food	Egg	25
Margaret Shore	Vegetables	Meat	None	41
Kevin Smith	Meat	None	Soy	32

Restaurants:

Steakhouse Route 66



Hours: Mon-Tues: 5-10pm; Wed-Sat: 5-11pm; Closed Sunday

Steakhouse Route 66 is open with 4 chefs manning the stoves. The menu features prime, dry-aged, hand-cut, Angus beef, plus pork, veal, seafood, NJ produce, handmade pastas, classic desserts, and a children's menu.

Ocean Blue Seafood



Hours: Mon-Sun; 12-4pm (lunch); 7-12pm (dinner)

Ocean Blue Seafood Restaurant features the freshest seafood in the desert. Our innovative dining menu showcases a variety of fresh seafood and flavourful steak dishes, complemented by our International Vodka Menu and award-winning wine list.

Lost Angel



Hours: Tues- Sat; 12-3am

Lost Angel features a stylish bar with excellent cocktails, fine wines and real ales; while the garden is a big hit in the summer months. At lunchtime, the restaurant serves up classics like steak and chips, plaice goujons and homemade burgers to a laid-back local crowd. In the evening, the venue is transformed into a decadent dining destination for friends, colleagues and couples with Head Chef Charles Buchanen offering dishes like confit duck leg and chilli and garlic prawns.

Challenge!

Choose a real hotel or restaurant and write to them requesting information.

4. Follow ups and corrections.

Sometimes when you want to make a booking, some of the information may be incorrect or you may not receive a response. In this situation, it may be necessary to write an extra email to either clarify information, or check that the recipient has

received your mail.

Remember that when responding to corrections you need to be very apologetic and also let the customer know that they can ask any further questions of you.

Politeness is very important here. (see sample answers). When responding to follow ups, the level of politeness and apology is dependant on whether you wish to continue with the contact. However it is better to respond in a polite manner, in case you require the services of the contact in the future.

See these examples:

1. I note that in your response to my booking, made August 4th, reference number 2080a, that you have me travelling on the 24th of December, when I had written that I would like to travel on the 20th of December.

2. I received my receipt of purchase from your company this morning. However you have misspelt my last name. It is Mr Molloy, not Mr Nolloy. Could you please rectify this and resend me the receipt.

3. In your last email, you expressed interest in purchasing an apartment with us, however it has been several weeks and we have had no further contact. We have had quite a bit of interest in this particular apartment, but if you contact us regarding a firm offer, I will be able to hold it for you.

4. We were talking about scheduling a meeting for this week, but I have heard nothing further from you. Is there any particular day you would prefer?

Activity 1

Which of the previous examples are corrections and which are follow-ups?

Activity 2

Choose one of these follow ups and write a response.

5. Commercial email. E-mail comercial en inglés

1. Inquiries and orders

Inquiries and orders probably make up the bulk of emails sent around the world. It is another situation where emailing is taking over the position originally held by the phone. Making an inquiry as an email simplifies things, as your recipient can answer all your questions quickly and easily, and an email provides you with proof in case of any future misunderstandings. Ordering is simple and fast via email, there are fewer mistakes in order numbers or quantities as you might find with a telephone order or fax. The format for inquiries and orders is to be as direct as possible.

Your e-mail can be fairly short, but it should be long enough to adequately explain what it is that you are inquiring about and what you want the reader to do in response to your e-mail.

Generally, give at least a couple of weeks for the person, company, or organization to respond to your inquiry before you send a follow-up one or make a follow-up phone call.

Make it as easy as possible for the person to respond to your request. This might mean offering to pay for any needed photocopies or mailing costs, or perhaps including a self-addressed, stamped envelope; necessary forms, questionnaires, or other documents; and so forth.

Make sure to include contact information so that the person can easily get in touch with you if necessary, such as your cell or home phone number or e-mail address.

When the person responds to your inquiry, it is a good idea to send a quick note of thanks expressing your appreciation and telling how the information helped (or can help) you.

Here you have some tips on how to respond to an inquiry e-mail:

- Specifically indicate the inquiry that was made, as you understand it.
- Express your appreciation for the person's interest.
- If possible, personally respond to the inquiry. You might want to include with your response letter any brochures, catalogues, reports, or other helpful information available.
- If appropriate, clearly describe any action you feel the person should take and the reason(s) for such a recommendation. (However, you may want to use caution because of any possible liability you might incur for offering such advice.)
- If you cannot personally answer the person's question, let them know that you have contacted the person who can and that they will shortly be in touch with the reader. If this is not possible, express your regret for being unable to help the reader, and try to find out for them the contact information for someone who can help.
- If appropriate, you might want to include additional information about your organization, the products or services you sell, or the subject matter of the inquiry, beyond the scope of the original inquiry.
- Close by saying that you would be happy to help the reader in the future they

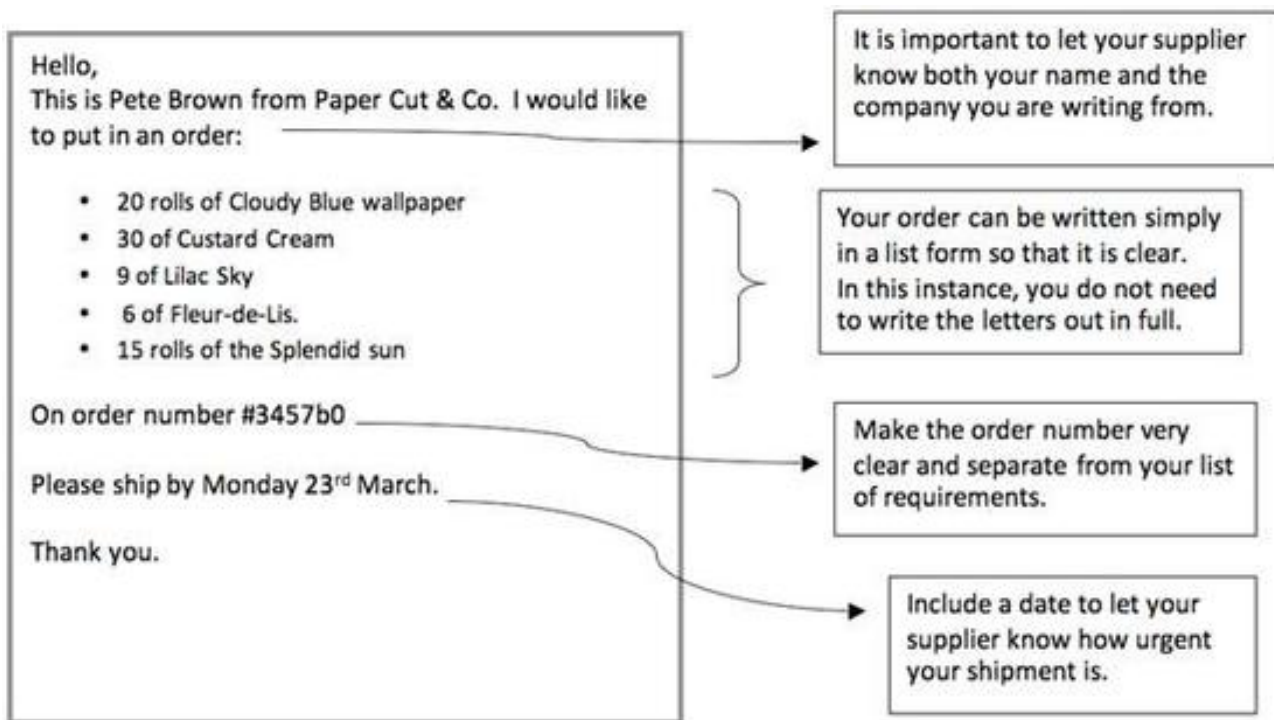
need further assistance or by wishing them well in their endeavour or project, etc.

The structure of the e-mail could follow this pattern:

- Begin your letter by stating who you are and giving your status or position (such as student, researcher, interested consumer, etc.), and tell how you found out about the individual or entity that you are writing to.
- Clearly state what it is that you are inquiring about and what you would like the recipient of your letter to do. Make your inquiry as specific as possible.
- You might want to briefly explain the purpose of your e-mail or what you hope to accomplish. Such an explanation may prompt the recipient of your e-mail to act more quickly.
- If appropriate, consider mentioning the e-mail recipient's qualifications for responding to your inquiry.
- Include the date by which you need the information, services, etc., that you are requesting, and indicate that you await the reader's response.
- Thank the person for their time.

Making an order is exactly the same. Etiquette, professionalism, appropriate wording, or keeping the reader's attention, will make your e-mail a success or not.

See the model:



Activity 1

Put the paragraph structures below into the correct order:

Inquiry

Specific questions

Close

Say how you got the contact

General request for information

Say something about your company and give a reason for writing

Reply

Close

Say what you are attaching

Answer specific questions

Give thanks for the mail

Highlight a few key points

Activity 2

Match the phrases to the parts of the paragraph structures above:

1. I work for Eggshell, the largest importer of china in Sweden, and I was very interested purchasing some of your designer cups.
2. Thank you for your email of the 12th April
3. I would also like to know what your delivery times are and whether you treat the china at all to prevent staining.
4. I am sending you our latest catalogue and a price list as an attachment.
5. Hello my name is Peter Shilling; we met at the recent Edgeware china trade show.
6. I look forward to hearing from you; I think there is a definite market for your product in Sweden.
7. With regards to your questions, we deliver within three days of a firm order, and all our china is coated with a special protective agent to prevent staining.
8. Could you please send me information on your product line and a price list?
9. Thank you for your interest in our company, if you have any further questions, please don't hesitate to contact me.
10. You will note that our blue cloud range is on special this month.

Challenge!

**Browse the Internet until you find something you might like to buy.
Then write an inquiry email to find out more about it.**

2. Negotiating

Negotiating is a very important part of business. Some companies will lower the price of their stock, or waive a fee if you negotiate with them. Think of it like an antiques market. Sometimes you can get a good deal on your purchase if you can convince the dealer to do so. Remember, you as the customer always have some form of leverage with your suppliers.

Here you have some suggestions for writing a proper negotiating e-mail:

- Set the tone: when you are sending your messages by email, that is the only thing the other side sees.
- Say what you want: this is particularly appropriate for online negotiation because you are dealing only with emails. You cannot hesitate as you might in person. You must be clear and direct so there are no misunderstandings.
- Everyone needs an editor: If you have read some of your emails after the fact, you know that it is easy to make typing mistakes. You can create more problems for yourself if you are dealing with damage control because of an email full of mistakes. However, they are not easily spotted when you do your first proofread. Once you have sent your email, it may be too late. It is a good idea to put an email away and review it the next day for errors before sending it out.
- Don't rush or be too slow: the pace of an online negotiation is very different from being in the same room. Don't be too slow by not answering the emails in a timely manner. If one party takes too long to answer an email, the other party can lose interest altogether. On the other hand, you don't want the other party to think you are waiting at your computer for their next message.
- Keep track of your paperwork: Keeping track of the paperwork is very important when negotiating online. In a face-to-face negotiation, the other side can quickly forget exactly what was said. With emails, either party can go back and see exactly what was written. Be sure to read previous emails to know what the agreement is before responding. If you don't, the other side will, and you may be embarrassed if they have to correct you.

If you take this information into consideration, your negotiation will be nothing less than a win-win one.

Language Tip

When writing a negotiating email, remember to use assertive phrases to give more power to your claims and diplomatic language to stop sounding too pushy or rude.

For example, If are ordering a large quantity of items and you would like to get a discount, it is better to ask with a phrase like “**I would like to** order 50, 0000 items, do you give any discounts on orders of this size?” Rather than simply stating “I want to order 50, 0000 items and I want a discount”

If you have any special requests to do with your order, try to phrases them in this manner. “**Are you prepared to** give these items on credit?”

Note that both these statements are in the infinitive tense.

Activity 3

Match the words with their definitions:

- | | |
|---------------------|---|
| 1. Discount | a) A list containing all the prices of the stock. |
| 2. Guarantee | b) The smallest number of items that can be supplied |
| 3. Procedure | c) The conditions of the sales contract |
| 4. Transport costs | d) A magazine of all the items sold by the company |
| 5. Minimum order | e) A agreement to replace or repair a product within a certain time |
| 6. Terms of payment | f) An arrangement to receive goods and pay for them later |
| 7. Delivery times | g) How long it will take for the goods to arrive |
| 8. Credit | h) A reduction in price |
| 9. Item | i) The cost of a delivery |
| 10. Catalogue | j) One piece of stock |
| 11. Price list | k) The correct way of doing something |

Activity 4

Complete the emails by writing one word in the space. To help you, the first letter of each word has been given:

Email 1)

Dear Ms Norris,

I received your c.....(1) and price list, thank you very much for sending it to me. I am interested in p.....(2) 70,000 items of product ref number 22ss00 and 200,000 of product ref number 782k4. However, before I commit to a firm o.....(3), I have one or two things I'd like to clarify.

Do you give any d.....(4) on orders of this size?

Would you be prepared to give me these i.....(5) on credit? Our usual terms of p.....(6)are 30 days after delivery, and of course I would supply a bank g.....(7)

There is no mention of t.....(8) costs or delivery times in the material you sent me. I would need these items by the end of July at the latest, and I would like to know what extra charges there will be on top of the base p.....(9).

I sincerely hope that we can come to some agreement on these matters, if so, I will certainly be willing to do more b.....(10) with you in the future. We have a long standing r.....(11) as a firm, well executed business, with good working relations.

I look forward to hearing from you.

Regards,

Petra Dominguez

Email 2)

Dear Ms Dominguez,

Thank you for your email of July 3rd inquiring about a possible order of our p.....(12) ref numbers 22ss00 and 782k4. I have answered your questions in order below.

With regards to discounts, we would be happy to offer you a 10 % discount on an order of this s....(13).

In regard to credit, unfortunately it is our policy not to offer credit to first time c.....(14). However in light of your reputation in the market, we are willing to make a compromise. Our credit control d.....(15) has agreed on 30 days with no need of pre-payment. Our regular procedure is to check all bank guarantees, so if you wish to make a firm order then we will be needing full d.....(16).

As for d.....(17) times, we can supply your items direct from stock and we can ship them to you within three days of a firm order.

Finally please note that we have made some recent upgrades to our website, so it is now possible to order o.....(18). Alternatively you can print out the form, fill it in and send it back to us.

I have arranged a member of our customer services team to give you a call later in the week. They will be able to discuss any extra q.....(19) you might have.

Thank you for your interest in our products,

Best regards,

Susan Norris

6. Job applications. Solicitar empleo en inglés. Curriculum

Applying for jobs via email makes job searches simple and quick. You can send your CV (curriculum vitae) directly to your prospective employer, along with a well-worded cover letter to explain who you are and why you would be suited to the job. Applying for jobs via email, takes out the nervousness and awkwardness that many people feel when applying for work.

Here you have some pointers on creating good cover letters and excellent CVs.

1. Cover letters (or e-mails)

Different jobs require different information.

Here are some pointers on creating excellent cover letters:

- the cover letter must be tailored to each job opportunity and individual company. It personalises your approach to companies.
- it should be brief, relevant, easy to read, with the spelling and grammar carefully checked.
- avoid telling lies and pretending to be a different person. Do not create a fake person.

Activity 1

Compare the three following cover letters and decide what type of teaching work the applicant is looking for, how the applicant found out about the advertisement and other information about them.

A.

Hello,

I am interested in coming to Florida for August to work for the month. I currently live in Mexico, where I teach English to children and adults, with levels from beginner, beginner to advanced. I like to keep my classes spontaneous and interesting, and especially for children, I try to engage their interest though creative projects and games. Coming as I do from New Zealand, I have a love of the outdoors, and am capable in sports such as hiking, biking, swimming, kayaking and horse riding.

I am available for the whole month of August and I would very much like the opportunity to try my hand at the summer camp lifestyle.

I look forward to hearing from you.

Regards,
Jodi Spring.

B.

Hello,

I saw your ad on Loquo. I am an English teacher from New Zealand with two solid years of experience in teaching, on top of part time tutoring and teaching over the past five years.

I have a TEFL certificate from Unitec in Windsor and also a Bachelor of English Literature

I love teaching children, especially through hands on activities such as painting and crafts, as well as physical activities and games to entertain them and ensure that they have fun while they learn. I have taught many teenage classes, both on the cusp of puberty (11 to 14) and older students as well. While it can be a difficult age to really engage interest in learning, I enjoy the challenge and the pleasure in seeing them forget themselves and have fun, whilst retaining purpose of the lessons. Having the experience of learning French, Spanish and Catalan, I understand the difficulties of learning a language. I can speak Catalan a little bit and I understand Spanish, but I do not speak it very well. I live in Barcelona, but I used to commute to Mataro for classes, so I am quite used to have to travel for work.

Thanks you very much for you time.

Regards,
Jodi Spring

C.

Good Morning,

We spoke on the phone earlier, here is the information you asked for. I am a 26 year old New Zealander. I have a Diploma of Performance Technology from Royal Holloway University in London. I have worked on many shows as a director's assistant, lighting operator and as a props creator, sometimes all at once. I feel that I can perform all these roles with equal skill I have lived in Barcelona for around two months, but I intend to make it my home. Prior to that I lived in New Zealand, but I have also spent seven months living in Paris and six travelling around Europe in between my studies. I would like the opportunity to travel again with a performance company of a small size like yours. I learnt French and Spanish at University. As French was the latter, and I have lived in France, it is the language I have a higher knowledge of. My Spanish comprehension is still ok, but I find it difficult at present to converse in this language. However I have plans to learn it after I have mastered the current language I am studying which is Catalan. This means I am also able to act as a translator and guide on tour. I also write creatively, at present I am working on a screenplay, but my favourite model

is the short story.

Please feel free to contact my references for any extra information regarding my character.

Regards,
Jodi Spring

Activity 2

Write your own cover letter in response to one of the job applications below:

Job Advertisement 1:

English speaking salespeople required

We are an **English** speaking telesales office based in Barcelona. We are looking for dynamic, strong willed, determined and tenacious people that are self motivated and very money driven.

The role involves calling UK residents to offer a range of investments.

We offer:

- The best leads around.
- The best products around (All UK and clients can make money) – seriously!
- The best commissions (20% +)
- A nice office.
- A nice structure that benefits good performers.
- Company accommodation until you're on your feet.
- A basic initial salary until you're on your feet.

Job advertisement 2:

HR internship (Barcelona)

COMPUTPLACE is Europe's leading independent provider of IT infrastructure services. To help our customers maximize the value of IT to their businesses, we offer services at every stage of infrastructure investment.

COMPUTPLACE employs over 10, 000 staff providing IT advice and support to such major international organisations as PALM, SONY, VW and BK. Key to our international operations is our multilingual International Service Centre in Barcelona.

Your role: HR Intern

Responsibilities:

To help with HR tasks mainly working in selection and recruitment field:

- Place our job offers in external sources
- Contact candidates and schedule interviews
- Participate in interviewing process
- Carry out telephone interviews
- Help with other administrative HR tasks

Candidates must be:

- Currently studying in a university (HR related program) and fluent in English
- Interested in gaining knowledge in HR field
- Great communicator
- Creative in finding original solutions
- Initiative and willing to learn

It's a part time internship and with remuneration and restaurant ticket.

2. Curriculum Vitae

Your Curriculum Vitae or CV, should showcase your attributes, your job history and your education. Employers don't have time to analyse your CV to try to understand it. The information must be clear, concise and to the point.

The categories should be something like this:

- **Education and qualifications-** concentrate on your highest qualification and then back two or three.
- **Work experience-** think about your skills. What did you have you gained from your past jobs. It is important to portray a sense of achievement, say what you

accomplished in your work. Show evidence of any leadership skills you have. Skills may be professional, technical and personal.

- **Extra-curricular activities**- such as positions of responsibility, membership of a sports team and so on. Use your likes to say something of interest about yourself. It should be information with a purpose.
- **General skills**- for example a driving licence, foreign language skills and computer skills.

Other points to consider are:

- Avoid "flowery phrases"- make sure the words you use imply action and decisiveness.
- Make sure your grammar and spelling are correct.
- Use active verbs
- Make sure the CV is fairly short- many people recommend a one side CV. Think that an employer can quickly lose interest.

Challenge!

Make a 'CV kit'. A document containing all your work experience, education and interests that can be tailored to suit the job you are applying for.

Now try writing your own CV.

CV Form:

[Street Address], [City, ST ZIP Code], [phone],[e-mail]		
[Your Name]		
OBJECTIVE		
[Describe your career goal or ideal job.]		
EXPERIENCE		
[Dates of employment]	[Company Name]	[City, ST]
[Job Title]		
[Job responsibility/achievement]		
[Job responsibility/achievement]		
[Job responsibility/achievement]		
[Dates of employment]	[Company Name]	[City, ST]
[Job Title]		
[Job responsibility/achievement]		
[Job responsibility/achievement]		
[Job responsibility/achievement]		
EDUCATION		
[Dates of attendance]	[School Name]	[City, ST]
[Degree Obtained]		
[Special award/accomplishment or degree minor]		
REFERENCES		
References are available on request.		

Sample CV:

Robert Kensington

33 Union Street,
Manchester,
M6 3AE.
Tel. (0161) 655 9037
Email: sam_kenington@hotmail.com

If you have a different address such as a PO Box, or if you board somewhere else during your studies, then write your second address too, next to the first.

EDUCATION AND QUALIFICATIONS
University of Kent BA (Hons.) History 2005 - 2008
Subjects include:

Start with your most recent qualifications and work backwards.

Anthropology, Art History, Classical History, Pacific History, European History, Politics, Biology and Religion.

I obtained 62% in my 2nd year exams equivalent to a 2:1

For my third year assignment I examined and contrasted accounts from the Napoleonic wars.

Manchester Community College 2003 - 2006

'A' Levels: History A, English B, Science C, Mathematics D.

Brickstone High, Manchester. 1998 - 2003

8 GCSEs including English, History and Science.

Again start with the last job you did and work backwards, as a general rule, no more than 5, but remember, you can tailor your CV to fit the prospective job.

WORK EXPERIENCE

YHA Central Bath Summer 2006

Assisting customers from all over the world with a wide variety of enquiries, booking rooms in hostels around the country, booking tourist tours and theatre and concert tickets.

Manchester City library summer 2004

Junior Librarian, Responding to enquiries, shelving using computerised systems.

Terry's Bar and Bistro Canterbury. Sept. 2006 - present

Part-time bar work throughout the year serving customers and cashing up.

ACTIVITIES AND INTERESTS

Organiser of the Bath Craft fair

Have fundraised for children in need.

I enjoy painting, hiking and I was on the Under 18s Men's Waterpolo Team for Kent University.

Other interests include listening to classical music and reading factual histories.

Black belt in Karate

ADDITIONAL INFORMATION

Computing Skills: Windows XP/Vista

Good level of both written and spoken Japanese.

Full, clean driving licence.

This extra information may help you to stand out from the other candidates. Make sure all the information is true, well laid out and interesting.

REFEREES

I am happy to supply these on request.

7. Dealing with problems. Resolver problemas en inglés

1. Asking for payment

Asking for payment can be tough and might make you feel tacky. Some people avoid opening and reading payment request email altogether.

Basically with a payment request e-mail:

- You remind the reader that they owe you money.
- Warn them that you may consider taking further action if they don't pay or contact you to make some sort of payment arrangement
- Invite them to explore other payment options with you.

In any case, try to be polite and diplomatic, but assertive enough.

Below is a sample letter asking for payment of an overdue amount. You can customise it, change it or modify it to personalise it according to what you need.

From: Mrs Perry

To: Mr Watson

Subject: **Overdue Payment Reminder**

Attachments: none

Dear Mr Watson,

Our records show that we have not received your payment of €350 which was due on August 23, 2008. We hope this was just an oversight on your part and you will be able to remit the funds due immediately.

We need your payment in full so we can continue to serve your needs. The requested amount does not include any applicable late charges and fees. Because of your history of on-time payments, we have waived the penalty charge. In future, however, we will be obliged to charge a penalty to overdue accounts.

If your records show that you paid this payment before the date of this letter, you still need to contact us so that the discrepancy can be resolved and any errors corrected on your account. Please let us know immediately if there is any question concerning the payment.

Please call us on the toll free number listed above so that we can begin to work through this situation together.

Yours Sincerely,

George Perry

Customer Accounts

Activity 1.

Make sentences using the phrases in each column:

The first one has been done for you: *There is an outstanding sum on your account*

It would be appreciated	outstanding sum	your outstanding payment.
We shall have no alternative	to pursue legal action	on your account.
I would like to draw	If you could settle	not yet received your attention.
We are concerned that	to take action regarding	my two previous emails.
There is an	than to ban you from	to recover the money.
We must urge you	your attention to	account this week.
We will have no choice but	the matter has	making further purchases with us

Activity 6

Choose the most polite form:

1. a) You must pay this invoice now.
 b) This invoice should be paid immediately.
2. a) Your outstanding balance is now overdue.
 b) This outstanding balance is now overdue.
3. a) We note from our records that the balance of your account has not been paid.
 b) You have not paid the balance on your account.
4. a) Please send a bank transfer to settle the account.
 b) Please send a bank transfer to settle the account. Please disregard this email if the matter has already been dealt with.

Activity 7

Use the phrases in the box to complete the emails:

<i>must inform you</i>	<i>due at the end</i>	<i>received payment</i>
<i>questions regarding</i>	<i>regarding a payment</i>	<i>attached a copy</i>
<i>concerned</i>	<i>that this matter</i>	<i>is now two months</i>
<i>settle the balance</i>	<i>invoice is now</i>	<i>outstanding</i>
<i>bank transfer</i>	<i>further delay</i>	<i>regarding a balance</i>
	<i>take legal action</i>	

First reminder

We are writing to you(1) of \$17, 000 for invoice reference number kzx1430. The payment of this.....(2) It was.....(3) of last month. Please send us.....(4) a for the total amount or an explanation for the delay. I have(5)of the invoice. If you have already dealt with this matter, please disregard this email.

Second reminder

With reference to our last email of the 20th June. I.....(6) that we have not yet(7)on the balance of your account. You must understand that late payments can cause problems for us. We would appreciate a bank transfer of 17,000 without.....(8). If you have any(9)this matter, please don't hesitate to contact me. Thank you for your co operation.

Final demand

I wrote to you on the 20th of June and the 10th of July(10)of \$17,000 on your account. I have attached copies of both emails. Your payment(11)overdue. We are very(12)has not yet received your attention. Please(13)of your account within seven days or we shall have no choice but to(14)to recover the full amount.

Challenge!

Write a short series of emails demanding a payment. You could write both sides or work with a partner and take a side each.

Situations could be as follows:

- You are a supplier of kitchen tiles looking for a 2-month late payment from a developer.
- You are a lawyer waiting for your client to pay for services rendered.
- You are an architect and the council who contracted you has yet to give you your final payment.

2. Complaints

When writing a complaint e-mail you it is highly recommended to keep it short and to the point to help ensure that your e-mail will be read in its entirety.

The complaint e-mail should be addressed to the customer service/consumer affairs department or the head office if there is no customer service department. The address and contact information of the customer service department should be available on the company's products or website.

A suggested structure for the e-mail could be:

In the **first paragraph** you should identify what the issue is and any relevant information that you believe is important. Be sure to include the following information if it's applicable to the situation: the date/time of the issue, location, name of person on duty, name of product, what the problem was, your account number, model number, price, warranty information and reference number. Be sure to stick with the facts and avoid putting emotions into your letter.

The **next paragraph** should state what you would like to be done to resolve the situation. If you received poor service, you could request an apology or a coupon. If a product malfunctioned, you could request that you could exchange the product for a new one or request a refund.

The **last paragraph** should thank the reader for the time. You can also throw in some compliments about something you liked about their company's product or service. You should include your telephone number/e-mail address so that they can contact you the as soon as possible if necessary.

Have a look at this model

Dear Sir or Madam:

I have recently ordered a new pair of soccer cleats (item #6542951) from your website on June 21st. I received the order on June 26th. Unfortunately, when I opened it I saw that the cleats were used. The cleats had dirt all over it and there was a small tear in front of the part where the left toe would go. My order number is AF26168156.

To resolve the problem, I would like you to credit my account for the amount charged for my cleats, I have already went out and bought a new pair of cleats at my local sporting goods store so sending another would result in me having two pairs of the same cleats.

Thank you for taking the time to read this letter. I have been a satisfied customer of your company for many years and this is the first time I have encountered a problem. If you need to contact me, you can reach me at (+44) 598-5425.

Yours Sincerely,

Activity 1

Use the pairs of words in the box to complete these phrases concerning common complaints:

*entitled/refund replacement/faulty situation/inconvenience refund/further
 complain/negative receive/cancel missing/staff arrived/urgently
 claim/standard problem/department*

1. I am writing to..... about the..... attitude of one of your members of staff.
2. I hope you will deal with this..... promptly as it is causing me considerable.....
3. I insist on a full....., otherwise I am willing to take the matter
4. The product arrived.....a bag of parts. When I enquired about it yourwere rude and unhelpful.
5. My order has still noteven though I called last week to say that it was needed.....
6. I would like to point out a..... with your customer services.....
7. I expect to..... my goods by the end of the week otherwise I will have no choice but tomy order.
8. I would like afor my..... goods as soon as possible.
9. I believe I amto a full.....
10. Although you.....to sell top quality products, what I received was well below.....

Activity 2

Complete these sentences by using an appropriate word. Some of the letters in the word have been given to you. The first one has been done for you.

1. You have only sent me 7 candlesticks instead of the 8 I **requested** in my order.
2. Even though I paid for 8 candlesticks, I **r_ _ _ _ _ d** only 7.
3. I **o_ _ _ _ _** 8 candlesticks and there were only 7 in the box when I opened it.
4. Firstly there were only 7 candlesticks when I had specified 8 on the order form. In **a_ _ _ _ _ n** two of the candlesticks are damaged.
5. The problem with the candlesticks has not been resolved. **T_ _ _ _ f_ _ _** I refuse to pay the invoice.
6. You have still not resolved the problem with the candlesticks, so I am **r_ f_ _ _ _** to pay the invoice.
7. If I do not receive an **a_ _ _ _ _** within seven days I will be forced to seek legal action.

3. Apologies

Quite often people take the easy way out and use e-mail when they should really meet in person with the party in question or pick up the old fashioned telephone. But when faced with groveling or apologizing, many let their pride win out.

Apologies are serious things and should never be trivialized. If the apology is for a minor flub, relating to something said or done online or in e-mail, that would then be the only time an e-mail apology would be apropos. Anything more serious with family or friends would require you give them a call or meet in person to apologize personally. It is better to show you have a backbone and can apologize in person.

All in all, one has to consider what is the best thing to do— not what is easiest or most comfortable. And as is usually the case, when it comes to apologies, the right thing to do tends not to be the easiest but the most humbling.

Anyhow, once again try to be diplomatic and polite and go straight to your point.

Activity 3

Match the beginnings of the phrases with the endings:

- | | |
|--|---|
| 1. Please accept my... | a. sincere apologies. |
| 2. We're having a temporary ... | b. we can't get up and running again. |
| 3. We're doing everything... | c. problem with our phone lines. |
| 4. Could you leave it... | d. have been dealt with. |
| 5. I'll look into the problem immediately... | e. as a gesture of your patience. |
| 6. I'll send you a... | f. and get back to you tomorrow. |
| 7. Please accept this gift voucher... | g. please don't hesitate to contact me. |
| 8. I can assure you that... | h. with me for a day or two? |
| 9. The relevant people... | i. replacement at once. |
| 10. I apologise again... | j. this will not happen again. |
| 11. If you have any further queries,... | k. for any inconvenience caused. |

Activity 4

Below are two emails of apology, one formal, one informal. Complete them by choosing the correct alternative:

<i>concerned</i>	<i>turn us down</i>	<i>upset</i>	<i>on behalf of</i>
<i>already spoken</i>	<i>my attention</i>	<i>behaviour</i>	<i>problems</i>
<i>drop me a line!</i>	<i>so sorry had words for</i>	<i>dissuade</i>	
<i>my attention</i>	<i>inconvenience</i>	<i>apologise sincerely</i>	
<i>can reach me</i>	<i>unprofessional conduct</i>		

Email 1)

Good afternoon,

I am writing on behalf of Monument DVDs, in regards to your recent complaint. I was very(2)to hear of the problems you encountered with your DVD selection and the.....(3) you received from the cashiers. I(4)for everything that happened and thank you for bringing this matter to.....(5). I will see that the problematic DVDs are replaced and refund you the cost of the rental in full. I have(6)to my staff, and I will personally be making sure that all customer complaints are dealt with in a polite and helpful manner.

Once again I hope you will accept my most sincere apologies for any.....(7) this experience may have caused you. I hope that this incident will not.....(8)you from using a products in the future. If you have any further queries, you(9)on my direct line given below.

Regards,

Email 2)

Hey,

I'm writing.....(10) my family, we really enjoyed our recent holiday in your magnificent house, my wife said it was one of the best times she'd had in years. However I was..... (11)to learn that my two sons had annoyed your neighbours with their(12)on our last night when they returned from the pub. I'm.....(13)for causing any problems with them. My wife and I were fast asleep at the time, so I was also grateful that you(14)just what they had been getting up to. Both my wife and I have(15)with them, and they have been grounded for the entire month. I really hope that they haven't caused you.....(16) with your neighbours, we really feel terrible. I hope that you will not(17)for a holiday in the future on the basis of this incident. If you would like to talk about it, or if there was anything else, then you have my number,(18)Thanks again, it was wonderful!

Best,

{salto de capitulo}.Getting personal. Correo personal en inglés

1. Congratulations

Whether it is the achievement of a milestone, a birthday or anniversary, birth of a new child, getting a new job, buying a home, winning an award, getting married, an anniversary, it is an ideal reason to send someone an e-mail of congratulations.

Offering your congratulations is easy and quick via email. There are plenty of free e- cards available online, but sometimes it's best to add a more personal touch. The relationship you have with your recipient will determine the formality of your congratulations

The reader will be pleased that you remembered the event and took the time to acknowledge it in writing.

Some interesting suggestions:

- Congratulate the reader for her achievement, accomplishment, anniversary, new child etc.
- Tell them where you learned about the accomplishment.
- Add a comment of a personal nature (as if the reader is a former teacher, tell him how much being in his class meant to you).

Below are some common greetings and closings you might use.

GREETINGS*Formal***Dear sir/Madam,
Dear Mr Jones/Mrs Smith,****CLOSINGS***Formal***Sincerely yours,
Sincerely,
Best Regards,
Regards,***Informal***Dear Sally,
Charlotte,
Hello Fred,
Hi Joe,
Hey George,***Informal***All the best,
Best,
Talk to you soon,
Cheers,
XXOO (hugs and kisses)****Language Tip**

Be careful with what prepositions you use in congratulations.

Congratulations **on** (not in) winning the award.

All the best **with** the new job.

Good luck **on** the promotion BUT good luck **with** the new job. (it depends on whether you are talking about something as a single event like a promotion/award or something continuous like a new job, a party etc.)

Have a look at this model:

Dear Melissa,

Wow! You've done it again. Congratulations!

I just read in TIME Magazine that the last book you wrote just won a Gold Award for best-seller — your third time, I believe.

Your publisher also gave you a wonderful plug in the article. That's an enviable track record few young writers have ever achieved. You must feel great, and I'm sure your parents are impressed, too. This should bring you a lot of new opportunities — not that you need it.

Job well done, Mel. I always learn a lot from you.

Sincerely,

Activity 1

Match the situations below with the most appropriate phrase:

<i>Happy Graduation!</i>	<i>Happy Birthday, have a great day!</i>	<i>Congratulations!</i>
<i>It's a girl!</i>	<i>All the best in your new position!</i>	<i>Happy New Year!</i>
<i>Congratulations on your engagement!</i>	<i>Merry Christmas and happy holidays</i>	
<i>Best of luck with your new business venture</i>	<i>Best of luck for the future.</i>	

1. Your friend just had a baby girl.
2. It's your brother's birthday.
3. Your colleague just got the promotion they were hoping for.
4. It's the last day of work before Christmas
5. Your daughter is graduating from University.
6. Your best friend is starting up a new business.
7. It is New Years eve.
8. Your friend got a great job in Thailand and they are moving there.
9. One of your friends is getting married.

Activity 2

Choose one of the situations below and write a short message of congratulations.

- You have just found out that your best friend who has been trying for 8 months to have a baby is finally pregnant.
- Your colleague got the promotion he wanted after being passed over several times.
- It's your mother's birthday.
- Your sister got the loan she needed to start up her own gallery.
- Your colleague is moving to a new company.

2. Invitations

Some of us lament at the passing of the old ways, where invitations were sent out on thick card with curly black script. However in this modern world of text messaging and instant messenger, invitations via email have become more common and again, they are so much easier.

An invitation can speak volumes about the occasion itself. Make sure your invites send the right message before they go in the mail. A professional invite can be more encouraging to the invitee, even if they don't want to attend.

Before you write an invitation, decide on the tone, voice and level of formality, based on the event itself. Determine the wording of your invite based on the level of formality. For example, a formal invitation might say, '*Dr. and Mrs. Stanley request the pleasure of your company,*' whereas a more casual note might say, '*Please join us.*'

Include the names of the host and/or hostess, as well as the place (with street

address), time, date and purpose of the occasion, even if it's a simple get-together.

Make sure to add RSVP information at the bottom of the invite if you need to know who will be attending; for example, 'RSVP' followed by your telephone number. Include a respond-by date on a formal invitation so you can get an accurate head count in time to adjust the amount of food, number of place settings and room size.

Here you have some useful tips:

- Use the kind of RSVP method that best serves the occasion: a telephone number for expediency, or an e-mail address if you know that the invitees use e-mail.
- For less formal occasions, consider using social planning Web sites, such as www.evite.com, to send electronic invitations.
- Using word processing programs, clip art, paint programs and a colour printer, can help you personalize and print invites at home for casual occasions.
- Include directions on any invite if the invitees aren't familiar with your location, and always include directions to a wedding.

Activity 3

Put the sentences below in order so that you have two different e-mails. There is one formal email, and one informal email.

Dinner will be served at 9, there will be cocktails in the library beforehand.

I'm having a little get together at my place this weekend.

Hi!

Hope to see you there!

I am having a dinner party at the summer house next weekend, and I would be delighted if you could all make it.

Dear all,

Just a few friends, some good food, nice wine, and excellent company!

Dress is casual formal.

Come over anytime after 9.

Please RSVP before the 12th February.

Ciao!

Regards,

Challenge!

Make up your own invitation cards using a paint programme and the structures used here. It could be formal or informal, for a party you'd like to have, or something wildly creative.

3. Accepting / Declining invitations

Now that you've sent out all your invitations, here's how to accept or politely decline an invitation. Accepting is great, you and your future host are happy, but declining is an art. You must always be mindful of the other person's feeling when declining an invitation. However, with careful wording, you can let them know that you won't be coming without causing upset.

What should you write when you accept or decline a written invitation? The phrases you use depend on the formality of the invitation.

Here you have some typical phrases to **accept an invitation**:

- *"Thanks for your invitation / invite. I'd love to come."*
- *"Thank you for inviting me to dinner. I'm looking forward to it very much."*
- *(For a meeting)*
"I'm able / free to come to / attend / make the meeting at..."
- *"Thank you for your invitation to the opening ceremony. I would be delighted to attend."*
- *"Thank you for your invitation to Rebecca's wedding. I would be delighted to attend."*

Here you have some typical phrases to **decline an invitation**:

- *"Thank you for your invitation, but I'm sorry I can't come."*
- *"I'm sorry, but I'm not going to be able to make it on..."*
- *"Thank you for your invitation. However, I regret that I will be unable to attend."*
- *"Thank you for your invitation to.... Unfortunately, due to a prior commitment, I will not be able to attend."*

Remember: If you are declining a formal invitation, it's customary to say why you can't attend with a phrase such as: *"Due to a prior commitment, I will not be able to attend..."*. With formal invitations (but not wedding invitations) you can also end your e-mail with a phrase such as: *"Wishing you every success with the (name of event)."*

Language Tip

Here are some useful phrases to use when politely declining an invitation. Remember, no matter what you say, your potential host is going to feel a little sad that you won't be able to party with them. Look at these carefully worded phrases for inspiration in declining politely.

- I'm so sorry, but my weekend is all booked up.
- I'm still getting over my cold, so I'm not up to doing anything tonight, sorry.
- Wow! That sounds wonderful, but I promised my sister/husband/best friend that we would spend time together on (the day of the party eg. Saturday)
- I'm so sorry I can't make it; I'm going out of town that weekend. I hope you have a lovely time!
- I have so much work to do; I can't make it this week. How about we catch up next weekend?

Activity 1

Put these sentences into the correct categories under these headings.

Categories:

	Accepting		Declining	
	Formal	Informal	Formal	Informal
1				
2				
3				

Sentences:

- o I would be delighted to attend.
- o Thank you for your kind invitation, but I must decline.
- o Just to let you know I can make it.
- o It is with regret that I inform you of my refusal.
- o Sorry, can't make it.
- o Hey thanks, but I have plans.
- o I'll be there!
- o Thanks for the invite I accept!
- o Sux, I'm going to have to pass.
- o I will be present, thank you for your kind invitation.
- o I wish to inform you I will be attending.

Please accept my deepest apologies, but I must decline.

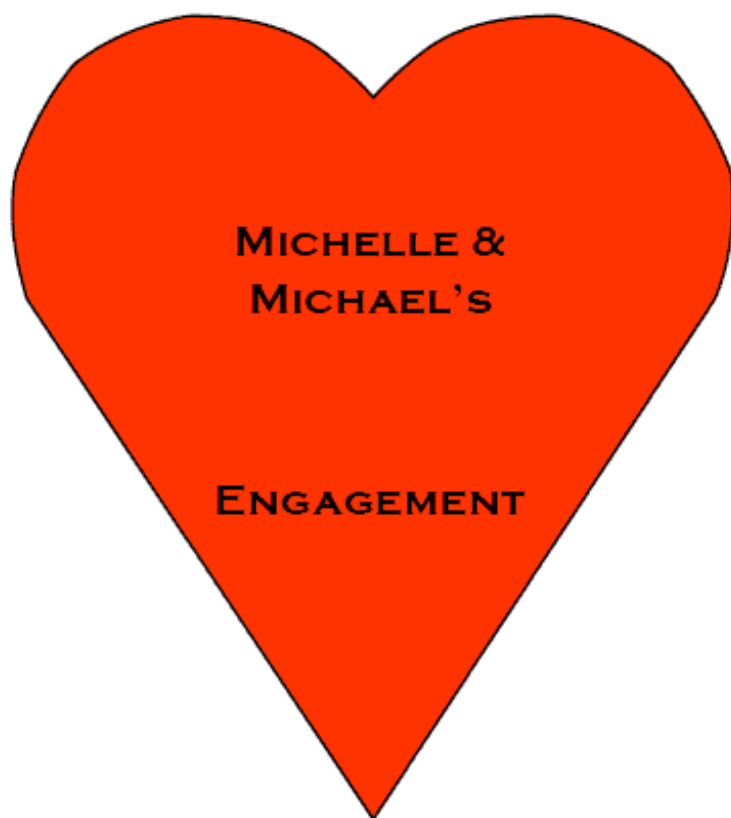
Activity 2.

Choose one of these invitations and write two emails, one accepting, and one declining

2 A.



2 B.



2 C.

**You are cordially invited to witness the
union between Linda & Paul.**

Friday the 15th of June

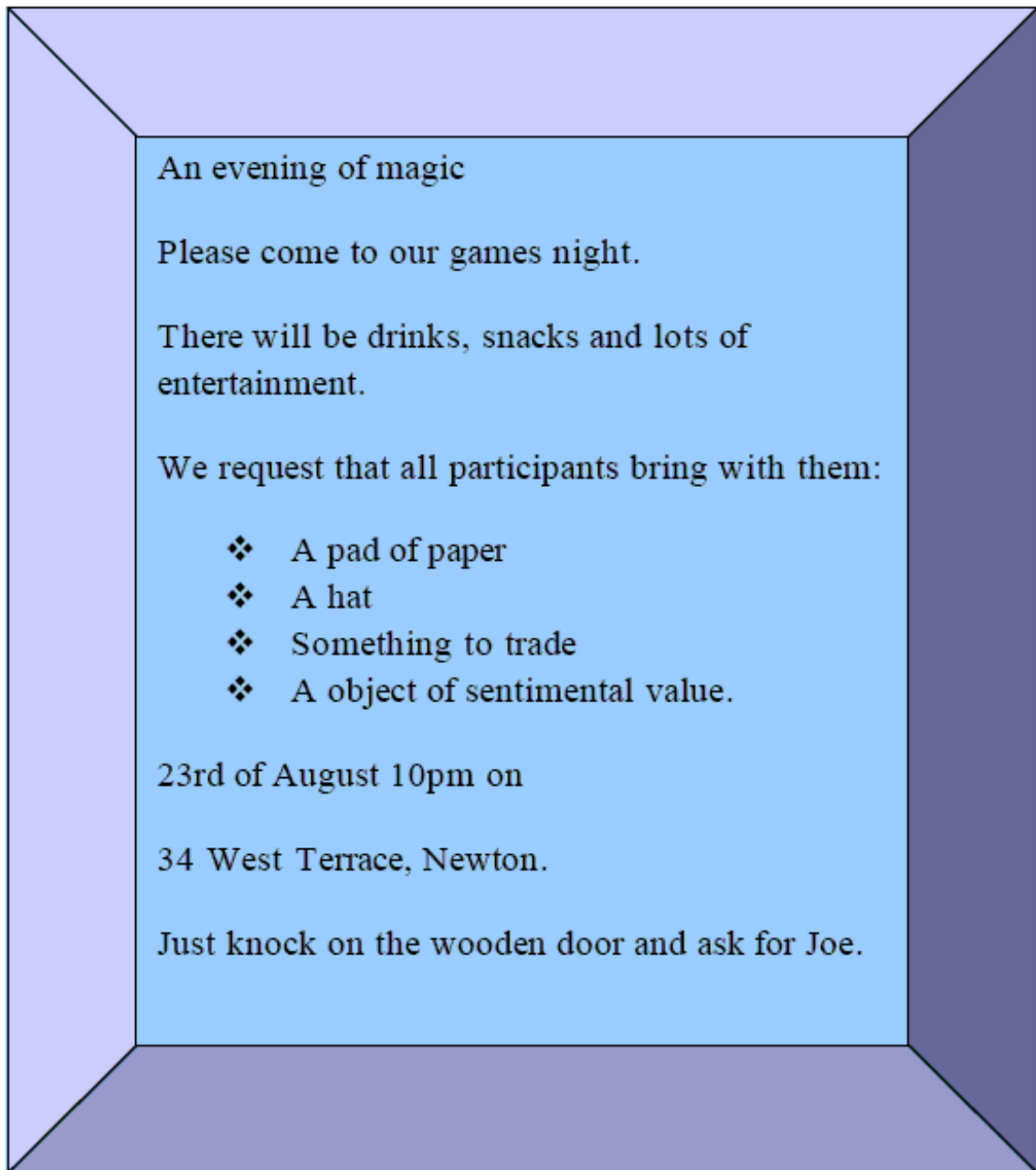
St Isaac's Church

1pm

**Reception will commence at 3pm at
Fragments Cafe.**

Please RSVP.

2 D.



4. Giving advice

In the old days, the advisors to kings were soothsayers who read the future in the entrails of animals. Nowadays, advice has become a lot easier and less disgusting. Advice is something that we all love to give, but many of us find hard to take, even after we've asked for it. But if you are able to accept it, good advice can be the keystone to a great friendship or relationship.

There are many ways of giving advice in English. Here are some of the most common expressions:

- *"If I were you, I would..."*
- *"Have you thought about..."*

- "You really ought to..." ('ought' is pronounced 'ort')
- "Why don't you..."
- "In your position, I would..."
- "You should perhaps..."
- "You could always..."
- "Perhaps you should..."
- "You could always..."
- "Why don't you try taking a language class?"

Language Tip

When giving advice, we frequently use the **conditional tense** (the "If I were you tense), **questions beginning "why don't you try..."(+ ing)** and **modal verbs** like should, would and could.

Activity 6

Read the following email exchange below and match the phrases in italics with these descriptions:

Description phrases:

- a) You can count on me for advice anytime.
- b) I was sad to hear you were having difficulties.
- c) What would you advise me to do?
- d) I hope my advice has been useful.
- e) I'm having difficulties
- f) I think it might be a good idea to....
- g) I would like you to advise me.
- h) Have you thought of (...+ing).
- i) I'm feeling really frustrated with my situation.
- j) Please contact me via email or telephone so we can discuss this situation further.
- k) I was wondering if you had any ideas about...
- l) Try to relax and think clearly.

Email exchange:

From Shelley to Greg

Hey Greg,

How are you, I hope you're well. I'm ok, actually *I've got a bit of a problem(1)* and *I'd really appreciate your advice(2)*. As you know I took that job at the centre, but it's been a month now, and I'm so bored. I dread going to work everyday and my life fees so unfulfilling and empty. I was hoping you could advise me. The job pays

pretty well, but *I'm at the end of my tether*(3). *Any suggestions?*(4)*Please send me an email or call when you have a free moment.*(5)

Thanks in advance,

Shelley.

From Greg to Shelley

Hey Shelley,

That doesn't sound too good. *I'm sorry you're having such a hard time at the moment*(6). *I think you should*(7) try to aim for a goal of some sort. If the job pays well, then you could save up and travel or put the money towards some night classes. If you up skill yourself, then you have a chance at finding a much better situation.

Well I hope that helps,(8)

Greg.

From Shelley to Greg

Greg,

Thanks for the advice; your ideas are really good! I'm going to try to save up and go to some classes. But I don't know if I can really continue here, it makes me feel so tired being bored all day. *What should I do?*(9)

Shelley

From Greg to Shelley

Just calm down(10)Shelley! If things are really that bad, *why don't you try*(11) an online site for job opportunities? It doesn't take very long you can upload your CV so that way employers come to you.

From Shelley to Greg

Great idea! Thanks so much Greg! *I really owe you one!*(12)

Challenge!

Think of a recent problem you had and write a dialogue using these structures in order to find a resolution.

8. Phrase bank. Banco de frases en inglés

Here you have this basic phrase bank to help you write your emails faster. Keep this list close to you and feel to check it whenever needed until you learn by heart the expressions and their use comes as natural speech to you.

	Formal	Informal
Name	Dear Mr./Mrs./Ms	Hello/Hi Rachel
	Dear Rachel	Rachel,
	Dear Sir/Madam	Hey/Howdy
Reply	Thank you for your email of (date)	Thanks for your mail
	I am writing in response	Re your email
	I apologize that I have not get in contact earlier	Sorry I've not written you back sooner
Subject of email	I am writing in connection with	I'm writing about
	I am writing with regard to	Just a quick note about
	In reply to your email, here are	Here are the.... you asked for
	I'd like to point out that	Just to note that
	I have your name due to	I got your name from
Information giving	I am writing to tell you that	Just quickly
	I regret to inform you that	Unfortunately
	We are able to confirm that	We can tell you that
	It is with pleasure that I inform you of	Great news!
Asking	I would like some information about	I'd like to know more about
	Could you tell me	Can you tell me more about
	I would be interested in receiving	Please send me

Attachments	Please find my attached report	I've attached
	I have sent you as a PDF file	Here's the you asked for
	I have attached..	See attached
Requests	I would be grateful if	Please could you?
	I was wondering if you could	Can you?
	Thank you in advance for	I'd love it if you could
	Do you think I could have?	Can I have..?
Promised action	I will	I'll
	I will investigate the matter	I'll look into it
	I will contact you again	I'll talk to you again soon
Offer of help	Would you like me to?	Do you want me to?
	Let me know if you need me?	Let me know if you want me?
	If you wish, I could?	Shall I
Last word	Thank you for your time	Thanks for your help
	If you require any further information please don't hesitate to contact me, my direct line is	Let me know if I can help you further
	If you have any further questions, please don't hesitate to contact me.	Just call if you need anything else my number is
Close	I am looking forward to (+ ing)	Looking forward to (+ing)
	Regards	See you/All the best
	Best wishes	Speak to you soon

9. Emailing Answer Key. Unit 1, 2 and 3

UNIT 1. ESSENTIALS

2. Subject lines

Activity 1.

- a. Expense account receipts.
- b. Staff room mess.

Activity 2.

- a. Upcoming staff meeting.
- b. Payment for order number 34210

4. Opening and Closings

Activity 1.

- 1. e
- 2. d
- 3. f
- 4. b
- 5. a
- 6. c

UNIT 2. BASICS

1. Formal and Informal

Activity 1.

- 1. k
- 2. p
- 3. f
- 4. c
- 5. i
- 6. d
- 7. o
- 8. m
- 9. b
- 10. g
- 11. a

12. n

13. e

14. h

15. l

Activity 2.

1. Sorry I can't come to the meeting Friday. Can you send me a copy of the minutes and pass on my apology to the rest of the team? I'll definitely come next time!
2. Thanks for the mail, your order has been sent to the supply department. But you forgot to put the post code on the form, can you give it to me so I can get on with your order?
3. Hey, you remember you've got that presentation thing on Friday? Do you need any kind of equipment? Otherwise I'll see you there!

Activity 3.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
k	c	a	m	o	f	h	l	j	i	g	b	n	d	e

2. Tone

Activity 1

- Too formal.
- Too informal.
- Too informal.
- Too formal.

Activity 2

Dear customer,

There is a piece of information missing on your last order. Could you please send us your postcode so that we are able to send you your order. Thank you in advance.

Regards,

Activity 3

(Suggested answer a.)

Unfortunately I've been unable to reach you on the phone.

Can you tell me if you are managing to make any progress on the brochure? If you are having problems, please let me know as soon as possible. I understand you've been preoccupied with other matters and may not even have made a start yet, although I hope this is not the case.

I did ask you some time ago for this brochure, as you know I do need it urgently for

next Friday's fair in Dortmund.

This is not the first time you've let me down and consequently I'll shall have to discuss the matter with you before you ask any other day off.

I really must know today how much longer it's going to take.

(Suggested answer b.)

Please be advised that three separate emails with the invoice #2346g have been sent regarding the outstanding payment of \$1200. All attempts made by this office to contact your department by phone have been unsuccessful. As no communication has been made, or any attempt to settle the bill, we have no choice but to pursue legal action. Please be advised that no orders will be accepted from this company in future.

The invoice in question is attached to this document.

Regards,

3. Abbreviations and missing words

Activity 1

It was a great evening, wasn't it! I really enjoyed the dinner, and it was nice to see Chloe and Natasha again. Have you had a chance to speak to Peter yet? Don't worry if you haven't, I will be seeing him tomorrow.

About next weekend – the exhibition you suggested at Moma sounds great. I've been talking to some colleagues at work about it. I'm not sure about the day, though. Saturday might be difficult. Perhaps Sunday would be better? Let me know.

Anyway, I've got to go now. I hope you're well. I'll see you next weekend.

Activity 2

1. With ...reference.. to your e-mail concerning language training...
2.further..... to our discussion this afternoon, I think...
3.good..... talking to you on the phone last night and thanks for your very useful....input..... to this problem.
4. As you probablyknow..... , Martha is coming next week and...
5. Just a brief to say...
6. Thanks for the information. Inanswer..... to your queries...
7. Many thanks inadvance..... for your help.
8. Furtherdetails..... can be found on...
9. I look forward tohearing..... from you.

UNIT 3. OFFICE COMMUNICATIONS

2. Attachments

Activity 1

1. attachment
2. attaching
3. sending
4. attached
5. document

Activity 2

1. attached
2. conference
3. email
4. New Zealand
5. problems
6. clients
7. figures
8. campaign
9. attachment

10. Emailing Answer Key. Unit 4, 5 and 6

UNIT 4. RESERVATIONS AND ENQUIRIES

1. Making a reservation at a hotel

Activity 1

(student's own answer)

2. Booking a tour at a hotel

Activity 1

(student's own answer)

3. Making a reservation at a restaurant

Activity 1

(student's own answer)

4. Follow ups and corrections

Activity 1.

1 and 2 are corrections

3 and 4 are follow-ups.

Activity 2

Sample answers

1. I'm so sorry for the error made in your booking. I have corrected the mistake. You are leaving on the 20th of December at 8pm. If you have any further questions, please don't hesitate to ask.

2. I'm sorry for the mistake Mr Molloy, I have corrected the error and re attached the receipt of purchase. Let me assure you that this will not happen again.

3. I am sorry for not responding to you earlier. We have had several possible apartments to see in the interim of our contact with you. However we would love to take the apartment. Do you have time to schedule a meeting this week to sort out the details?

Or

I am sorry for taking so long to respond you your offer. Unfortunately we have decided to take another apartment. I am sorry for any inconvenience our indecision may have caused you, and best of luck leasing the apartment, it is certainly a beautiful site. Regards.

4. I apologise for not getting back to you earlier, I have had a very busy week. In regards to the meeting I would love to schedule something for Thursday

afternoon/I'm afraid this week really is impossible, let me get back to you in the future.

UNIT 5. COMMERCIAL EMAIL

1. Inquiries and orders

Activity 1

- A. Say how you got the contact
Say something about your company and give a reason for writing
General request for information
Specific questions
Close
- B. Give thanks for the mail
Say what you are attaching
Highlight a few key points
Answer specific questions
Close

Activity 2

Hello my name is Peter Shilling; we met at the recent Edgware china trade show.

I work for Eggshell, the largest importer of china in Sweden, and I was very interested purchasing some of your designer cups. Could you please send me information on your product line and a price list? I would also like to know what your delivery times are and whether you treat the china at all to prevent staining. I look forward to hearing from you; I think there is a definite market for your product in Sweden.

Thank you for your email of the 12th April. I am sending you our latest catalogue and a price list as an attachment. You will note that our blue cloud range is on special this month. With regards to your questions, we deliver within three days of a firm order, and all our china is coated with a special protective agent to prevent staining. Thank you for your interest in our company, if you have any further questions, please don't hesitate to contact me.

2. Negotiating

Activity 1

1. h
2. e
3. k
4. i
5. b
6. c
7. g

8. f
9. j
10. d
11. a

Activity 2

1. catalogue
2. purchasing
3. order
4. discounts
5. items
6. payment
7. guarantee.
8. Transport
9. Price
10. Business
11. Reputation
12. Products
13. Size
14. Customers
15. Department
16. Details
17. Delivery
18. Online
19. Questions

UNIT 6. JOB APPLICATIONS

1 Cover letter

Activity 1.

A.

Job: Teaching at a summer camp with children.

How they found the advertisement: Unclear.

Other information: Living in Mexico teaching for children and adults,

originally from New Zealand, likes the outdoors, available for the whole month of August.

B. Job: Teaching children and teenagers

How they found the advertisement: On Loquo

Other information: From New Zealand, has been teaching for 2 years full time and 5 years part time, Has a TEFL certificate and a Bachelor of English Literature, has studied French, Spanish and Catalan, speaks Catalan and understands Spanish, lives in Barcelona, used to teach in another city (Mataro).

C. Job: Joining a theatre company

How they found the advertisement: They had already spoken on the phone, so it is most likely a referral from another person.

Other information: 26 years old, from New Zealand, living in Barcelona, previously lived in Paris, and has travelled around Europe. Has a Diploma of Performance Technology, has worked as an assistant to directors, as a lighting operator and on prop making, has studied French and Spanish, but speaks better French, is studying Catalan, writes creatively

Activity 2

(students own answer)

11. Emailing Answer Key. Unit 7 and 8

UNIT 7. DEALING WITH PROBLEMS

1. Asking for payment

Activity 1

1. I would like to draw your attention to my two previous emails.
2. We must urge you to take action regarding your outstanding payment.
3. We will have no choice but to pursue legal action to recover the money.
4. We are concerned that the matter has not yet received your attention.
5. We shall have no alternative than to ban you from making further purchases with us.
6. There is an outstanding sum on your account.
7. It would be appreciated if you could settle the account this week.

Activity 2

1. b
2. b
3. a
4. b

Activity 3

First reminder

1. regarding a payment
2. invoice is now outstanding
3. due at the end
4. bank transfer
5. attached a copy

Second reminder

6. must inform you
7. received payment
8. further delay
9. questions regarding

Final demand

10. regarding a balance
11. is now two months
12. concerned that this matter
13. settle the balance
14. take legal action

2. Complaints

Activity 1

1. I am writing to complain about the negative attitude of one of your members of staff.
2. I hope you will deal with this situation promptly as it is causing me considerable inconvenience.
3. I insist on a full refund, otherwise I am willing to take the matter further.
4. The product arrived missing a bag of parts. When I enquired about it your staff were rude and unhelpful.
5. My order has still not arrived, even though I called last week to say that it was needed urgently.
6. I would like to point out a problem with your customer services department.
7. I expect to receive my goods by the end of the week otherwise I will have no choice but to cancel my order.
8. I would like a replacement for my faulty goods as soon as possible.
9. I believe I am entitled to a full refund.
10. Although you claim to sell top quality products, what I received was well below standard.

Activity 2

1. You have only sent me 7 candlesticks instead of the 8 I requested in my order.
2. Even though I paid for 8 candlesticks, I received only 7.
3. I ordered 8 candlesticks and there were only 7 in the box when I opened it.
4. Firstly there were only 7 candlesticks when I had specified 8 on the order form. In addition two of the candlesticks are damaged.
5. The problem with the candlesticks has not been resolved. Therefore I refuse to pay the invoice.
6. You have still not resolved the problem with the candlesticks, so I am refusing to pay the invoice.
7. If I do not receive an answer within seven days I will be forced to seek legal action.

3. Apologies

Activity 1

1. Please accept my sincere apologies.
2. We're having a temporary problem with our phone lines.
3. We're doing everything we can to get up and running again.
4. Could you leave it with me for a day or two?
5. I'll look into the problem immediately and get back to you tomorrow.
6. I'll send you a replacement at once.
7. Please accept this gift voucher as a gesture of your patience.
8. I can assure you that this will not happen again.
9. The relevant people have been dealt with.
10. I apologise again for any inconvenience caused.
11. If you have any further queries, please don't hesitate to contact me.

Activity 2

1. on behalf of.
2. concerned
3. unprofessional conduct
4. apologise sincerely
5. my attention
6. already spoken
7. inconvenience
8. dissuade
9. can reach me
10. for
11. upset
12. behavior
13. so sorry
14. let me know
15. had words
16. problems
17. turn us down

18. drop me a line!

UNIT 8. GETTING PERSONAL

1. Congratulations

Activity 1

1. Congratulations! It's a girl!
2. Happy Birthday, have a great day!
3. All the best in your new position!
4. Merry Christmas and happy holidays!
5. Happy Graduation!
6. Best of luck with your new business venture!
7. Happy New Year!
8. Best of luck for the future.
9. Congratulations on your engagement!

Activity 2

A. Wow, congratulations! I know how much this means to you both. I just wanted to let you know how happy I am and good luck with the next nine months. If you need anything, please just call me, I'm here for you.

Best of luck,

Sally

B. Well done Joe! You really deserve this. Best of luck with your future position, and congratulations again on your promotion.

Sincerely,

Sandra

C. Happy Birthday Mum! I hope you have a wonderful day today and many more to come! I'll come by later to bring you your present.

XXOO

Your loving daughter,

Sara

D. Congratulations!! Finally all that hard work is going to pay off. I know you can do this, you are so wonderful and creative and if you need any help, then I'm here for you. I love you and I'm very proud of your achievements. If you want, come by later and we can celebrate together.

See you later

Xxoo

Sass

E. Hello Charlie, I just heard you're leaving us for bigger and brighter things. I guess it was going to happen eventually. We'll miss you in the office, but I hope that everything works out well for you in your new position.

All the best,

Rachel

2. Invitations

Activity 1

1. Formal

Dear all,

I am having a dinner party at the summer house next weekend, and I would be delighted if you could all make it. Dinner will be served at 9, there will be cocktails in the library beforehand. Dress is casual formal.

Please RSVP before the 12th February.

Regards,

2. Informal

Hi!,

I'm having a little get together at my place this weekend. Just a few friends, some good food, nice wine, and excellent company! Come over anytime after 9. Hope to see you there!

Ciao!

3. Accepting / declining invitations

Activity 1

Accepting		Declining	
Formal	Informal	Formal	Informal
I would be delighted to attend.	I'll be there!	Please accept my deepest apologies, but I must decline.	Sorry, can't make it.
I wish to inform you I will be attending.	Just to let you know I can make it.	It is with regret that I inform you of my refusal.	Sux, I'm going to have to pass.
I will be present, thank you for your kind invitation. I accept!	Thanks for the invite	Thank you for your kind invitation, but I must decline.	Hey thanks, but I have plans

Activity 2.

2.A. Accepting:

Hey!

Thanks for the invite, what a great idea!! I'm not sure what to dress up as though, any ideas? What are you going as? Well I just wanted to let you know that I'll be there. See you Friday.

Cheers,

Helen

2.A Declining:

Hey,

I got your invitation, but unfortunately I can't make it. It's the opening of Roger's new play and I said I'd go. I really hope you have a great party, and let's make time to catch up next week.

See you soon!

Helen

2.B Accepting:

Michelle,

I received your invitation, and I would just like to let you know that I will be attending. Congratulations to you both, I know you'll be very happy. I'm looking forward to congratulating you in person.

Best wishes, see you there!

Mike

2.B Declining:

Michelle,

I received your invitation, but unfortunately I will be out of town this week. I'm really sorry as I would have liked to congratulate you in person. Still I know you'll be very happy. Perhaps if you have time, we could meet for a coffee and catch up soon. Let me know.

Best wishes,

Mike

2.C Accepting:

Dear Linda,

I was delighted to receive the invitation to your wedding. Please treat this email as my acceptance of attendance. I wish you both the very best of luck on your special day.

Fond regards,

Violet

2.C Declining:

Dear Linda,

I was delighted to receive your invitation to your wedding. Unfortunately I will not be in attendance due to my surgery which is scheduled for that afternoon. I wish you both the very best of luck on your special day.

Fond regards,

Violet

2.D Accepting:

Sounds interesting! I will be in attendance. Should I bring anything else? A bottle of wine? A gift for the hostess? Let me know.

See you then,

Emily

2.D Declining:

Sounds interesting! Unfortunately I am already booked up this weekend, but please let me know if there is going to be a repeat performance, and in advance if possible, as I would really like the opportunity to participate. I hope you have a great time.

Regards,

Emily

4. Advice

Activity 1

1. e
2. g
3. i
4. k
5. j
6. b
7. f
8. d
9. c
10. l
11. h

12. a