

# LESSON A1 Ideas



## I. WARM-UP

### VOCABULARY

Occupation	commercialized	frequent
assistance	up-to-date	aspect

**Complete the sentences using the words listed above.**

1. The new employee needs \_\_\_\_\_.
2. The company has to consider every \_\_\_\_\_ before giving a raise.
3. These days education has become \_\_\_\_\_.
4. All employees are required to submit a/an \_\_\_\_\_ Personal Data Sheet.
5. His \_\_\_\_\_ tardiness is the reason of his forced leave.
6. Oliver's \_\_\_\_\_ doesn't match with the job description.

## II. DIALOGUE BOX

**Sales Manager :** So what ideas do you have then? We really need your assistance.

**Consultant :** Have you considered changing the name of the product? I think it's too commercialized.

**Sales Manager :** I agree with you. Actually it's one of the aspects we have already discussed. Sales and Production just don't get together often enough.

**Consultant :** I think you've got communication problems. I suggest you make the meetings more frequent.

**Sales Manager :** I guess you're right. Nobody knows what's going on. Anything else?

**Consultant :** Have you considered altering the design? Let's face it. Some of your products look outdated. You need to get more up-to-date.

### Comprehension Check

1. What are the problems that the consultant has looked into?
2. What are his suggestions / recommendations?

# Ideas

## III. LANGUAGE BOX

### Useful expressions when giving suggestions

1. How about changing your job?
2. Have you considered redecorating the office?
3. What if you change your occupation?
4. We'd like to propose that you invest \$9,000.00.
5. Why don't you study the sales first?

### Suggest and recommend are used for making suggestions

1. We recommend changing the dates.
2. She recommends that you change the name.
3. They suggest using the internet.

## IV. SAY IT!

### SCENARIO

***How would you help a friend who often forgets meetings and names?***



# Praise



## I. WARM-UP

**Vocabulary** Complete the sentences using the following words.

brilliant  
inquiries

trade  
successful

compliments  
awesome

1. Mr. Smith attended a seminar on Time Management and he thought that it was \_\_\_\_\_.
2. As a beginner in \_\_\_\_\_ business, I need your \_\_\_\_\_ ideas on how to make this company a \_\_\_\_\_ one.
3. I'd like to extend my \_\_\_\_\_ to the employees who exerted much effort for the good of our company.
4. The new secretary had a lot of \_\_\_\_\_ about her job.

## II. DIALOGUE BOX

**Manager :** Before we start, I'd like to say I'm very pleased with the outcome at the trade fair on Friday. The stall looked pretty good in its location. Well done Angel.

**Angel :** Thank you for the compliment, sir.

**Manager :** You deserve it. Also Bart did well by looking after the visitors making them feel at ease and comfortable to challenge any queries they had. At this time, we've been quite busy with email and phone inquiries. In fact, we've already received several large orders from people who visited the stand.

**Bart :** Wow! That's excellent.

**Angel :** Fantastic! That's really good news.

**Manager :** Indeed! Well done everybody. Let's now move on to the agenda of our meeting.

### Comprehension Check

1. What did Angel and Bart do well?
2. What has happened as a result?

# Praise

## III. LANGUAGE BOX

*Strong adjectives like excellent, fantastic, amazing and wonderful cannot be used with very. Really or absolutely is used.*

### **CORRECT**

That was absolutely brilliant.  
You did absolutely wonderful.

### **WRONG**

That was very Brilliant.  
You did very wonderful.

*Different words are used to make adjectives stronger or weaker.*

<b>WEAKER</b>	pretty/fairly/quite/good
<b>STRONGER</b>	extremely/very/really/good

*You can also replace the adjective with a stronger one*

Extremely good----> fantastic / excellent

## IV. SAY IT!

**Imagine that you are the boss of a convenience store. A new crew member noticed that somebody was regularly stealing from you, and by reporting it to you, it has saved you a lot of money.**

- How will you praise the new crew member?
- How will you tell the rest of the crew the result of his action?



## LESSON A3

# How to Criticize



## I. WARM-UP

### Vocabulary

Try to guess the meanings of these words.

report    key points    concise    point out    target focused

## II. DIALOGUE BOX

**John :** Could I have a word?

**Kris :** Yes, sure.

**John :** Well, it's about the report you sent.

**Kris :** Yes, what about it? Was it late? I sent it to the head office on Friday.

**John :** No, it wasn't. I just need to tell you something about the report. I know you haven't had much experience in this area so I want to point out one or two things. First, the head office doesn't need so much information: only the key points. So, you don't need to include so many details.

**Kris :** I see.

**John :** Perhaps I can show you one of Lee's reports. It's a bit more target-focused and concise.

**Kris :** Okay. Thank you.

**John :** I'll send it to you before the end of the day .

**Kris :** Thanks for the help.

**John :** My pleasure.

### Comprehension Check

1. What are they talking about?
2. What's the problem with the letter?
3. What is John's suggestion to Kris regarding the letter?

# How to Criticize

## III. LANGUAGE BOX

*To describe a difference between two things, you can use not as and / or as.*

*For smaller differences, use not quite as.*

*For bigger differences, use not nearly as.*

- Our return of income this year is not as big as last year.
- We are not as engaged with work as last week.
- These sample products are not quite as pleasing as I'd expected.
- These hand-painted figurines are not nearly as good as the last ones.

## IV. SAY IT!

You are working for a man who constantly puts down your female co-worker when she is not around. Not only does your boss bash your co-worker about the "terrible work she does", but he makes rude comments about her physical appearance. In addition, he tells very offensive jokes, many of which are either sexist or racist. You have been listening to your boss's comments for two months now. At the beginning, you refrained from saying anything. You were concerned that, as his subordinate, it may be out of the line. However, your boss continues to make very obnoxious comments, and you know that it makes others uncomfortable as well.



# How to Delegate



## I. WARM-UP

### Vocabulary

Try to guess the meaning of these words.

leaflet   delegate   under control   contract   feedback   reduce

## II. DIALOGUE BOX

**Marc :** Hello Joe. How are you?

**Joe :** I'm getting better, but I still cannot move around.

**Marc :** Just take it easy. Everything's under control here.

**Joe :** But there are still several jobs that need doing. That's the reason I called.

**Marc :** Well, what are they?

**Joe :** Somebody has to visit Esprit Ltd. We have to discuss the pricing of the new contract. Could you get Anne to do that? She knows the company.

**Marc :** Just a second... Anne... Esprit Ltd... discuss new pricing... OK, go on.

**Joe :** I won't be able to go to Paris for the sales conference, so could you ask somebody to go in my place?

**Marc :** Yes, of course, no problem. Paris sales conference...

**Joe :** And then, there's the meeting with the regional sales team. I know that's not until the end of next week, but perhaps you could ask either Arthur or Ian if they could look after that.

**Marc :** Won't you be back at work by then? If so, you can perhaps attend the meeting yourself.

**Joe :** I hope so!

**Marc :** Anything else?

**Joe :** We also need to have some more leaflets printed--- say about 3,000.

**Marc :** Alright. I'll have Anne call the printer. We could get some business cards done at the same time too.

**Joe :** Good idea. That's all about it, Marc. If you need anything, just phone me.

**Marc :** I will. Just look after yourself and don't worry about work. Bye.



# How to Delegate

## Comprehension check

1. What do you think happened to Joe?
2. Why does Joe call Marc?
3. What are the events that Joe might not be able to attend?

## III. LANGUAGE BOX

*When delegating work, you can use the following expressions with the verbs ask and get.*

You can also use have. Note that “to” is not used.

- I’m going to ask Peter to send you the documents.
- I’m going to ask Lee to phone you when you get here.
- I’ll have Dan phone you.
- I’ll have the secretary inform you of my whereabouts.

Make your own examples.

## IV. SAY IT!

**There’s an emergency that needs more of your time. As a manager, it is still your responsibility to keep the business work even without your presence.**

- o How are you going to handle the situation?
- o What is the first thing you should do?
- o What are the things you have to consider when you delegate the task?





# Compromising



## I. WARM-UP

### Vocabulary

**Try to guess the meaning of the underlined words or phrases.**

1. I will send you last month's invoice so that you can compare the prices of the goods we purchased.
2. Since our cash flow is running low, the company has agreed to cut down the budget allocated to each department.
3. Clients, who order in large bulk, don't need to pay in one go.
4. The employers who have conflicting ideas agreed to compromise for the benefit of the company.

## II. DIALOGUE BOX

**Derek :** Hello Rick. I'm phoning about our last invoice. You know the one I mean, it's...

**Rick :** Yes, Derek, of course, I'm sorry about that. We've been having some problems with late payers. I hope our cash-flow situation will improve in the near future.

**Derek :** I'm sorry to hear that. Of course, I understand your situation, and I know you always pay, but it's been 4 months that this invoice remains unpaid.

**Rick :** Four months! Oh, that's terrible. Is it really...?

**Derek :** I am afraid it is. So what I can suggest is that- you pay half of it this month, and the other half will be next month. So you won't pay in one go.

**Rick :** That's a good compromise and please accept my apologies.

# Compromising

## Comprehension check

1. How many months are the invoices left unpaid?
2. What is the reason for the delay of payment?
3. What suggestion does Derek give to Rick?

## III. LANGUAGE BOX

When trying to compromise, we often discuss the effects of possible actions or events in the situation. In order to do this, conditional sentences are used.

*For something that is highly possible or with real possibility or an idea we are in favor of,*

**we use:** *if + SIMPLE PRESENT. The other part, the result of the sentence uses **will**.*

Examples:

- If they give us a short period of time, we will not accept the project no matter how big it is.
- If they join the party, we will need a bigger area.

*For something that is unlikely possible or with unreal possibility, or an idea we are against,*

**we use:** *if + PAST SIMPLE. The other part, the result of the sentence uses **would**.*

Examples:

- If we bought 3,000 copies of the book, we would have to pay more.
- If we signed the petition deal, there would be lesser problem between the union and the company.

**IV. SAY IT!** There is an urgent project at work. Your boss wants you to work extra hours for the next two weeks, including Saturdays and Sundays without extra pay. How would you compromise with your boss?



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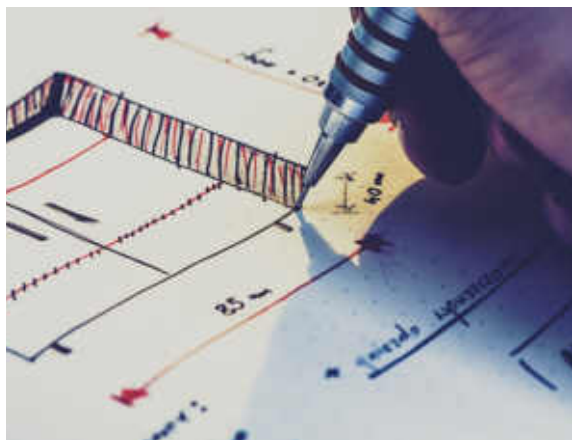
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## LESSON B1

# Planning



## I. WARM-UP

### Vocabulary

Match the words in **A** with their meanings in **B**.

#### A

1. simultaneous
2. business venture
3. presentation
4. second thought
5. invest

#### B

- a. a formal talk, often in order to sell something or get support for a proposal
- b. you use your money in a way that you hope will increase its value
- c. a startup enterprise that is formed with the expectation and plan that a financial gain will result
- d. reconsideration of a decision or opinion previously made
- e. happen or exist at the same time

## II. DIALOGUE BOX

**A :** Have you started with the construction project?

**B :** Not yet. I am still making a plan. I will do a presentation on this during the conference.

**A :** I see. Do you think you will have it finished by the end of this month?

**B :** I'm halfway so I will have completed the project before then. I am doing the best I can, knowing that this is a good business venture for the company.

**A :** That's a good idea. I'm sure a lot of our clients will invest on this simultaneously. I still remember the last time you had a project proposal. Everybody was impressed and the majority invested without a second thought.

**B :** Yes, I hope that many will invest on this too.

### Comprehension Check

1. When is B expected to finish the project?
2. Why is the making of the project delayed?

# Planning

## III. LANGUAGE BOX

Use the future perfect for an action that finishes before certain time in the future.  
We will have completed the course before the semester ends.

### **FUTURE PERFECT**

*(will + have + past participle)*

We will + have + completed the proposal before the end of the month.

We will + have + raised the cash flow by the end of the year.

We often use the time preposition 'by' to mean before with the future perfect.

Do you think he will + have + finished the book by the end of this month?

**IV. SAY IT!** There is a big project coming up for your company. The management held you responsible for the planning. What will you do before and during the planning stage?



# Updating on Progress



## I. WARM-UP

### Vocabulary

Unscramble the letters to form a word.

1. **d a m e i** - the means of communication, as radio and television, newspapers, and magazines that reach or influence people widely.
2. **h u r b r o c e** - is a magazine or booklet with pictures that gives you information about a product or service
3. **d e v r s i a e t** - to give information to the public about
4. **r o s p e g s r** - development
5. **a t e l e f l s** - a little book or a piece of paper containing information about a particular subject

## II. DIALOGUE BOX

- A:** Have you talked with the manager about the project ?
- B:** Yes. I've already updated him about it and showed him the brochures that we are going to give to our clients.
- A:** Does he have any questions?
- B:** He doesn't have any questions so far. He was impressed with the brochure.
- A:** I'm happy to hear that! By the way, I added 300 leaflets and assigned someone to distribute them in the malls and in places where we can get possible clients.
- B:** I think that's a good idea and if we still have enough budget we can make use of the electronic media too.

### Comprehension Check

1. Has speaker B informed the manager about the project?
2. What has speaker B done?
3. What has speaker A done for the project?
4. Do you think electronic media is helpful in advertising business?

# Updating on Progress

## III. LANGUAGE BOX

When we talk about progress, we often use the present perfect with **yet** and **already** to say which things we have done and which things we have not yet done.

*We've already planned the system of our homepage.  
We haven't translated our homepage yet.*

We use the **adverbials so far** and **up to now** to talk about our progress until the moment we are speaking.

*We have finished the first phase of our system so far.  
The artist is still making the layout of our book up to now.*

**IV. SAY IT!** You have been asked to lead a marketing campaign to promote your company. There are people who are under your supervision but some of them are from other places. How will you update on progress when you do not see them everyday?



## LESSON B3

# How to Report Success



## I. WARM-UP

### Vocabulary

Complete the sentences using the words listed below.

quarter      optimistic      profit      feedback      figure

1. The management is eager to hear some \_\_\_\_\_ from the employees who joined the team building.
2. The president is \_\_\_\_\_ even with the economic recession.
3. According to the accountant, this year's \_\_\_\_\_ is doubled compared to last year.
4. The \_\_\_\_\_ for this \_\_\_\_\_ is disappointing.

## II. DIALOGUE BOX

**Betsy** : Hi Brian, this is Betsy. How are you doing?

**Brian** : Fine. I've just returned from the Head Office.

**Betsy** : So, how was your business trip?

**Brian** : It was wonderful. Boston is a great city. Besides, the people in the Head Office are very welcoming.

**Betsy** : I'm happy to hear that! By the way, have you met Frank yet? He needs the figures for the last two quarters.

**Brian** : No, I haven't seen him yet. We have a meeting at 10 o'clock tomorrow morning. I'll give him the update then.

**Betsy** : Have you made your presentation yet?

**Brian** : Yes. I made it yesterday afternoon. I was very nervous, but everything went well.

**Betsy** : Has the management given you any feedback yet?

**Brian** : Yes, I've already met the sales director and he said he was impressed by my presentation. He added, that the management was optimistic on this new business venture.

**Betsy** : That's great Brian. Congratulations!

### Comprehension Check

1. Where did Brian go on a business trip?
2. How does he find the people in the Head Office?
3. Why does Frank want to meet him?
4. What feedback did he get from the sales director?



# How to Report Success

## III. LANGUAGE BOX

### a. Present perfect tense Versus Simple past tense

**Present Perfect Tense** – used when speaking about open or unfinished time periods

Examples:

- The results have been satisfying so far.
- Sales have increased by just below 5% since June.
- Our sales team has lost much effort especially this year.

**Past Simple Tense** – used when speaking about closed or finished time periods

Examples:

- January's figures were not that bad.
- Last year we sold 10% more.
- Between December and January sales were good due to the benefits given at the end of the year.

### b. the use of by

**By- used to express a change**

Examples:

- Sales went down by 11%.
- Profits are up by \$10,000.

## IV. SAY IT! **Today you feel very optimistic about developments at work. You feel that a lot of great things have happened to you lately.**

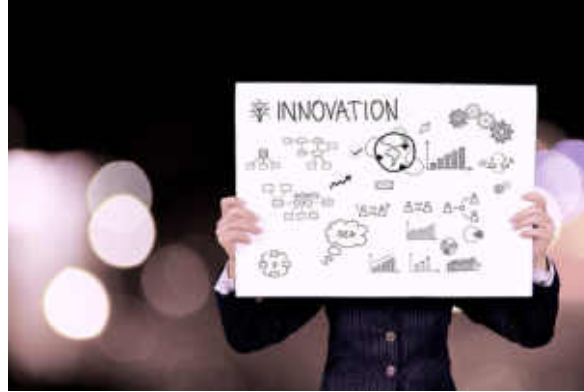
*What are the three things that have happened at work in the last twelve months that you are happy about?*

*Why do you think great things are happening to you? Do you think you've worked hard enough?*



## LESSON B4

# Innovation



## I. WARM-UP

### Vocabulary

Unscramble the words and try to guess their meanings.

1. reopw
2. glthi
3. ymoemr
4. epcri
5. demol

## II. DIALOGUE BOX

**Peter :** Hello, this is Peter from AP Electronics. I'd like to inform you that we have new improved model of the A47. It's the A471. You'll be pleased to hear that it's much lighter and smaller, and it comes with a far bigger memory.

**Chris :** That sounds very interesting. The A47 is okay but we need a lot more memory power.

**Peter :** Yes, and I'm sure you'll be delighted to know that we can offer you a much better price!

**Chris :** Now, that is good news!

**Peter :** Yes, we think it'll be around 10% cheaper for you.

**Chris :** Wow! 10%!

**Peter :** Yes. Could I visit you this week and show you some samples?

**Chris :** Yes of course, I'll be free on Friday morning at around 11:00.

**Peter :** Okay, see you on Friday then!

### Comprehension Check

1. Why did Peter call?
2. How is A47 different from A471?
3. If you were Chris, would you buy the new product? Why or why not?

# Innovation

## III. LANGUAGE BOX

All of these words can be used with a comparative to show a difference between two things.

LARGE	SMALL	PRECISE
far	a little	five times
much	a bit	25%
a lot	slightly	\$15
considerably		

Examples:

1. It's far larger than the old model.
2. The gold model is slightly more expensive than the silver.
3. It's five times quicker than last year's model.

## IV. SAY IT! **You are going to present the new product in your company. You are going to win over the people to buy this product.**

How will you convince the people that your product is good and is much better than the other product?



## LESSON B5

# Giving Feedback on a Project



## I. WARM-UP

### Vocabulary

Match the words with their meanings.

#### A

1. facility
2. stock
3. range
4. regret
5. print out
6. data

#### B

- a. is the complete group that is included between two points on a scale of measurement or quality
- b. a tool to increase the sales or popularity of a product
- c. information, usually in a form of facts or statistics that you can analyze
- d. the total amount of goods or the amount of a particular type of goods available in a store
- e. is a feeling of sadness or disappointment which is caused by something that has happened or something you have done or not done
- f. is a piece of paper on which information from a computer or similar device has been printed

## II. DIALOGUE BOX

**Matt :** Okay, then. Let's see what we've got. First, perhaps we could go through sales data and the plan of activities.

**Jake :** Fine, shall I start with sales?

**Matt :** Yes, go ahead.

**Jake :** Well, sales of Asia and Middle Eastern music easily topped the rest. We could have doubled our sales if we had ordered more.

**Matt :** So next year, should we double orders from that range?

**Jake :** I think so. On the other hand, we ran out of copies of the Japanese drummers, but I've taken orders on those. Here's a print out of the sales by region. And on the next page you've got sales by label.

**Matt :** Thanks. I'm surprised that we didn't take any new advance orders for next month's new releases.

**Jake :** But I think we need to make sure that our stock on the stand matches the festival's line-up of artists much better. We had Portuguese music, and that Fado singer last night was fantastic.

**Mat :** Yes, she was. The less familiar music CDs and DVDs didn't sell so well.

**Jake :** Well, perhaps we should have had facilities to let people hear CD tracks with headphones before buying. If we'd had more listening posts, we should have sold much more this time.

**Mat :** Okay, I'll make a note of it for next time.

### Comprehension Check

1. What's the point of their discussion?
2. How successful was the project?
3. What are the suggestions for next time?

# Giving Feedback on a Project

## III. LANGUAGE BOX

**Think something through** – I need time to think it through before I commit to his proposal.

**Give thought to something** – I must give thought to this job offer before I decide whether to accept it or not.

**Rethink something** – The board of directors should rethink the new action plan to solve the current issue.

### Grammar Focus:

Third Conditional – to describe past actions and express regret for not doing something in the past.

a. *If* – explains a past possibility

**Examples:** If I'd known that you attended the conference,...

If we had given them the raise,...

b. *modal verb + have + past participle* – to explain what did not happen in the past

**Examples:** ...., I would have canceled my trip.

...., they wouldn't have resigned.

## IV. SAY IT! You've just returned from a trip abroad where you presented your company at a conference. Explain to your boss which aspects of participation were successful in your company.

What are your suggestions for future conference participation?



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## LESSON C1

# How Do They Present Their Different Ideas?



## I. WARM-UP

### Vocabulary

Match the words in A with their meanings in B.

A	B
1. alternatives	a. the feeling that you want to thank someone because of something kind that he/she has done
2. effort	b. something you can choose to do or use instead of something else
3. tackle	c. to make a determined effort to deal with a difficult problem
4. favorable	d. making people like or approve of someone or something
5. grateful	e. exertion of physical or mental power

## II. DIALOGUE BOX

- John** : Good day! Let's start with the issues of the meeting and then tackle the rest of the agenda. Could you help me with this, Gian?
- Gian** : Sure, why not? You know we have all the meetings to be realized which is why we have to double our time to get our reports done and go home early.
- John** : Well, I've heard you're exerting a lot of effort, which is the main reason I want to make things of an advantage for you.
- Jim** : Gian, is right. We have lots of meetings which people are not happy about.
- John** : Okay, but what alternatives are there? I'd be willing to discuss it.
- Gian** : Well, a simple option is... cutting the number of meetings?
- John** : Okay, well, maybe. Any other suggestions?
- Jim** : I think it's the least that we can do.
- John** : Alright, I understand your point. So we'll only have one meeting a month and you can just email your reports in the evening. Would that be fine?
- Gian and Jim** : Thanks, John.

# How Do They Present Their Different Ideas?

## Comprehension Check

1. What issues does Gian raise?
2. What alternatives does John give?

## III. LANGUAGE BOX

**In adding information to a sentence, a *relative clause* is used.**

- I wanted to ask the president, *which was impossible because he was on leave.*
- Productions are 30% low last year, *which is not considerable.*

**A *relative clause* can be used to give a reason for something.**

- The management has low supervision, *which is the main reason people are leaving.*
- They had never tried anything like that, *which is why they had difficulty finishing the delegated task.*

**IV. SAY IT!** Your company has decided to employ twice as many staff as before. Unfortunately, the rooms are not enough for everyone. Put yourself in a situation where you will present a plan to the existing staff. In this plan you need to explain how you are going to fit all the new workers in.

- What would be your positive response to this?
- How will you present your own idea without offending others and the suggestions they have made?
- If you are the team leader, how will you gather different ideas that will lead to the meeting's awareness?





# Agreeing and Disagreeing



## I. WARM-UP

### Vocabulary

**Guess the meaning of the following words and phrases from the given examples.**

1. **financial situation**  
- I think the financial situation is sorted out.
2. **opinion**  
- What is your opinion on this matter?
3. **profitable**  
- It would be more profitable if we changed our system.
4. **extension**  
- I'm going to file an extension for my credit in the cooperative.
5. **production**  
- The production has been shut down.
6. **aluminum**  
- Aluminum is usually used in kitchenware.

## II. DIALOGUE BOX

- James** : Now, I think the financial situation is sorted out. I guess Bella has something to do with this.
- Bella** : Thanks James. In my opinion, if we want to stay profitable, we should seriously consider extension.
- Edward** : I totally agree with that.
- Bella** : Yes, we have to extend our production. We make aluminum for construction and for vehicles. I think we could also do packaging - aluminum dishes for takeaway food and aluminum foil for wrapping.
- James** : It's a totally different process, Bella.
- Bella** : Yes, it is, but we have to consider the production's financial situation.
- Edward** : I think Bella has the best solution to the problem. Collin, what do you think?
- Collin** : I think so! James, how about you? Have you decided?
- James** : Yes, I have decided. I will take it.

### Comprehension Check

1. What is Bella's suggested solution to the problem?
2. If you were James, what would be your stand on Bella's suggestion?

## LESSON C2

# Agreeing and Disagreeing

## III. LANGUAGE BOX

A **collocation** is made up of two or more words that are commonly used together in English.

There are different kinds of collocations in English.

**Strong collocations** are word pairings that are expected to come together.

- **adjective + noun** – a massive demand, growing market, a conclusive reasons
- **noun + verb** – a company evolves, a company develops, a company stagnates
- **verb + adverb** – seriously consider, study something carefully, totally different
- **verb + noun** – come up with reasons, look for opportunities
- **adverb + verb** – deeply regret, firmly believe, totally agree

**collocations with common verbs** – do business, make a difference

## IV. SAY IT! Directions: Read the scenario below and answer the questions.

For instance, the company you're working for is experiencing a great loss in the production. The reason is, most of the employees are retiring and others are filing for a resignation. They're against the changing of shifts twice a month. They're obliged to follow and adjust to it even though it's against their will.

### Follow-up questions:

1. Do you agree or disagree that companies should be permitted to do this?  
Provide reasons or examples to support your opinion.
2. If you were in this situation, would you do the same thing as most of the other employees did?



## LESSON C3

# Running a Meeting



## I. WARM-UP

### Vocabulary

Match the words in column A with their meanings in column B.

#### A

1. issue
2. shift
3. protest
4. agenda
5. observe

#### B

- a. list of items that have to be discussed at the meeting
- b. to say or to show publicly that you object to something
- c. to see, watch, perceive or notice
- d. an important subject that people argue about or discuss
- e. a person's scheduled period of work

## II. DIALOGUE BOX

- Louigie** : Good afternoon everyone. As you all know we are here to discuss the main issues that emerged in the last meeting. Our agenda for today is the changing of shifts: morning and night shifts. What is your experience regarding this?
- Christine** : Yes, we really had a hard time explaining to the employees about the change.
- Rosie** : The employees keep protesting on why the company has to do the sudden change on schedules.
- Louigie** : I think we have to raise this with the HR department. We have to hire more employees to fill the vacant positions in the production.
- Christine** : That may be the best solution.
- Kate** : Rosie and I agree to that.
- Louigie** : Okay then. Let's try that idea. I guess that would be all. Let's call it a day.

### Comprehension Check

1. What is the meeting's main agenda?
2. What is the employees' stand on this matter?
3. What could be the possible solutions on this issue?

## LESSON C3

# Running a Meeting

## III. LANGUAGE BOX

**Many verbs are commonly followed by another verb.**

**Some verbs must be followed by the infinitive 'to':**

Examples:

- I'm planning to finish the report on Monday.
- I'm going to report on Monday.

**Some verbs just need the infinitive without 'to':**

Example:

- Let John finalize what he's doing.

**Sometimes the '-ing' form of the verb is needed:**

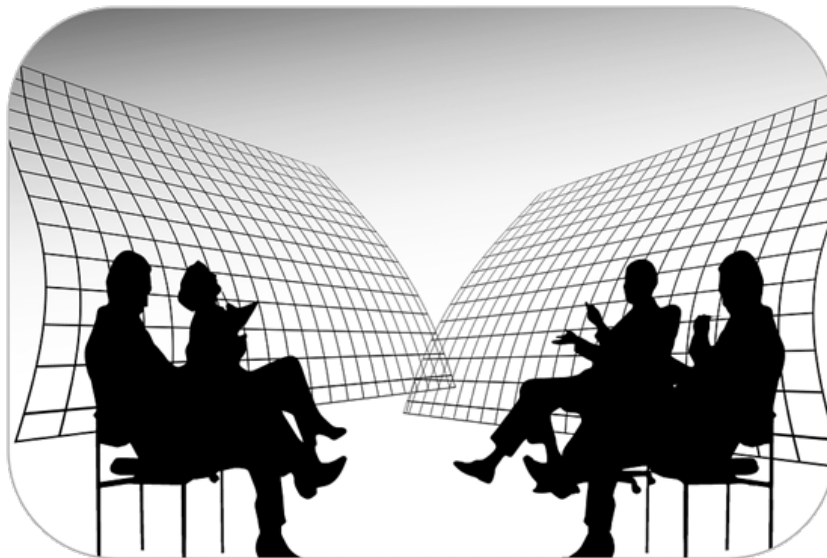
Example:

- We can postpone having a meeting today until the president arrives.

**IV. SAY IT!** You are a manager of an advertising company. Conduct a meeting regarding reduction of cost in the IT Department. Make use of 'the infinitive'.

These are the agenda:

- a. IT Department running costs
- b. Staff cuts



# How to Defend an Idea



## I. WARM-UP

### Vocabulary

**Read the words and their meanings. Construct your own sentences using the following vocabulary.**

1. propose – to offer or suggest  
\_\_\_\_\_
2. prepare – to make something ready beforehand for a specific purpose  
\_\_\_\_\_
3. successful – achieving or having achieved success  
\_\_\_\_\_
4. option – something that you can choose to do in preference to one or more alternatives  
\_\_\_\_\_
5. anniversary – a date which is remembered or celebrated because a special event happened on that date in a previous year  
\_\_\_\_\_

## II. DIALOGUE BOX

**Susie** : I propose that we set our anniversary party next month.

**Anna** : I really don't think that is a good idea. We need more time to prepare.

**Susie** : Well, I honestly believe that next month is the best option because we will be very busy after that then, we won't have time to prepare.

**Molly** : Do you think we can finish all the preparations on time?

**Susie** : Yes. I'm quite certain that we can finish all the preparations before the party. I can truthfully say, if we all work together, this plan will be successful.

### Comprehension Check

1. What is Susie's proposal to the group?
2. How does Susie defend her idea?
3. If you were Susie's colleague, would you agree with her proposal? Why or why not?

# How to Defend an Idea

## III. LANGUAGE BOX

**Adverbs are often used when expressing an opinion or idea.**

Examples:

- Quite honestly, we have no choice.
- Basically, we need to diversify.

**It is also used before the verb to emphasize opinions.**

Examples:

- I really don't think we need to act immediately on the matter.
- I strongly believe this is our only option.

**An emphatic adverb would come after an auxiliary or modal verb.**

Examples:

- I can honestly say that we are losing our quality.
- I'm quite certain that this is the best solution.

**Activity: Suggest an opinion using these example adverbs.**

1. Basically, \_\_\_\_\_.
2. Quite honestly, \_\_\_\_\_.
3. I really \_\_\_\_\_.
4. I can honestly say \_\_\_\_\_.
5. I can truthfully say \_\_\_\_\_.

- IV. SAY IT!**
1. The social committee of your company is planning the 30th anniversary celebration of its foundation. They have proposed a day trip in a hot-air balloon for all staff, followed by a dinner party where the balloon is due to land. Think of possible advantages and disadvantages of this idea and discuss it with someone.
  2. You are a member of the social committee and there is someone who does not like the celebration you have proposed. Discuss the matter using the useful expressions for defending an idea.



## LESSON C5

# How to Speak to a Group



## I. WARM-UP

### Vocabulary

Match the words in column A with their meanings in column B.

#### A

1. familiarize
2. precaution
3. destination
4. pull up
5. scenery
6. on behalf of

#### B

- a. the vehicle slows down and stops
- b. doing something for someone
- c. to learn about something and start to understand it
- d. the land, water or plants that you can see around you
- e. an action intended to prevent something dangerous or unpleasant from happening
- f. the place to which the person or thing travels or is sent

## II. DIALOGUE BOX

Hi! I am John from Sunflower Tours. I'd like to welcome you all to Tokyo. Right now, I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. The bus ride to your hotel will just take about 15 minutes so I'd like you to remain seated until we reach our destination. You are not allowed to eat or drink while on the bus. And please be reminded that it is against the law to get drunk in public. We're going to be pulling up to the hotel in just few minutes. Please remain in your seat and enjoy the scenery of the left hand side of the bus until we have come to a complete stop. Double check to make sure your bag has been taken off the bus. On behalf of Sunflower Tours, have a wonderful vacation and I hope to see you tomorrow at the information session.

### Comprehension Check

1. How long does it take from the airport to the hotel?
2. What are the safety precautions enumerated by the tour guide?
3. If you were the guide, where would you take the tourists?



## LESSON C5

# How to Speak to a Group

## III. LANGUAGE BOX

**We use polite phrase when addressing a group of people.**

- Examples:
- Please stay in your seat and keep quiet.
  - I hope you will enjoy your stay here.
  - I wish you a safe and pleasant journey home.
  - It's been a pleasure to meet you.
  - Thank you all for coming.

**We often use 'which' or 'that' to give details to help somebody identify something:**

- Examples:
- This is the only company that received outstanding sales last year.
  - El Nido is a famous company which supplies the best tasting wine.

**'Who' is used to give details that identify a person:**

- Example:
- Mr Smith is the CEO of Farma Distributors who gives emphasis on the importance of benefits to encourage workers to work hard.

**IV. SAY IT! A group of business management students would like to visit your workplace to research about your company. You are given the task of guiding these students around and providing them with the information below:**

- important people in your company
- interesting facts about your company
- do's and don'ts



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# Surviving on the Phone



## I. WARM-UP

### Vocabulary

Try to guess the meaning of the following verb phrase through their contexts.

*get through*

I can't get through the phone. All the lines are busy at the moment.

*going through*

We are going through some problems and the management is finding ways of solving them.

*inconvenience*

We apologize for the inconvenience. We just want to have a bigger area for the customer's lounge.

*sorted out*

The problem on Time Management was sorted out by the HR Manager through seminar presentations.

*look after*

The Vice-president will look after our company while I'm on a business trip.

*estate*

Half of our estate has been donated to the government as part of our charity works.

*drop off*

I can drop you off at the bus station so that you can catch the bus on time.

## II. DIALOGUE BOX

**Travel Agent :** Hello Fly High airlines, how may I help you?

**Josh Manuel :** This is Josh Manuel. I've been trying to get through but it seems your lines are down.

**Travel Agent :** Yes, sorry for the inconvenience, we have been going through some problems with the phone lines. It has been sorted out now. What can I do for you?

**Josh Manuel :** Yes, I want to book a flight for three people to New Zealand outgoing on Thursday morning and returning on Saturday evening. I would like to upgrade to business class, including the meals.

**Travel Agent :** Okay. May I have the names of the passengers?

**Josh Manuel :** Sure. They're Miranda Mclain, Eva Mendez and Josh Manuel.

**Travel Agent :** Sorry, but could you speak more slowly please? I didn't catch their names.

**Josh Manuel :** I'm sorry. Not a problem

# Surviving on the Phone

## Comprehension Check

1. What is the meaning of the phrase "your lines are down"?
2. Why does Josh Manual call?
3. Where is he going?
4. What kind of seat does he want?

## III. LANGUAGE BOX

**Phrasal Verb** – is two or three-part verb. The second part of the verb changes the meaning of the verb.

*Compare:*

I'm giving him an offer.

I'm giving up the job offer.

*Phrasal verbs can be separated when used with a pronoun (him, her, it, them, etc.)*

*We have sorted it out.*

I will drop her off later.

*If a noun is used with this type of phrasal verb, it can come inside or after the verb:*

We have sorted the problem out.

We have sorted out the problem.

I will drop the laundry off later.

I will drop off the laundry later.

*Other phrasal verbs cannot be separated whether used with a pronoun or noun:*

Hang on while I grab my wallet and keys.

Who will look after my estate when I'm gone?

## IV. SAY IT! Role play the situation with the teacher.

You are going to call the travel agency to reconfirm your flight. You are going to ask the time of the flight and its cost.



# Making Order and Checking by Phone



## I. WARM-UP

### Vocabulary

#### A

1. stuff
2. stock
3. shipping
4. terms of payment

#### B

- a. the act or business of a person that ships goods
- b. supply
- c. things
- d. the conditions under which a seller will complete a sale

## II. DIALOGUE BOX

**Loraine :** Bunchy's Best Chocolate in town, Loraine speaking.

**Gian :** Hi, Loraine, this is Gian from Kiddy Candy. How are you?

**Loraine :** Busy. You know what it's like at this time of the year, don't you?

**Gian :** I know. Listen, I'm phoning to order some stuff I need in my store.

**Loraine :** OK! Let me take this down. I suppose you want some belt chocolates, don't you?

**Gian :** Yes, that's right. Send me 10 boxes of belt dark chocolates and 12 boxes of belt milk chocolates if you can.

**Loraine :** No problem, I've got plenty of stocks.

**Gian :** And I'd like to place an order for heart chocolates, 10 large and 8 small.

**Loraine :** OK, but we've only got 6 small boxes and 7 large boxes of heart chocolates at the moment. Would you like the rest later?

**Gian :** No, we'll just take those in stock and forget the rest. Do you have stock of dark chocolates with almonds?

**Loraine :** Can you wait until next time for those? We're a bit low on stock.

**Gian :** OK, but it will be ready for shipping in about two days, won't it?

**Loraine :** Yes, in two days. You should have it there in about a week. It's the usual terms of payments, isn't it?

**Gian :** Yes, the same as always.

**Loraine :** And you're still at the same address aren't you?

**Gian :** Yes.

**Loraine :** Anything else?

**Gian :** That's all for now. Thank you.

### Comprehension Check

1. What are Gian's orders?
2. Are all orders available?
3. When will the dark chocolates be ready for shipping?

# Making Order and Checking by Phone

## III. LANGUAGE BOX

### Tags

Tags

The delivery will arrive on Thursday, won't it?

There isn't supply available, is there?

The use of tag questions: the tag agrees with the tense of the main verb.

Positive beginning, negative tag-

We will deliver the pizza today, won't we?

Negative beginning, positive tag-

She doesn't like pizza, does she?

## IV. SAY IT! Role play the situation.

You want to eat at a new pizza station but you can't leave your little sister alone in the house. So, you call to inquire about their pizza and place an order by phone.



## LESSON D3

# How to Phone Around



## I. WARM-UP

### Vocabulary

#### A

1. to give someone a ring
2. hold on
3. put through
4. pen handy
5. call back
6. expertise

#### B

- a. a special skill or knowledge that is acquired by study, training or practice.
- b. something you use to scribble down notes
- c. to keep a telephone connection open by not hanging up a receiver.
- d. to call someone; to phone someone
- e. to telephone someone again or return for a telephone call that they have made to you.
- f. to make the connection that allows the caller to speak to the person they are phoning.

## II. DIALOGUE BOX

**Rama** : National Health Association. Can I help you?

**Caira** : I would like to talk to the Head of Health Department, please?

**Rama** : Just a second, I'm putting you through now.

**Maia** : Health Department. Good morning.

**Caira** : Good morning. My name is Angela Brown from L and G Company. I was directed here by your PR Department. I'm organizing a conference about health and safety at work in Cebu branch at the end of this month. And I'm trying to find a person with expertise of health awareness at work.

**Maia** : Well, you've got the right department and I think we can help you but you should probably speak to Jess Clark, she often gives talks on conferences.

**Maia** : Hold on for a moment. I'll see if she's available.

**Caira** : Take your time.

**Maia** : I'm afraid she's not here. Do you have a pen handy? I'll give her direct number. So you can call her back.

**Caira** : Oh! That would be fine. What will be the best time to give her a ring?

**Maia** : The best time would be around 8:00 am.

**Caira** : Thank you. Have a nice day!

# How to Phone Around

## Comprehension Check

1. Why is Caira looking for the head of Health Department?
2. Who does Maia recommended?
3. What is the best time to give the speaker a ring?

## III. LANGUAGE BOX

**The verbs telephone, call, ring, and phone do not use the preposition to.**

Example:

He phoned to Tom last night. (X)

He phoned Tom last night.

I'll call to Jays and ask her out for dinner. (X)

I'll call Jays and ask her out for dinner.

The security rings to the Head Guard to warn him about the strangers who barge in during the conference. (X)

The security rings the Head Guard to warn him about the strangers who barge in during the conference.

## IV. SAY IT! Role-play with your teacher

*How would you tell someone on the phone if you liked to talk to a manager of a certain office?  
How would you tell someone on the phone if you like him / her to wait?*





## LESSON D4

# Discussing Documents on the Phone



## I. WARM-UP

### Vocabulary

**Match the words in column A with their meanings in column B.**

#### A

1. catalog
2. bold
3. font
4. column
5. logo
6. order form

#### B

- a. a set of characters of the same style and size
- b. a form to use when placing an order
- c. a list of things, such as the goods you can buy from a particular company.
- d. a special design or font a company uses on its products, notepaper, or advertisements
- e. a vertical row or list
- f. lines or designs drawn in a clear, strong way.

## II. DIALOGUE BOX

**Joe :** Joe speaking

**Lou :** Hi there Joe. This is Lou. I'm phoning about the order form. Have you had a chance to look at it? I'm thinking of making little changes.

**Joe :** I did it this morning. All right. Go ahead!

**Lou :** Well, in the words "Lou's Express", the font is a bit too big. Make it a little smaller. And the logo of our store I think it would look much better on the top left-hand corner.

**Joe :** OK. It would save space too.

**Lou :** Just one more thing. Can you see the last two columns in the order form on the right-hand side of the paper?

**Joe :** Page number.... Catalog code....

**Lou :** Yes. Just have it bold font. I'm sorry if I've given you a lot of work

**Joe :** No, that's fine. You've been a great help.

### Comprehension Check

1. What are the changes that Lou wanted for the order form?
2. How would the changes of the logo help the order form?

# Discussing Documents on the Phone

## III. LANGUAGE BOX

**The following prepositions are used to refer to a place in a document.**

- in**      *the picture*  
             *the third line*  
             *the fourth paragraph*  
             *the right hand corner*
- on**      *page 5*  
             *the other side of the page*
- at**      *the top of the page*  
             *the beginning of paragraph five*  
             *the end of the second line*

Examples:

- o At the bottom of the page I wrote a note for you.
- o In the diagram you can see the sales of the newly-launched product.
- o On page 3 you can see the breakdown of the expenses

## IV. SAY IT! Role-play with your teacher

You're a manager of a new supermarket in town. You don't like the design of your business card. Make changes or correct some things about the card through calling the person who designed the card.

*Follow up questions:*

1. Have you ever made changes of certain documents?
2. How do you check documents before you print or send them?



## LESSON D5

# Complaining on the Phone



## I. WARM-UP

### Vocabulary

Match the words in column A with their meanings in column B.

#### A

1. annoy
2. invoice
3. elaborate
4. modify
5. courier
6. apology
7. delay

#### B

- a. a person who is paid to take letters and parcels directly from one place to another
- b. to put off action
- c. to change slightly, often in order to improve it
- d. is something that you say or write in order to tell someone you are sorry that you have hurt them or caused trouble for them.
- e. to add details to; to expand
- f. is a document that lists goods and services that you have received, and says how much money you owe someone.
- g. to make someone angry and impatient

## II. DIALOGUE BOX

**Company Secretary :** Good morning. Quickpost service.

**Customer :** My name is John Smith. I'm calling about a delayed delivery.

**Company Secretary :** I'm sorry to hear that. Could you give me your company name and elaborate the details please?

**Customer :** World Finance Incorporated. We asked your express delivery service that the documents need to be sent before 10:00 am but it arrived at 3:00 pm. As a result our client was very annoyed.

**Company Secretary :** We have obviously made a mistake. My apologies. We will figure out the reason behind the delay.

**Customer :** This is not the first time we have had problems with your company. I'll be making a formal complaint about this. If this happens again we will have to look for another courier who can guarantee a better service.

**Company Secretary :** My apologies again. We will of course modify the invoice for this delivery and speak to the manager about this problem.

**Customer :** Well, thank you.

# Complaining on the Phone

## Comprehension Check

1. What is the customer's complaint?
2. From what company is the customer working for?
3. If you were the manager of the company, how will you settle this problem?

## III. LANGUAGE BOX

**Using ever and never to express strong feelings about a positive or negative situation.**

### **Positive:**

*I've never had such a wonderful vacation!*

*This is the most informative workshop I have ever had!*

### **Negative:**

*I've never had such a poor service before!*

*This is the longest meeting I have ever attended.*

## IV. SAY IT! **Role-play with your teacher.**

You ordered a beauty product. It has been 2 months since you placed the order, but the product hasn't been delivered yet. You are calling to complain about the delay of the product and to cancel order.



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# Starting an Email



## I. WARM-UP

### Vocabulary

Complete the sentences using the words in the box.

expertise  
lease

advised  
appointment

reference  
designed

1. His \_\_\_\_\_ in sales has greatly helped our company's economic status.
2. A client has to call to make an \_\_\_\_\_ with the CEO.
3. The HR \_\_\_\_\_ the new employee to resign due to his poor work performance.
4. They plan to \_\_\_\_\_ a bigger building since their employees are increasing in numbers.
5. Our engineers \_\_\_\_\_ a project which is beneficial to the masses.
6. Please make sure to give everyone a copy of our company manual for future \_\_\_\_\_.

## II. DIALOGUE BOX

Read the email below and fill the subject line.

 <b>Send</b>	To...	
	Cc...	
	Account ▾	Subject:

Subject \_\_\_\_\_

Dear Ms. Dominique Brown,  
I have heard from Angela that you have designed many offices and have been advised to contact you. The pictures that Angela showed me during our last meeting clearly show that you have the expertise in designing offices.

We are planning to open a new office branch in San Diego, California. As of the moment, the building that we have leased is very plain. Our CEO is asking me to find a designer for it. With reference to Angela's information about you, I would like to ask you to be the designer of our new office. I understand that you are quite busy with your schedule. I'd be happy to have an appointment whenever is most convenient for you. Please let me know when I can meet you through confirming this email. I look forward to hearing from you.

Yours sincerely,

Reese Green  
Office Manager, Ross Marketing  
Tel: 0501 3652961

# Starting an Email

## Comprehension Check

1. What is the purpose of the email?  
*To ask someone design a flat for a colleague's birthday party*  
*To invite a colleague for an out-of-town activities*  
*To ask someone to design a new office branch*
2. Which title best fits the subject line?  
*Office Design- new branch (San Diego)*  
*Design a flat- Angela's birthday*  
*Out-of- town- San Diego, California*

## III. LANGUAGE BOX

### **How to start ....**

*Thank you for sending us the requested information about our organization.*  
*I have been advised to contact you regarding our previous orders.*

### **New Information**

As you may be aware of...  
 We're hoping to...

### **Action**

I would be grateful if you could give us the detail as soon as possible.  
 Please let me know if you can't make the delivery.

### **How to end**

Thank you again for your help  
 We hope to hear from you soon.  
 I'm looking forward to doing business with you again.

## IV. SAY IT!

If you have to write an email for the first time, to whom will you address it?  
 What's the purpose of your email?  
 What kind of first time emails do you receive?





# Writing a Formal Email



## I. WARM-UP *Vocabulary*

**Read the words/phrases and their definition. Try to explain them using your own words. Finally, Make your own sentences using the words/phrases.**

1. draw someone's attention to someone or something – to attract someone to notice or focus on someone or something
2. unsatisfactory – it is not good as it should be, and cannot be considered acceptable
3. notify – to officially inform
4. grateful – appreciative of benefits received; thankful
5. oblige – doing something necessarily because of a certain situation, rule or law
6. foolproof – never – failing

## II. DIALOGUE BOX

 Send	To...	
	Cc...	
	Account ▾ Subject:	

Dear Mr. Fukoka,

I am writing to draw your attention to the technical problems that we have been experiencing with your software. We have called your office several times already, and I find it most unsatisfactory that we have not been notified of the reason for the said problem.  
I would be grateful if you would offer me an explanation and assure me that this problem will not arise again.

If I do not hear from you, I regret to inform you that I will be obliged to find another type of software that is foolproof.

Always,

Peter Mitchell  
Marketing Manager Speakspeak International  
New York



# Writing a Formal Email

## Comprehension Check

1. What does Peter Mitchell write to Mr. Fukoka?
2. What action does he want from the other party?
3. What action would Peter Mitchell make if he will not receive any reply?

## III. LANGUAGE BOX

### How to write a formal email

#### A. use a formal vocabulary

*I am afraid I will find another type of software that is foolproof.*

*Not: I'm sorry I will find another type of software that is foolproof.*

#### B. use fewer phrasal verbs

*If any problems arise...*

*Not : If any problems come up...*

#### C. do not contract the verb forms

*I am writing to inform you...*

*Not : I'm writing to inform you...*

#### D: use the passives

*The stocks will be sent next week.*

*Not : We will send the stocks next week.*

## IV. SAY IT! Using the expression in Language Box, write this email in a more appropriate style. Invent any extra information you need.

*Hi there Xavier*

*I'm writing to you about the orders I made last month. You said that they would arrive a week after we made the order but we haven't received them. I'm sad that nobody called to tell us why the orders have been delayed for this long.*

*I would be happy if you could give me a call and explain why such thing happened.*

*If not, I will be forced to cancel my order and get my pay back.*

*Alicia*



# Writing an Informal Email



## I. WARM-UP

### Vocabulary

**Match the words in Column A with their meanings in Column B.**

#### A

1. off
2. memos
3. away
4. post
5. points

#### B

- a. refers to letters or parcels that are delivered to you
- b. a detail, aspect, or quality of something or someone
- c. not in the place where people expect you to be
- d. a short official note that is written from one person to another within the same company or organization
- e. in absence from work, service, a job, etc.

## II. DIALOGUE BOX

	To...	"Darren Thoren" <darren.thornten@odt.com>
	Cc...	"Hallwell, Tanya" <tanya.hallwell@odt.com>
	Subject:	Subject: Holiday
Account ▾		

Hey Darren,

How was the holiday? I'll already be away on mine when you get this! I'm off to Sunny Florida. :-)

This is just a note telling you that all the information updating you on the last couple of weeks is with Tanya. She's collected memos and post for you and also a list of important points from me.

Hope you had a great time. I can't wait to get away myself!

Speak to you when I get back, as I won't be checking my emails while I'm gone.

See ya!

Always

Jina

# Writing an Informal Email

## Comprehension Check

1. Where will Jina go on a holiday?
2. Why does the sender write a note to Darren?

## III. LANGUAGE BOX

### **You can often omit, I'm and It's in a friendly email:**

- Will call you tomorrow after lunch.
- Pleased to hear you got back safely.

### **Sometimes you can omit the verb clause completely:**

- Speak to you when I get back.
- Great night last night.

### **In most cases the words that can also be omitted:**

- Just to let you know (...) I'm thinking about your proposal.
- Sorry to say (...) you're leaving the company.

## IV. SAY IT!

Write an email to Sarah, a Filipino friend you are hoping to meet at the World English Conference you are in charge of next month. You are enclosing the conference information and you want to meet one night for dinner.



# Writing Assertive Emails



## I. WARM-UP

### Vocabulary

**Match the words in column A with their meanings in column B.**

#### A

1. rectify
2. alternative
3. look forward
4. allocate
5. legal action

#### B

- a. to set apart for a particular purpose
- b. expect or hope for
- c. one party prosecutes another for a wrong done or for protection of a right or prevention of a wrong.
- d. to make, put, or set right
- e. a possible or remaining course or choice

## II. DIALOGUE BOX

Dear Jina,

I feel I should make you aware of the problem, being that one of your employees use the parking spaces allocated for our office. This has resulted in the delay of jobs being completed due to the fact we have to find an alternative parking area.

If immediate steps are not taken to rectify the situation, we will be forced to consider legal action.

I look forward to hearing from you at your earliest convenience.

Sincerely,

Xavier

### Comprehension Check

1. What problem does Xavier mention in his letter?
2. What action will the sender take if the problem is not rectified?

# Writing Assertive Emails

## III. LANGUAGE BOX

### A. Getting the recipients attention

1. I am writing to remind you that...
2. I feel you should be made aware of...
3. I would like to point out that...

### B. Making the consequences of the problem clear

1. This has resulted in...
2. This has led to...
3. This has caused...
4. As a consequence / result of this...

### C. Making clear what the consequences will be if there is no action

1. If immediate steps are not taken to rectify the situation, we will be forced to consider legal situation.
2. Unless we receive the parts by Friday, it will be necessary to contact another agent.
3. Please send us an assurance that this will not happen again, otherwise we will have no option but to cancel the contract.

## IV. SAY IT!

A. Which sentences do you think are assertive, and which are aggressive? What's the difference?

- Take your car out of our park and don't put it there again!
- Please send me a full refund, and erase my name from your costumer's list.
- The clients are questioning the quality of your work.
- I'd like to point out that as an employee, we have to be cognizant of our work responsibilities.
- Please send us assurances that this will not happen again

B. Write an email to the manager of a computer store where you purchase your new LCD desktop computers. The screen is blurry and the sound is not clear. Tell them what actions you want them to take.



# Writing Like a Native Speaker of English



## I. WARM-UP

### Vocabulary

**Emails** – especially those from native speakers of English – can contain a lot of acronyms and abbreviations. How many do you know? If you have trouble finding the answers, look at the clues below.

- |              |               |
|--------------|---------------|
| 1. Thx _____ | 7. Rgds _____ |
| 2. Tia _____ | 8. BTW _____  |
| 3. Re _____  | 9. Fwd _____  |
| 4. FAQ _____ | 10. REQ _____ |
| 5. CU _____  | 11. IMO _____ |
| 6. FYI _____ | 12. ATB _____ |

Clues:

1. You write this to someone who has helped you.
2. You write this to someone who is going to help you.
3. This is used in the subject line and in the body of an email and means "about".
4. You see this on websites to give more information on the typical things people ask about.
5. You write this at the end of your email.
6. You write this to show no reply is necessary.
7. This is the short form of a common close.
8. You write this when you want to give some additional information.
9. You do this when you send the same email on to another colleague.
10. You write this when you want someone to do something for you.
11. You write this when you say what you think
12. You write this as a close, to wish someone well.

## II. DIALOGUE BOX

Hi all

I'd like you to send me the figures from the last quarter first thing tomorrow morning. Pls let me know if you have a problem with this deadline.

Pascal: Have you coordinated your team & their results yet? Can you send the report to me by Thurs 4th?

Babs: Have you finished your sales report yet? By Tues 2nd June Pls.

Thilo: Have you contacted Hungary about the new account details? Gerry needs this info asap.

Please reply asap.

Best wishes,

Simon

# Writing Like a Native Speaker of English

## Comprehension Check

1. What tasks would Simon like Pascal, Babs, and Thilo to do?
2. What do you think is the working relationship between the four colleagues?

## III. LANGUAGE BOX

Abbreviations and acronyms are used to make messages short and also eliminate articles, pronouns, or auxiliary verbs. Check the sentences below and write the complete sentence in the blank provided.

1. I have a meeting tmrw at noon, fyi.  
\_\_\_\_\_.
2. Looking fwd to meeting you soon.  
\_\_\_\_\_.
3. Tia for the gift.  
\_\_\_\_\_.
4. Will get back to you later with the update info.  
\_\_\_\_\_.
5. Pls send me the update re our agenda last week  
\_\_\_\_\_.
6. Got any news re your job application?  
\_\_\_\_\_.
7. No info on the party this w/e. Hope to hear sth from the organizers.  
\_\_\_\_\_.

## IV. SAY IT! Rewrite the email just like native English speakers do.

The image shows a simplified email composition window. It has a blue header bar. Below it, there are four input fields: 'To...', 'Cc...', 'Subject:', and a 'Send' button with a paper plane icon. There is also an 'Account' dropdown menu.

Hi Thomas

First of all, it's fantastic to hear the news about your new job – congratulations. I am really pleased for you.

I am just emailing to say thank you for getting back to me so soon with the agenda for next Tuesday. I am glad to say I can make the whole meeting after all, so I'll be joining you for lunch.

I just want to let you know that my plane gets in at half nine, so is there any way you can get someone to pick me up?

And do you think you could send me the names of who else will be there when you have a moment?

Thank you for everything. I am looking forward to seeing you.

All the best,

Maurice

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