

Operacijo delno financira Evropska unija, in sicer iz Evropskega socialnega sklada. Javni razpis za izbor operacij se izvaja v okviru Operativnega programa za izvajanje Evropske kohezijske politike v obdobju 2014-2020, prednostne osi: 10. Znanje, spretnosti in vseživljenjsko učenje za boljšo zaposljivost; prednostne naložbe: 10. 1. Krepitev enake dostopnosti vseživljenjskega učenja za vse starostne skupine v formalnem, neformalnem in priložnostnem okolju, izpopolnjevanje znanj, spretnosti in kompetenc delovne sile ter spodbujanje prožnih možnosti učenja, vključno prek poklicnega usmerjanja in validiranja pridobljenih kompetenc; specifičnega cilja: 10. 1. 1. Izboljšanje kompetenc manj vključenih v vseživljenjsko učenje.

Naziv razpisa / operacije	<b>Javni razpis za pridobivanje temeljnih in poklicnih kompetenc od 2016 do 2019</b>
Vrsta programa	50-urni splošni neformalni program
Ime izobraževalne aktivnosti	Mozaik v angleškem jeziku za kompetentno komunikacijo s strankami
Izvajalec izobraževalne aktivnosti	Javni zavod Cene Štupar – Center za izobraževanje Ljubljana
Lokacija izvedbe	Linhartova 13, 1000 Ljubljana

## **MOZAIK V ANGLEŠKEM JEZIKU ZA KOMPETENTNO KOMUNIKACIJO S STRANKAMI**

Izvedba: 6. 9. 2016 – 27. 10. 2016

### **GRADIVO ZA TEČAJ V OBLIKI DELAVNIC**

Gradivo je bilo pripravljeno v okviru projekta Pridobivanje temeljnih in poklicnih kompetenc 2016-19. Udeleženci programa so bili zaposleni tako iz javnega kot zasebnega sektorja. 80 % vključenih udeležencev je bilo starejših od 45 let.

Zbrala, uredila in pripravila ga je izvajalka programa, Kristina Brumat.

Think of meeting people and gather the vocabulary for the topic. Try to explain the words and expressions in English.

## MEETING PEOPLE

Listen to the recording and answer the questions.

<https://www.youtube.com/watch?v=SfxUnwojYI>

What is it?

How many people are talking?

What is the topic?

What kind of a conversation is it?

Listen to the recording again and try to catch how they carry through the main parts of the conversation.

Greeting:

Introduction:

Exchanging business info:

Offering cooperation:

Exchanging contact info:

Accepting the offer:

Saying goodbye:

Check the vocabulary in the text below and revise it.

David: Hello, my name is David.

Christopher: Hello David, I'm Christopher.

David: Nice to meet you Christopher.

Christopher: What do you do for work David?

David: I'm an English Teacher and I help students learn English quickly, easily and without overwhelm. How about you Christopher? What do you do?

Christopher: I am a Business consultant, I help businesses increase their profits by creating efficient systems and processes.

David: Wow. That sounds interesting!

Christopher: Where do you teach David?

David: I teach students online and my students are all over the world.



How long have you been doing that for?



I've been teaching for 3 years now. How about you?  
Where are you based?

2025 - English - English - Professional

I am from the United States. Currently, I am living in  
Saigon, Vietnam. My clients are also based all over  
the world. Most of them are in the United States.



Do you have a Business card? I'd like to contact  
you to help me with my business.

Sure! Let's have a conversation and see if we can  
work together. Give me your card also. If any of  
my clients are looking to improve their English I  
will send them your contact information.



I appreciate that very much Christopher. It was  
great to meet you.

Likewise, I will send you an email so we can  
arrange a time to talk more.



Thank you. Take care.



**Work in pairs:** Use the expressions from above in short dialogues with a partner.

**BUSINESS INFORMATION AND CONTACTS**

What sort of information we exchange?

How can we get in touch with clients/customers/colleagues/ potential business partners?

**4 Business cards**

1 Read the information on these business cards.



2 Match the names on the left with the correct information on the right.

- |   |                        |                                     |
|---|------------------------|-------------------------------------|
| a | Raj Software Design    | is a teacher of engineering.        |
| b | Elena Finkelstein      | is on the twelfth floor.            |
| c | Florent Canaux         | has offices in New Delhi.           |
| d | Bryce Anderson         | is a book company.                  |
| e | Dr. Akanje             | works in the Purchasing Department. |
| f | Yoshiro Takeo's office | is an accountant.                   |
| g | Kangnam International  | is a software designer.             |
| h | Sanjay Shiraz          | has branches in Rome and Paris.     |

3 Complete the sentences. Use the words in the box.

e-mail address Tokyo works Marseille extension fax

- a Yoshiro Takeo works in .....
- b Dr. Jasmine Akanje ..... for the University of Chattanooga in Tennessee.
- c You can contact Sanjay Shiraz by telex, telephone, and .....
- d The Novalux office is in .....
- e The ..... of Bryce Anderson Financial Services is 101 Prospekt Mira, 129812 Moscow, Russia.
- f You can contact Go Yong Sun by ..... His address is sungy@kangnam.co.kr.
- g Dr. Akanje's telephone number is (1) 615 9123 146. Her ..... is 1472.

4 Write the questions.

- a *What is Yoshiro Takeo's e-mail address?*.....  
Yoshiro Takeo's e-mail address is creat@pacificadvertising.co.jp.
- b *Where is the Kangnam office?*.....  
The Kangnam office is in Seoul.
- c .....  
Elena Finkelstein's telephone number is (7) 095 247911.
- d .....  
The Novalux office is in Marseille.
- e .....  
Yoshiro Takeo's fax number is (81) 03 5227 068/9.
- f .....  
The University of Chattanooga is in Tennessee.
- g .....  
Florent Canaux's e-mail address is florent.canaux@novalux.co.fr.
- h .....  
The Raj Software Design office is in New Delhi.
- i .....  
Go Yong Sun's telex number is K38657KANGBK.

**Work in pairs:** Use the business cards to introduce yourself and your business: give information and ask for information.



Look at this list of appointments at Mitsubishi's Hong Kong office. Write what each visitor says. You are the last visitor.

- a 10:30 / to see John Golden / Hideo Nakanishi / NKK  
*Good morning. I have an appointment with Mr. Golden at 10:30.*  
*I'm Hideo Nakanishi from NKK.*
- b 11:15 / to see Teruo Kawasaki / Grace Ma / Ricoh  
.....  
.....
- c 2:20 / to see Marilyn Held / Tōshi Ikeda / Futura Computers  
.....  
.....
- d 3:00 / to see Yonha Lee / Richard Bolton / *Asia Week* magazine  
.....  
.....
- e 3:30 / to see Frank Allen / you / your company or college  
.....  
.....


Complete the introductions.


**Work in pairs:** Use the business cards above and practise more in pairs.





## 2 Meetings and introductions


Complete the dialogue.


a  afternoon / appointment / Ms. Karpov / 3:00 / Barry Pollock / Hewlett Packard  
*Good afternoon. I have an appointment with Ms. Karpov at 3:00 p.m. I'm Barry Pollock from Hewlett Packard.*

b  Ms. Karpov / Pollock / Hewlett Packard / here

c  Please / this way / Pollock

d  Barry! / good / see you / seat

e  Would / like / coffee?

f  Barry / like / meet Mario Palermo / Development Coordinator

**Work in pairs:** Practise in pairs with the information on the above given business cards.

### Gathering vocabulary.

What are different **departments** in a company called? Explain what they do.

What are some other **positions or working posts**?

Listen to the first recording (informal) and try to find phrases for the main parts of the introduction (greetings, introducing yourself, introducing others, small talk, saying goodbye). List them below.

Then listen again and check them. Add some if necessary.

<https://www.youtube.com/watch?v=m9Cda9xyMr0>

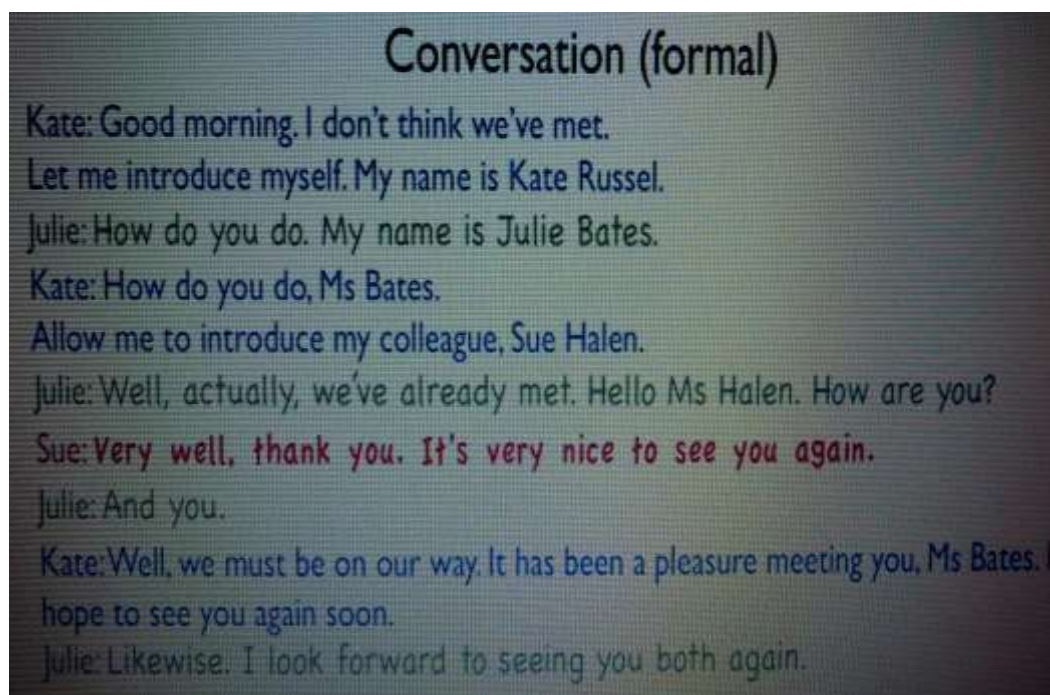
Listen again and follow the text below. Revise your list.



**Conversation (informal)**

Kate: Hello. My name's Kate.  
Julie: Hi Kate, I'm Julie.  
Kate: Nice to meet you, Julie.  
Julie: Nice to meet you, too.  
Kate: This is my friend, Sue.  
Julie: Yes, I know. We've already met. How are you, Sue?  
Sue: Fine, thanks. And you?  
Julie: Great, thanks.  
Kate: We must go now. Speak to you later, Julie.  
Julie: OK. See you both later.

Follow the same instructions with the formal introduction recording.



**Conversation (formal)**

Kate: Good morning. I don't think we've met.  
Let me introduce myself. My name is Kate Russel.  
Julie: How do you do. My name is Julie Bates.  
Kate: How do you do, Ms Bates.  
Allow me to introduce my colleague, Sue Halen.  
Julie: Well, actually, we've already met. Hello Ms Halen. How are you?  
Sue: Very well, thank you. It's very nice to see you again.  
Julie: And you.  
Kate: Well, we must be on our way. It has been a pleasure meeting you, Ms Bates. I hope to see you again soon.  
Julie: Likewise. I look forward to seeing you both again.

**Work in pairs:** Use the phrases from your lists in short dialogues in pairs.

Listen to the recording on CD and do the following exercises.

**Colleagues from across Europe are attending a kick-off meeting. Listen to the three dialogues. What is the relationship between the people below?**

- a They have never met before.
- b They have met before but probably do not know each other very well.
- c They probably know each other quite well.

- 1  Steve and George
- 2  George and Paula
- 3  George and Juliet
- 4  Paula and Steve
- 5  Andre and Steve

**Complete the sentences from the dialogues. Listen again to check your answers. Work with a partner to take turns reading out the completed sentences.**

- 1 Nice to \_\_\_\_\_ you again. \_\_\_\_\_ are you?
- 2 \_\_\_\_\_, thanks. And you?
- 3 I'm \_\_\_\_\_, thank you.
- 4 \_\_\_\_\_ you \_\_\_\_\_ my colleague, Juliet Strauss?
- 5 Hello, I'm George Frank. \_\_\_\_\_ to meet you.
- 6 Pleased to \_\_\_\_\_ you \_\_\_\_\_.
- 7 \_\_\_\_\_ me \_\_\_\_\_ my colleague, Andre Jacob.
- 8 How \_\_\_\_\_ do?





**Match the two parts to make small talk questions.**

- |                 |                                                  |
|-----------------|--------------------------------------------------|
| 1 Which hotel   | a did you fly into?                              |
| 2 How long      | b are you staying at?                            |
| 3 Which airport | c my colleague, Yvonne Jamieson?                 |
| 4 Did you       | d the first time you've come here for a meeting? |
| 5 Is this       | e a colleague of Jim Robertson's?                |
| 6 Are you       | f come here by plane?                            |
| 7 Do you know   | g have you worked for your company?              |

G

**Now match these answers to the questions.**

- A Not really. He works in marketing and I'm in customer service.
- B No, we came by car.
- C Almost fourteen years.
- D London Stansted.
- E No, I don't think we've met.
- F No, it isn't. I was here in June for the kick-off meeting.
- G The Carlton International, off Shaftesbury Avenue.



**Work with a partner to practise making introductions and small talk.**

**Partner A**

Say hello and introduce yourself.

Ask about **B's** journey to the meeting.

Respond. Ask if this is **B's** first meeting at the head office.

Respond.

**Partner B**

Say hello and introduce yourself.

Respond. Ask about **A's** hotel.

Respond. Ask how long **A** has worked for the company.

REVISION TASK (to be handed out): Look at the list of expressions below and use them in role-play dialogues for the below given situations.

## 1. GREETING PEOPLE

### Greeting

*How do you do?*

*I'm (very) pleased/delighted to meet you.*

*It's (very) nice to meet you.*

*Hello.*

*Nice/good to meet you.*

*Nice to have you with us.*

*Hi. (very informal)*

*Pleased to meet you.*



### Reply

*How do you do?*

*It's (very) nice to meet you too.*

*I'm pleased to meet you too.*

*Hello.*

*Nice/good to meet you too.*

*Hi. (very informal)*

*Pleased to meet you too.*

Hello/Hi. How are you?

Very well, thank you. And how are you?

Fine, thanks. And how are you?

Not bad, thank you. And how are you?

## 2. INTRODUCING ONESELF

*Hello, I'm. . .*

*from. . .*

*Hello my name is...*

*I work for. . .*

*Hello, let me introduce myself.*

*I'm in charge of. . .*

*I'm . . .*

*I'm responsible for. . .*

*Hello, (first name+surname)*

*I've got an appointment with. . .*

### 3. INTRODUCING PEOPLE

Phrase of introduction + relevant information

NEUTRAL			
	<i>I'd like you to meet</i>		<i>a colleague of mine</i>
Mr Jaeger	<i>May I introduce</i>	Claude	<i>from France.</i>
	<i>I'd like to introduce</i>	René	<i>our Marketing Manager.</i>
INFORMAL			
	<i>Can I introduce</i>		<i>He's with the Chicago</i>
Wolfgang	<i>This is</i>	John	<i>Consulting Group.</i>
	<i>I want you to meet</i>	Benny	<i>a friend of mine.</i>
			<i>He's over here on</i>
			<i>business.</i>

### 4. SMALL TALK

Topic	Questions
Journey	What was your (flight / journey) like? How was your (flight / journey)?
Weather	What was the weather like in (England)? How was the weather in (England)?
Visits to your country	Is this your first (visit / time) here?
Food	Do you like (Italian) food? What do you think of (Italian) food?
Hotel	How's your (room / hotel)? What's your (room / hotel) like? Is everything OK at your hotel? Where are you staying?
Job	What do you do at (ABC Industries)?
Visitor's home	Which part of (England) do you come from? Where do you live in (England)?
Visitor's plans	How long are you staying here? What are you going to do (during this visit)?

**4.Roleplay:** in pairs, practise the phrases from above in dialogues.

(introducing a new colleague to the team, a business partner from abroad visiting, replacing a colleague on sick-leave, picking a client up at the airport...)



# WELCOMING GUESTS

Gather vocabulary on the topic of welcoming business related guests.

## WELCOMING GUESTS



Listen to the recording and gather expressions used showing hospitality in **informal** situations.

<https://www.youtube.com/watch?v=oRvSi-MSa1c>

Listen to the recording again and check, correct or complete your list.

Now listen again, follow the text on the screen and check your list.

Work in pairs: Practise the expressions in pairs in short dialogues.



Repeat the exercises in steps according to the above given instructions for the **formal** dialogue in the clip.

**REVISION TASK (to be handed in)**



- 1. Revise the phrases and expressions from the recordings of informal and formal welcoming a guest.**
- 2. Prepare and write down the expressions you can use to express the following:**
  - Greet your host/visitor.
  - Pay a compliment to your host/visitor.
  - Offer to take their coats and umbrellas.
  - Make them feel welcome and comfortable.
  - Offer them a drink.
  - Ask about their habits of having their coffee/ tea.... .
  - Offer some refreshments.
  - Ask about getting there.
  - Ask about a relative/friend/colleague... .
  - Explain the plan for the evening.
  - Apologise because you're busy and leave the visitors to somebody else.
- 3. Role play: Now act out the expressions with a partner and provide a response for every expression.**

# TELEPHONING

Listen to the recording and say:

-what is it?

-who is talking?

-what about?

-what they say?

<https://www.youtube.com/watch?v=jE9stBEXkG0>

Put down the expressions used, listen again and check or complete them.



## ON THE PHONE



Complete the conversations with phrases from the box.

I'll give it to hold I'm phoning line's busy Speaking  
 leave a message speak to we'll get back to you This is  
 phone back later take a message I'm afraid have extension  
 putting you through take your call at her desk

- 1 A Hello. Could I \_\_\_\_\_ Sam Jackson, please?  
 B \_\_\_\_\_ Mr Jackson's in a meeting. It won't be over until 3.00. Can I \_\_\_\_\_ ?  
 A Yes, please. Could you ask him to phone me? I think he's got my number, but \_\_\_\_\_ to you again just in case. It's 743 219186.
- 2 A Can I \_\_\_\_\_ 2173, please?  
 B The \_\_\_\_\_ at the moment. Would you like \_\_\_\_\_ ?  
 A Yes, please.  
 (Five seconds later.)  
 B I'm \_\_\_\_\_ now.  
 A Thank you.
- 3 A Could I speak to Alison Short?  
 B I'm afraid she isn't \_\_\_\_\_ at the moment. Do you want to hold?  
 A No, don't worry. I'll \_\_\_\_\_.
- 4 A Can I speak to Terence Cameron, please?  
 B \_\_\_\_\_.  
 A Ah, Mr Cameron! \_\_\_\_\_ Holly Lucas. \_\_\_\_\_ about a letter I got this morning.
- 5 A Hello. This is Incom International. There's no one here to \_\_\_\_\_ at the moment. Please \_\_\_\_\_ and \_\_\_\_\_ as soon as we can.



**Use the above given expressions in sentences to express requests and wishes.**

**REQUEST:** Could I/ Could you.....

**WISH:** I would like to.....

Work in pairs: Use them in short dialogues with a partner and provide short responses.

Listen to the recorded phrases used in telephoning in informal and formal situations. Follow the instructions given in the exercises.



<https://www.youtube.com/watch?v=YMxA4Q94qao>

**Work in pairs:** Use the expressions you put down in the exercise in short dialogues in pairs. Provide the response to the expressions.

Listen to the recording and have a discussion on the following:



<https://www.youtube.com/watch?v=uhdiY50It3o>

- Who is calling?
- Who answers the call?
- Who would she like to talk to?
- Does she get through?
- What is the reason?
- What will happen next?
- What happens after they hang up?

Listen to the conversations on the CD and do the following exercises.





Three people are calling the company Micah Information Systems.  
 Listen to the three dialogues and complete the table.

	CALL 1	CALL 2	CALL 3
Who is calling?			
Who does he/she want to speak to?			
Does he/she get through? If not, why not?			
What will happen next?			

<b>British English</b> The line is engaged. mobile (phone)	<b>American English</b> The line is busy. cell (phone)
------------------------------------------------------------------	--------------------------------------------------------------

Work in pairs: Discuss the calls in pairs. Give the information from the table above in full sentences. Ask more questions about the call. Make notes.



**2 Listen again and complete the sentences from the dialogues.**

- 1 Micah Information Systems. Sylvia \_\_\_\_\_.
- 2 I'll \_\_\_\_\_ Mr Seide you \_\_\_\_\_.
- 3 It's Karen Miller \_\_\_\_\_.
- 4 I actually \_\_\_\_\_ to speak to Maria.
- 5 Just \_\_\_\_\_ on a moment while I make the \_\_\_\_\_.
- 6 I'm \_\_\_\_\_ Maria's line is \_\_\_\_\_.
- 7 I'll try \_\_\_\_\_ later.
- 8 Let me just \_\_\_\_\_ a pen.
- 9 Nice to \_\_\_\_\_ from you.
- 10 I'm actually talking to someone on the other \_\_\_\_\_.



**Which sentences (1–10) can be used:**

- |                                                    |                                                       |
|----------------------------------------------------|-------------------------------------------------------|
| a to say who you are? <u>1, 3</u>                  | e to say that somebody (or you) can't talk now? _____ |
| b to open a conversation politely? _____           | f to say you will call again later? _____             |
| c to say who you want to speak to? _____           | g to take or leave a message? _____                   |
| d to put a caller through to another person? _____ |                                                       |

**3 Match the two parts to make questions from the dialogues.**

- |                           |                                      |
|---------------------------|--------------------------------------|
| 1 Could I speak _____     | a my mobile number? _____            |
| 2 Can I take _____        | b through to her? _____              |
| 3 Could you ask _____     | c have your number? _____            |
| 4 Could you tell me _____ | d back in ten minutes? _____         |
| 5 Does Mr Seide _____     | e your name again? _____             |
| 6 Is she there _____      | f a message? _____                   |
| 7 Shall I put you _____   | g ask what it's about? _____         |
| 8 Can I just _____        | h at the moment? _____               |
| 9 Can I call you _____    | i to Jörg Seide, please? <u>a, h</u> |
| 10 Have you got _____     | j him to call me back? _____         |

**Now match these answers with the questions. Sometimes more than one answer is possible.**

- |                          |                                                          |
|--------------------------|----------------------------------------------------------|
| A Certainly.             | G Yes, she is.                                           |
| B Yes, he does.          | H I'm afraid he's in a meeting.                          |
| C Sure, no problem.      | I I need to ask her about the project meeting next week. |
| D My name is John Ellis. | J Yes, please.                                           |
| E Yes, I have.           |                                                          |
| F That would be great.   |                                                          |

There are usually two ways of saying the same thing: a formal way, or a less formal way. Find pairs of expressions with the same meaning and complete the table.

- ~~Can I speak to Bob, please?~~      Certainly.      ~~Could I speak to Bob, please?~~
- Thanks.      What's it about?      Could you please hold?      Hang on a moment.
- Can I just ask what it's about?      Shall I put you through to her?      Sure.
- Do you want to speak to her?      Thank you.

MORE FORMAL	LESS FORMAL
<i>Could I speak to Bob, please?</i>	<i>Can I speak to Bob, please?</i>
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

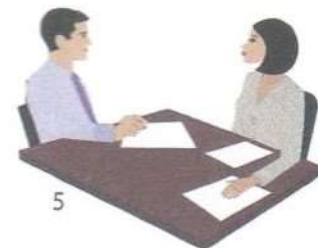
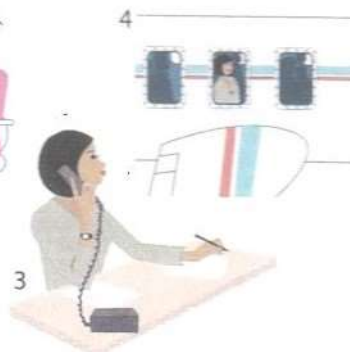
Look at the situations below and make excuses for why your boss doesn't want to come to the phone. Try to use *I'm afraid*, *I'm sorry*, or *actually* in each sentence. Remember that you don't always need to tell the truth when making an excuse!

**EXAMPLE**

*I'm afraid she's unavailable.  
 She's actually out of the office today.*

**EXCUSES**

- having lunch*
- out of the office today/this afternoon*
- on a business trip*
- in a meeting*
- on another line*





Work with a partner to practise the dialogue below.

A

- Answer phone.
- Respond.
- Person is unavailable. Say why and offer to take message.
- Take message.

B

- Say hello and make some small talk.
- Change subject and ask to speak to somebody.
- Leave message.
- Say thank you and goodbye.

Often when we telephone we have to deal with communication problems. Listen to the dialogues and match them with the problems. Sometimes more than one answer is possible.

CALL

- a The caller is speaking too quietly. ....
- b The person called didn't understand what the caller said. ....
- c The person called wants the caller to say something again. ....
- d The caller is speaking too fast. ....
- e The caller has called someone by mistake. ....
- f The person called doesn't know how to write a word. ....
- g The phone itself is making a lot of noise. ....
- h The previous call was cut off and the caller has to call the other person back. ....

Now complete the extracts from the dialogues with words from the box. Then listen again to check your answers.

slowly \* up \* cut \* line \* catch \* spell \* could \* wrong

- 1 Sorry, I didn't \_\_\_\_\_ that.
- 2 Sorry, \_\_\_\_\_ you repeat that, please?
- 3 Sorry, can you speak \_\_\_\_\_ a bit, please?
- 4 Sorry, I think you have the \_\_\_\_\_ number.
- 5 Sorry, this is a really bad \_\_\_\_\_.
- 6 Sorry, we got \_\_\_\_\_ off.
- 7 Sorry, could you \_\_\_\_\_ that for me, please?
- 8 Sorry, could you say that a bit more \_\_\_\_\_, please?

Listen to the voicemail greeting and the first caller's message again and complete the sentences.

You've \_\_\_\_\_<sup>1</sup> Lessa Logistica. \_\_\_\_\_<sup>2</sup> no  
 one is \_\_\_\_\_<sup>3</sup> to take your call at the moment.  
 Please \_\_\_\_\_<sup>4</sup> a message after the \_\_\_\_\_<sup>5</sup>.



\_\_\_\_\_<sup>6</sup> is Walter Jackson  
 \_\_\_\_\_<sup>7</sup> for Valeria Giuliani.  
 Maybe you can \_\_\_\_\_<sup>8</sup>  
 back to me as soon as you've  
 \_\_\_\_\_<sup>9</sup> the date and time  
 with everyone.  
 I think you have my number already, but  
 here it is \_\_\_\_\_<sup>10</sup>, just in  
 \_\_\_\_\_<sup>11</sup>.  
 Hope to speak to you \_\_\_\_\_<sup>12</sup>.

Anke Schmidt works at JKL Consulting in Stuttgart. Listen to these two phone calls she receives and say in which call:



- a the caller gets through.
- b the caller leaves a message.
- c the caller gives his or her phone number.
- d Anke says she will ring back.
- e Anke says she will ask a colleague to ring back.

Now listen again and write down the two messages.

CALL 1

---

---

---

---

---

---

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---

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CALL 2

---

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Put the words in the right order to make sentences from the first call. Then listen again to check.

- 1 - afraid here I'm the isn't at moment Jonathan .
- 2 message like him leave would to a for you ?
- 3 me pen get let a .
- 4 call Jonathan shall ask you back I to ?
- 5 number he does your have ?
- 6 gets I'll your make Jonathan message sure .





REVISION TASK (to be handed in)

**1. Revise the expressions used on the phone and then use them in sentences to:**

- Introduce yourself on the phone
- Explain why you're calling
- Ask to speak with Ms Collins
- Explain your colleague is not at the desk: give reasons and ask if you can help
- Offer to take a message
- Leave a message for your client
- Say thank you for the information and explain you will call back later
- Transfer the call
- Ask to hold: then put the caller through
- Apologize for the wrong number
- Ask for a return call and give your number
- Thank the co-speaker and say goodbye
- Ask about when you can call back/ ask about the convenient time to call back

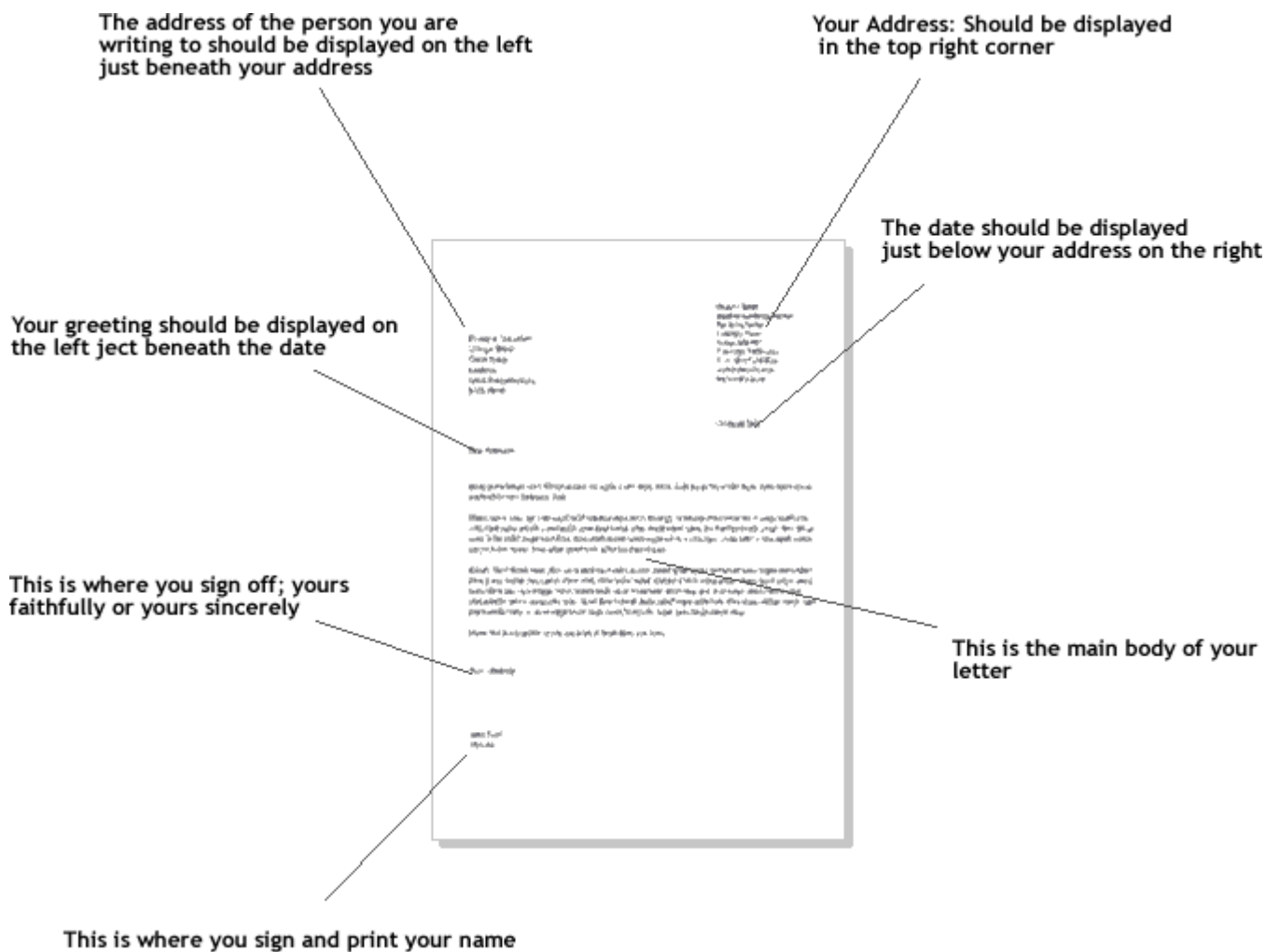
**2. Use them in short dialogues with a partner-respond appropriately.**



# FORMAL WRITING

## Layout

The example formal letter below details the general layout that it should conform to. Each aspect is detailed more fully below the image.



## Various types of formal emails / letters

### What do you do in the following letters?

application for a job

complaint

email asking for / giving information or news

inquiry

request

emails asking for / giving advice

invitation

apology

congratulations, thanks

regret, sympathy

### Parts of a FORMAL EMAIL / LETTER:

- 1) **A correct greeting** (Dear Mr Jones, Dear Ms Peterson, Dear Sir/Madam)
- 2) **An introduction** in which we state the reason for writing
- 3) **The main body** in which we develop our subject, introducing each main point in separate paragraphs
- 4) **A final paragraph** in which we sum up what we talked about before or express a wish for something to be done
- 5) **An appropriate ending** (Best regards + full name, Yours truly, Yours sincerely / faithfully)

### Rules for writing an effective e-mail:

- 1 Use a **subject line** that tells the receiver what the e-mail is about. Don't just write *Information* or *Your e-mail*.
- 2 If you are writing to someone you don't know, start by **saying who you are** and **why you are writing**.
- 3 Use **written greetings** (Dear Mr Smith) and **endings** (Yours sincerely), just like in a formal letter.
- 4 Use **short, clear sentences**.
- 5 Use **paragraphs** for different subjects. Leave a space between paragraphs.



- 6 Use a **formal** and **polite** tone.
- 7 Don't use **signs**, e.g. ☺ or abbreviations, e.g. BTW (by the way).
- 8 Don't use **capital letters**. It feels like shouting.
- 9 **Don't repeat yourself.**
- 10 Check your spelling and punctuation. Use **spell check** when in doubt!

Exercises:

**Match beginnings and endings of the following letters and state their type:**

<b><i>BEGINNINGS...</i></b>	<b><i>...ENDINGS</i></b>
1) I am writing to complain about the items which I ordered from your catalogue last month.	A) I hope you will consider my application and I look forward to hearing from you.
2) I would be grateful if you could send me further information concerning your summer courses in computer programming.	B) I hope that the matter will be resolved quickly and that my money will be promptly refunded.
3) I am writing to apply for the post of junior manager.	C) Thank you in advance for your help, and I look forward to hearing from you.
4) I regret to inform you that you have not been accepted for the course.	D) Please do not hesitate to contact us again should you wish to reapply in the future.

Type: 1) \_\_\_\_\_ 3) \_\_\_\_\_  
2) \_\_\_\_\_ 4) \_\_\_\_\_

<b><i>BEGINNINGS...</i></b>	<b><i>...ENDINGS</i></b>
5) I am writing to request your help.	E) We look forward to the occasion.
6) I am writing to complain about the faulty equipment which I received from your company last week.	F) I would appreciate if you could give this matter serious consideration at your earliest convenience.
7) I am writing to congratulate you on opening a new branch in Leeds.	G) I wish you all success in your future business.
8) We would be honoured to attend your daughter's wedding reception.	H) I trust that this matter will be given your immediate attention and I expect to receive a full refund in the near future.

Type: 5) \_\_\_\_\_ 7) \_\_\_\_\_  
6) \_\_\_\_\_ 8) \_\_\_\_\_

**Useful vocabulary for different sorts of formal pieces of writing:**

Check the expressions given below and ask for explanation if necessary.

**General**

I am writing to...

I am writing with reference to...

I am writing in connection with...

Enclosed/Attached please find...

Please answer/reply by...

Please contact us...

I / We look forward to -hearing from you.

-your reply/answer.

Thank you for your email / letter of /dated 20 December.

Thank you in advance.

### **Application for a job**

I am writing to apply for the post of

I wish to apply for

I am writing in response to your advertisement

I believe I have the qualification and experience

I consider myself the ideal candidate

I graduated from Harvard University with a degree in

After graduating I was employed as a

I have enclosed a detailed CV as well as

I speak \_\_\_\_ fluently. = I am fluent in \_\_\_\_\_.

I am good AT + \_\_\_\_ ing

I hope you will consider my application

### **A complaint**

I am writing to complain about...

I expect you to change the faulty product or receive a full refund.

I hope you will consider my complaint and the matter will be resolved at your earliest convenience.

I trust that this matter will be given your immediate attention.

I would be grateful if you could...

Could you please...

Please give the matter your immediate attention.

### **Asking for information**

**I am writing in response to your advertisement...**



**I am very interested in -ing**

**I would be grateful if you could...**

**I would also like to know...**

**Please reply at your earliest convenience.**

Thank you in advance for your help.

I am writing to inquire about . . .

Could you please send me . . . at the address below/above

### **Giving information - notification**

I am writing to inform you about...

I am writing to let you know that...

Please be aware/informed that...

I would like to inform you of / about...

I am happy to inform you that...

Your request for funding has been approved.

We regret to inform you that you have not been chosen...

In case of any additional information please contact me by phone, or in writing to the above address.

### **Request**

I am writing to request your help.

I am writing regarding a problem I encountered...

Thank you in advance for your help.

I hope you can solve my problem...

I hope you will consider my request.

I would appreciate if you could give this matter serious consideration.

Could you please send me your most recent brochure?

Could you email/fax me the results of the market survey?

I would like to order ten copies of...

I would be very grateful if you could send me this information.

Please return the enclosed envelope with your payment.





Look at the below given examples of formal letters/e-mails. Check for unknown expressions and ask for explanation. Discuss the use of expressions and find synonyms or other equivalents, which can be used instead. Discuss the use of letters and their formal style of writing.

Write your own examples.

# Memo

**To:** John Smith  
**From:** Albert Johnson  
**Date:** 9/15/2010  
**Re:** Your call from August 28, 2010

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**Message:**

Hello John,

Thank you for your prompt response to my inquiry. However, my original question still remains. Looking forward to your response.

Regards, Albert



## COMPLAINTS

Javier Espinoza  
8 Hayes St  
San Rafael, CA 94901

February 14, 2012

ABC Cell Phones  
Attn: Brian Blue  
12 3rd St  
San Rafael, CA 94901

Re: Account Number: 3142-2342-1222-1225

Dear Brian Blue:

I am writing this letter regarding my cellular phone service with your company. In reviewing my recent statement, I noticed that the monthly service charge was \$120.00. However, my service contract indicates the monthly service charge I will be charged each month is \$50.00. Please send me clarification of this charge for my review.

I have enclosed a copy of my statement.

Please contact me at the address given above if you have any questions or need additional information.

Thank you for your prompt attention to this matter.

Sincerely,

Javier Espinoza

Enclosure



# Complaint Letter

Sender Name  
Sender's Title or Position  
Sender's Organization Name  
Sender Street Address  
City, State, Zip Code

Date: DD/MM/YYYY

Recipient's Name  
Recipient's Position or Title  
Recipient's Organization Name  
Recipient's Street Address  
City, State, Zip Code

Dear Sir/ Madam,

I am writing this letter to bring your attention that I am not satisfied with your quality of services provided at \_\_\_\_\_ (business name). I am talking about the services I took on DD/MM/YYYY and want to let you know I was very upset with your staff's performance. They used to deal with me quite inefficiently and did not show their interest which they must show while dealing with regular customers.

I have been a regular client of your business but now I am completely disappointed. I expect quality services from you and request you to address this issue with immediate attention. I expect full compensation and look forward to your replies within shortest time.

Yours Sincerely

Write Your Name Here



## COMPLAINT LETTERS

Dear Sir/Madam

I am writing to inform you that the goods I bought from your company have not been supplied correctly.

On 29 August 2013 I visited your website and ordered a jigsaw puzzle with a personalized gift card. It was delivered this morning and there are several problems regarding my purchase.

Firstly, according to your website, orders normally take two weeks, but in fact it took over two months, arriving too late for me to offer it to my son as a birthday present. I sent a number of emails prior to his birthday, but they were never answered.

Secondly, it is not the size I had chosen. You have sent me a 150-piece puzzle instead of the 500-piece one I have ordered. This error put me in a tricky situation, as I had to deal with the rage of my ten-year-old son who has felt treated as a quite a bit younger child.

The final point I want to make concerns the gift card. You have mistaken the name of my son who is also congratulated on his wedding.

As compensation for all these problems, I feel that I should get my money back.

I look forward to hearing from you shortly.

Yours faithfully,

Paloma C.



## Complaint Letter Sample

VISION CORNER  
Electron Plaza, Dhaka

Sep. 20, 2004

General Manager  
Sales Division  
Rankon Electronics  
Bijoy Sharbni, Dhaka-1100

**Ref: Delay in the Execution of the order.**

Dear Sir,

On 25th August, 2004, we placed our order No: H-15 with you for ten (10) Sony TV and five (5) national DVD Players. When your representative visited us, he assured the delivery to be made within two weeks but we haven't yet received the goods.'

As the delivery has been delayed, we have lost our customers and caused us a great financial loss as well as a loss of considerable goodwill to us.

Please promptly dispatch the goods ensuring that we receive them not later than Monday, September 25, 04.

Yours faithfully

TV A. Taslim  
Sales Manager  
VISION CORNER





## INQUIRIES

**To:** HK supplier  
**Subject:** Walkie Talkie

**Dear Madam/Sir,**

We are a UK importer of many products and we are looking for promotional items for Christmas. Please can you provide the following information on your products? Volume would be in the region of 10,000 units.

Please provide an image of the products, packaging, your best price, lead time, international standards met.

We look forward to your early reply.

Yours sincerely,  
Mr. John Citizen

UK Buyer

The final REVISION TASK (written in class): COURSE REVISION TESTIN



REPUBLIKA SLOVENIJA  
MINISTRSTVO ZA IZOBRAŽEVANJE,  
ZNANOST IN ŠPORT



Cene Štupar



EVROPSKA UNIJA  
EVROPSKI SKLAD  
SOCIALNI SKLAD  
NALOŽBA V VAŠO PRIHODNOST

