

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ**  
**ХАРКІВСЬКИЙ НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ**  
**МІСЬКОГО ГОСПОДАРСТВА імені О. М. БЕКЕТОВА**

**МЕТОДИЧНІ ВКАЗІВКИ**  
**ДЛЯ ОРГАНІЗАЦІЇ ПРАКТИЧНОЇ ТА САМОСТІЙНОЇ РОБОТИ**  
**З ДИСЦИПЛІНИ**  
**«ДІЛОВА ІНОЗЕМНА МОВА»**  
**(АНГЛІЙСЬКА МОВА)**  
*(для студентів 5 курсу заочної форм навчання спеціальності*  
*7.08010105 «Геоінформаційні системи та технології»)*

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Методичні вказівки для організації практичної та самостійної роботи з дисципліни «Ділова іноземна мова» (англійська мова) для студентів 5 курсу заочної форми навчання спеціальності 7.08010105 «Геоінформаційні системи і технології»/ Харк. нац. ун-т міськ. госп-ва ім. О. М. Бекетова; уклад.: А. М. Крохмаль.– Х.: ХНУМГ, 2014. – 48 с.

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Методичні вказівки призначені для організації практичної та самостійної роботи студентів згідно із затвердженою робочою програмою навчальної дисципліни «Ділова іноземна мова», укладеною відповідно освітньо-кваліфікаційним вимогам до знань і вмінь студентів на пряму підготовки «Геоінформаційні системи і технології».

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Рекомендовано кафедрою іноземних мов,  
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## Introduction

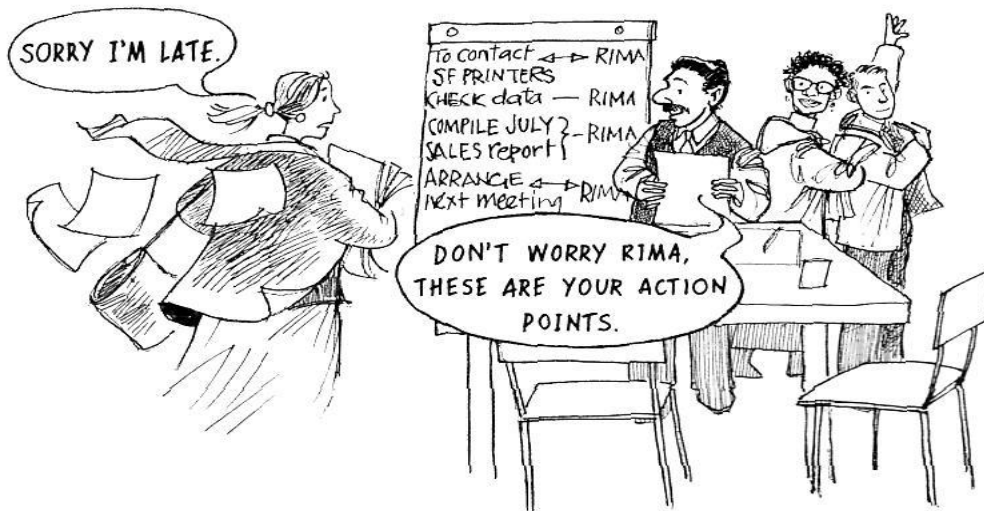
The tasks are designed for students studying English for specific purposes (ESP). There are four units which are expected to be covered during about 18 classroom hours. It is assumed that the students doing the tasks get detailed up-to-date information of using business English to play a role at work and in the community. It is also expected that the students doing these tasks have the knowledge of and ability to use English up to intermediate and upper intermediate levels.

The tasks are based on the authentic texts concerning specifically business English. The units focus on the topics such as Meeting, Presentations, E-mailing etc.

The presented educational materials and the choice of tasks are supposed to provide practice in using the professional lexis, in reading and comprehending the specific information, also to give a reasonable motivation for mastering the basics of business English.

Words and phrases unique to the vocabulary of business English are italicized and defined as they are introduced.

## Unit 1 Meetings (A)



### Some useful phrases.

I'm trying to arrange a meeting for next week.

Can you make Thursday afternoon?

I don't think we need more than two hours.

I've booked the conference room for 2 o'clock.

I'll send you my draft proposals by Monday midday.

Who would like to take the minutes?

I'd like to leave item three until the next meeting.

What are your thoughts on this?

I'd like to make a point.

Of the fifty people I asked, only one did not agree with the idea.

Does everyone agree?

We made a very good case for changing the system.

Unfortunately they rejected nearly all of our proposals.

Only one of our proposals was accepted.

Here are the main points covered during the meeting.

I've attached the draft minutes of the meeting.

Please check if I have left anything out.

These are your action points.

### Dialogues 1

#### Setting up a meeting (by phone)

**A:** Hi, Anna; I'm trying to arrange a meeting for next week. Can you make Tuesday or Thursday afternoon?

**B:** Tuesday would be fine. What time?

**A:** What about 3 o'clock? I don't think we need more than two hours.

**B:** I agree. **Is Juan coming, by the way?**

**A:** I hope so - but I haven't asked him yet.

### **Postponing a meeting (by phone)**

**A:** Hello again. I hope this won't cause you any problems, but I've just spoken to Juan and he can't make Tuesday. Could we make it Thursday instead?

**B:** Just a moment. I'll just check my diary. Right, I've got another meeting on Thursday but **it should be finished by 3:15**. But, could we meet at 3:30 **just in case the meeting overruns?** **A:** Of course. I know Juan will be pleased because **he didn't want to miss the meeting.**

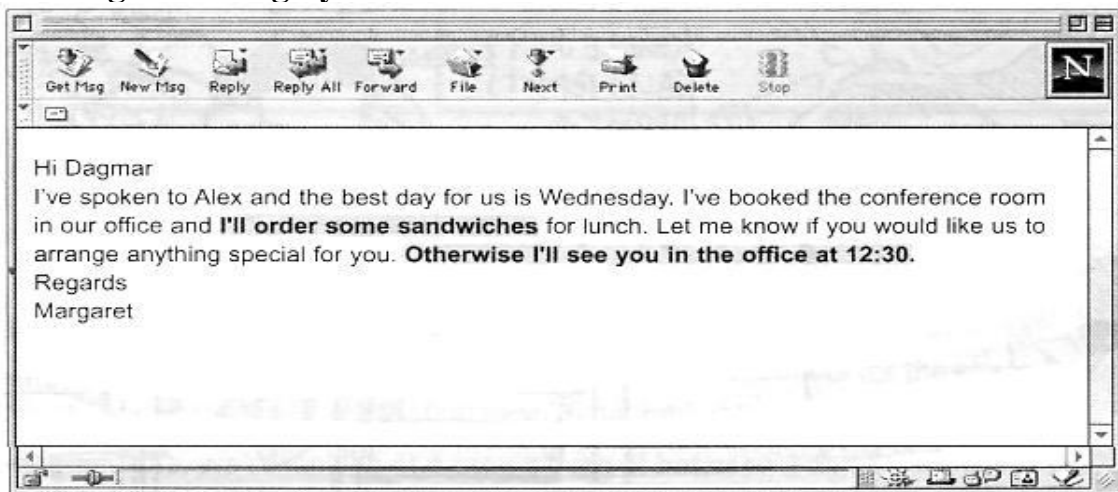
**B:** Fine. See you on Thursday afternoon. I'll send you my draft proposals by Monday midday. **A:** Thanks Anna. Bye.

### **Setting up a meeting (a voicemail message)**

**A:** I'm sorry I can't take your call at the moment. Please leave your message after the tone and I'll get back to you as soon as I can.

**B:** Hello, Margaret, it's Dagmar here. **I'd like to come over to Poznan next week** to see you and Alex. There are some things we need to discuss relating to the arrangements for the conference. **Any day next week except Friday would suit me. Could you check with Alex and get back to me?** I think we'll need about three hours. Look forward to hearing from you.

### **Confirming a meeting by email**



### **Notes**

***I'm trying to arrange a meeting for...***

Note the use of *for*.

*... for next month.*

*... for next year.*

*... for the project group.*

***Can you make Tuesday?***

This means *Can you come on Tuesday?*

Note the different uses of *make*:

*Could we make it Thursday instead?*

*I could make it at 2 p.m.*

*I can't make the meeting.*

***Is Juan coming, by the way?***

Use *by the way* to ask for additional information:

*By the way, is anyone else coming?*

*Who else is coming, by the way?*

We can also use *happen to*:

*Do you happen to know if Juan is coming?*

***...it should be finished by 3:15.***

Note that times can be said in two ways:

*3:15 (a quarter past three or three fifteen)*

*3:20 (twenty past three or three twenty)*

*3:30 (half past three or three thirty)*

*3:45 (a quarter to four or three forty-five)*

*by 3:15* means that it could finish earlier

Compare:

*at 3 o'clock* (exactly 3 o'clock)

*at around 3 o'clock* (maybe a little earlier or later than 3 o'clock)

Note that *half three* in informal British English is 3:30.

***...just in case the meeting overruns.***

Another way of saying:

*Just in case it doesn't finish on time.*

***...he didn't want to miss the meeting.***

Note that *miss* has two meanings:

*Unfortunately I had to miss the meeting.*

*I'm sorry I missed you earlier.*

Compare with:

*Juan is a very important member of the team -we really miss him when he is away.*

***I'd like to come over to Poznan next week ...***

*come over* means travel from one place to another.

*I'm thinking of coming over to visit.*

*You must come over and see the new office.*

***Any day next week except Friday would suit me.***

*Any day* leaves the options open. The writer could have said:

*I'm free every day next week except Friday.*

*That suits me* means That's a good time for me.

***Could you check with Alex and get back to me?***

*get back to me* leaves the method of communication open; the contact could be by phone, e-mail or letter.

***... I'll order some sandwiches...***

Ordering sandwiches for a business lunch is not appropriate in all cultures! Some other useful lunch phrases:

*Would you prefer to eat out?*

*Is there anything you don't eat?*

*Are you a vegetarian?*

*We can have a working lunch.*

*We often do business over lunch.*

***Otherwise I'll see you in the office at 12:30.***

In this example, *otherwise* means *if I don't hear from you*.

**British/American differences**

<b>British</b>	<b>American</b>
Differences in time: <i>a quarter past three</i> or <i>three fifteen</i> <i>a quarter to four</i> or <i>three forty-five</i>	also: <i>a quarter after three</i>  also: <i>a quarter of four</i>
Differences in dates: British - 1/11/03 = 1 November 2003 ( <i>the first of November, two thousand and three</i> )	American - 1/11/03 = January 11, 2003 ( <i>January eleventh, two thousand three</i> )

**Meetings (B)**

**Dialogues 2**

**Working through an agenda**

**A:** Has everyone got a copy of the agenda? Lee, **could you take the minutes, please?**

**B:** No problem.

**A:** Thanks. So, let's start. As we're rather short of time today, **I'd like to leave item four until the next meeting.** Is that OK with everyone?

**B:** That's fine with me.

**A:** Good, so **can we look at item one?** That's John's proposal that future department team meetings should be held away from the office. **What are your thoughts on this?**

### Reporting back to a meeting

**A:** John, could you give us your report?

**B:** Certainly. As you know, **I was asked to find out what the people in my department thought** about arranging more meetings away from the office. I found that most of my staff were opposed to the idea. **The majority feeling was** that they would prefer to organise meetings in this building.

**A:** That's interesting. Sandra, what did you find out?

**C:** Quite the opposite. In my department, **of the fifty people I asked, only five** did not like the idea of having meetings away from the office.

### Reaching an agreement

**A:** I think we should abandon the idea altogether. Does **everyone agree?**

**B:** Not really. I think we need to send a questionnaire to all the staff so we can find out exactly what they think.

**C:** **Is that really necessary?** You've heard what John and Sandra have said - there are so many different views. It's not worth it.

**A:** **I suppose you're right.** It just seemed like a good idea to me.

**B:** It is a good idea. Perhaps we could look at it again next year.

### Making a point

**A:** **The other point I want to make** is that we need to be informed about the dates of meetings well in advance. I was told about the date of this meeting very late and that caused me a lot of problems. Some people were not able to come at all. **We really must avoid this in the future.** Communication is very bad in this company.

**B:** **That's not true.** Some people simply do not read their messages. The date was set three weeks ago and everyone was told then.

### Notes

*... could you take the minutes, please?*

The *minutes* are the written record of what is discussed during a meeting.

The *agenda* is the list of items discussed in a meeting.

Minutes are *taken* during a meeting.

The minutes of a meeting can be *written up* and *approved*.

*...I'd like to leave item four until the next meeting.*

We usually talk about *items* or *points* on an agenda.

*... can we look at item one?*

Note that we can look *at* an item on the agenda. Some other useful verbs and prepositions:

*Let's move on to item two on the agenda.*

*Can we go through the minutes?*

*We need to vote on it.*



***What are your thoughts on this?***

Asking for opinions:

*How do you feel about this?*

*What do you think?*

*I'd like to hear everyone's opinion.*

***...I was asked to find out what the people in my department thought...***

Reporting back:

*It was my job to find out about...*

*You asked me to find out about...*

*I've talked to the office staff and the general opinion is...*

***The majority feeling was ...***

Majority opinions:

*Most people are in favour of the change.*

*The majority opinion is in favour.*

Minority opinions:

*Not many people agree with the idea.*

*The minority opinion is against it.*

***... of the fifty people I asked, only five ...***

More numbers and percentages:

*One in fifty agreed with the idea.*

*Two in three are against it.*

*Nearly 100 per cent of the staff replied to the questionnaire.*

*A quarter/Half/Three quarters of the staff were in favour.*

***Does everyone agree?***

Ways to find out if there is agreement:

*Are we all in agreement?*

*Do you have the same opinion?*

*Does anyone disagree?*

***Is that really necessary?***

*really* is used more in spoken English to emphasise what you are saying:

*Are you really sure?*

*Is he really leaving the company?*

*They really don't want to leave the office.*

***I suppose you're right.***

The speaker uses *suppose* to admit that the other speaker is, in fact, right.

***The other point I want to make ...***

Some alternative expressions:

*I'd like to make another point.*

*Just one other point...*  
*I'd like to make one final point.*

***We really must avoid this in the future.***

Making a strong statement:

*It's vital that we avoid this in the future.*

*It's essential that we make changes.*

*It's crucial that people should read their messages.*

***That's not true.***

Note that this is a very direct statement and could be considered impolite. Less direct alternatives:

*I'm sorry, but I don't agree.*

*I don't think that's true.*

*I'm not sure that's true.*

*Is that really true?*

### **British/American differences**

<b>British</b>	<b>American</b>
<i>favour</i>	<i>favor</i>
<i>emphasise</i>	<i>emphasize</i>

### **Meetings (C)**

#### **Dialogues 3**

##### **A follow-up phone call (1)**

**A:** Hi, Kitty. **I'm just phoning to let you know** what happened in the meeting.

**B:** Thanks. So how did it go?

**A:** **Bad news I'm afraid.** They rejected all of our proposals to change suppliers to AKK. Some of the managers agreed that we needed to change but Anton Trofimov persuaded them to leave things as they are.

**B:** So **what reasons did he give?**

**A:** Anton said he thought that the current arrangements were 'good enough' and finally everyone else agreed with him.

**B:** I don't believe it. How can they be so **short-sighted?**

##### **A follow-up phone call (2)**

**A:** Hello again, Kitty. **I thought I should let you know immediately** that **Anton has been having second thoughts.** He's been through the figures which I presented at the meeting again and **he now thinks we've made a good case** for moving our business over to AKK.

**B:** Do you want me to do anything?

**A:** No, but thanks for offering. Anton would like me to provide some more information about AKK at another meeting to be held next week. **I'll call you tomorrow so we can discuss details then.**

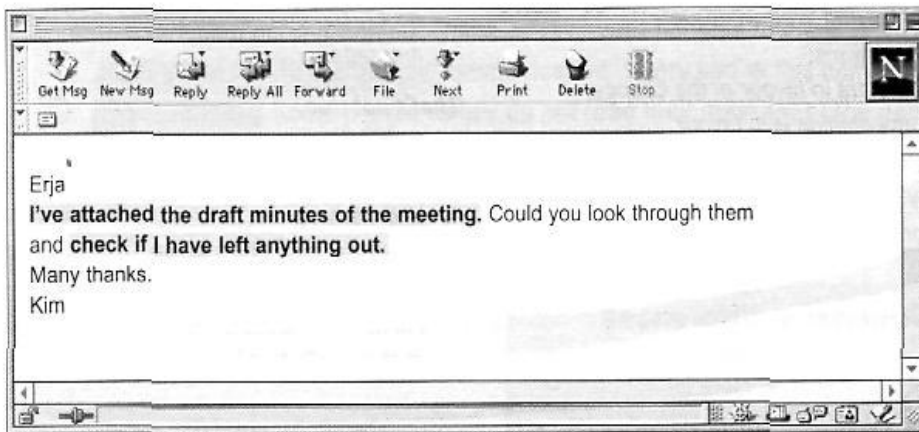
**B:** Fine. Speak to you then.

## Action points (on a dictaphone)

Here are the main points covered during the meeting on February 14th and action to be taken.

- Jaroslav to produce a questionnaire to find out how the staff would like to spend the 'New Year bonus'.
- Juliet to research costs for proposed building project.
- Winston to look into improving our security systems.
- Tree planting project - **no decision made**. Leave until the next meeting. The next meeting will be on March 3rd.

## Sending minutes by email



## Notes

*I'm just phoning to let you know...*

Announcing the reason for a call:

*I'm just phoning to say thank you for doing the minutes.*

*I'm just calling to remind you about next week's meeting.*

***Bad news I'm afraid.***

The speaker says *bad news* at the beginning of the sentence for emphasis. He could also have said;

*I'm afraid I have some bad news.*

Other examples:

*Good news, I'm happy to say.*

*I'm happy to say I have some good news.*

***... what reasons did he give?***

Note the use of *give*:

*to give a reason/reasons*

*to give an explanation/explanations*

***... short-sighted.***

When you only think about the present, not the future.

***I thought I should let you know immediately...***

You can also say *I wanted to* instead of *I thought* in this situation:  
*I wanted to let you know what happened.*

***... Anton has been having second thoughts.***

*to have second thoughts* means to change your opinion after you have thought about it again.

*Are you having second thoughts?*

*On second thoughts, I'd like to accept the proposal.*

***...he now thinks we've made a good case ...***

The speaker uses the word *now* to show that he has changed his mind.

***I'll call you tomorrow so we can discuss details then.***

*I will call* is usually reduced to *I'll call* in spoken English. It implies a promise/a firm arrangement:

*I'll let you know.*

*I'll send you a message.*

*I'll organise it, etc.*

***Here are the main points ...***

We can start the memo with *Here are ...* or simply use the following:

*The main points.*

*Action points.*

***Jaroslav to produce a questionnaire ...***

Note the use of the infinitive *to* in these statements. This is very common when writing informal action points from a meeting:

*Juliet to research costs for the proposed building project.*

*Winston to look into improving our security systems.*

***... for proposed building project.***

Note how the article *the* (for the proposed project) can be left out when the memo is in note form.

***...no decision made.***

No decision was made.

Auxiliary verbs (*was* in this example) can be left out when you write/speak in note form.

***I've attached the draft minutes of the meeting.***

Alternatives:

*The draft minutes are attached.*

*Herewith the draft minutes, /more formal!*

Drafts can be *first drafts*, *rough drafts* or *final drafts*.

... *check if I have left anything out.*

Other possibilities:

*Let me know if I have forgotten anything.*

*Check if I have made any mistakes.*

### British/American differences

British	American
<i>Bad news I'm afraid.</i>	<i>There's bad news.</i> (Also used in British English.)
<i>On second thoughts...</i>	<i>On second thought...</i>

### Meetings (D)

#### Practice

**1 Complete the sentences using the verbs from the box below. Use each verb once only.**

arrange	cover	miss	cause	
give	report	happen	make leave	abandon

EXAMPLE: I'd like to ... *arrange*..... a meeting for next week.

- a Can you.....the meeting on Tuesday?
- b I hope that the changed time won't.....you any problems.
- c I must hurry. I don't want to.....the meeting.
- d Do you.....to know if Motoko is going to be there?
- e I don't like it all. We should.....the idea.
- f Let's.....discussion on this point until the next meeting.
- g I'll talk to the staff and.....back to you next week.
- h Did Tonya.....a reason why she couldn't attend?
- i We have a lot of things to.....in this meeting,

**2 Complete the sentences with one of the alternatives.**

EXAMPLE: I'm phoning to ...*let*.....you know what happened.

- a Who is going to.....the minutes?
- b Could you.....us when you know the answer.
- c I'd like to.....a point.
- d We need to.....a date for the meeting.
- e We.....a good case for changing the system.
- f Are you.....second thoughts about the proposal?

let/explain  
make/take  
tell/say  
make/remind  
take/set  
made/took

having/taking

- g All of our proposals were.....  
disagreed/rejected

**3 Complete the sentences with a preposition.**

EXAMPLE: The meeting should be finished . . .*by*..... 3 p.m.

- a I booked the room.....1 p.m.

- b I'll see you.....Thursday at 11 o'clock.
- c I'd like to hear everyone's thoughts.....the proposal.
- d .....the ten people I asked, only one was against the idea.
- e It seems like a good idea.....me.
- f Can we move.....to the next item.....the agenda?
- g Most of the participants were.....favour of the suggestion.
- h One.....twenty of the staff are unhappy with working conditions.
- i Could you look.....the minutes and let me know if I've forgotten anything.
- j I hope I haven't left anything.....

**4 Write what you would say in these situations. Refer to the dialogues and notes.**

EXAMPLE: Check that everyone has a copy of the agenda.

Has everyone .....got a copy of the agenda.....?

a Suggest leaving the next item on the agenda until the next meeting.

I'd like .....

b Ask if everyone agrees that date of the next meeting should be changed.

Does everyone .....

c Ask Fiona if she is going to attend the next meeting.

Are you .....

d Call a colleague to tell him/her what happened in the meeting.

I'm just phoning .....

e Tell a colleague that you are sending the agenda as an email attachment.

I've.....

f Say that you have one more point to make.

Just.....

g Ask what people think about the idea.

What.....?

**5 Match the two parts of the sentences.**

1 I'd like to leave point three

a are in favour of the changes.

2 The majority feeling

b and we can discuss details then.

3 You've all heard

c is that people want to work shorter

hours.

4 Very few people

d I'll expect to see you at 2 p.m.

5 Bad news

e what Maria has said about this.

6 I'll call you tomorrow

f until the next meeting.

7 Could you check the dates

g suits me.

8 If I don't hear from you,

h I'm afraid.

9 Any day except Thursday

i and get back to me.

1	2	3	4	5	6	7	8	9
f								

**6 Complete the sentences with words taken from the dialogues. The first letter of each word is provided.**

- a. The
- b. Can we look at the first
- c. Is it
- d. *I'd like to leave point two*
- e. Can we go
- f. I can meet any day next week
- g. Does Tuesday
- m.....of the staff were in favour.
- i.....on the agenda?
- n.....to send an agenda beforehand?
- u..*ntil*.....the *next meeting*.
- t.....the report now?
- e.....Monday.
- s.....you?

**7 Complete the sentences with a form of the verb in brackets. Refer to the dialogues and notes.**

EXAMPLE: Hi, John. I .. *'m trying*..... (try) to arrange a meeting for next week.

- a I hope it.....{not cause) you any problems if we postpone the meeting.
- b I.....(order) some sandwiches for lunch.
- c I'm sorry I.....(miss) the last meeting.
- d I.....(see) you in the conference room at 3 p.m.
- e .....(everyone/agree) with the proposals? Good, then let's move on.
- f Hello, Anton. I.....(call) to let you know what happened in the meeting.
- g I don't think that Margaret.....(read) the report.
- h Memo: Frieda.....(find out) about tree planting costs.
- i I.....(attach) the minutes from the last meeting.
- j I.....(have) second thoughts about your proposals.

## Unit 2

### Presentations (A)



#### **Some useful phrases.**

I'm glad to see so many of you here today.

I'd like to talk about how we organise things in this department.

First I'll describe our organisation.

Finally, I'd like to discuss some future plans.

That's all I wanted to say about training.

Moving on to my next point...

Excuse me, can you tell us when the report will be ready?

Sorry, I didn't catch the question.

Could you bear with me?

Turnover rose by 12 per cent last year.

We are predicting a slowdown next year.

As you can see from the graph, sales have increased dramatically.

Sales reached a peak in December.

They have declined since then.

These are difficult times for the company.

I'd like to finish by thanking you all.

I'd welcome your feedback.

#### **Dialogues 1**

##### **Setting the scene**

**A:** Hello everyone. **It's good to see you all here** so early in the morning. My name's Hiro Rosado and **I'd like to talk about** how we organise language training here. **First I'll describe** how English has become the company language, then I'll outline our study programmes. Finally I'd like to say something about some of our plans for the future.



### **Moving on**

**A:** ... so **that's all I wanted to say** about the budget for next year. I'd now like to move on to the question Rosa raised earlier. ...

**That leads me to my next point.** We need to look carefully at how we plan for next year ...

**So, next year's budget,** I'd now like to talk about the action we are taking to reach our targets.

### **Dealing with questions**

**A:** How much is the project going to cost?

**B:** **I'm afraid I can't say** at the moment.

**A:** Can you tell us when the report will be ready?

**B:** I'm hoping to have it ready by the end of the week.

**A:** Are you planning to recruit more staff?

**B:** Sorry, **I didn't catch the question.** Could you repeat it, please?

**A:** Sorry, I'd like to know if you are planning to recruit more staff.

**B:** Did everyone hear that? The question was: 'Are we planning to recruit more staff?'

### **Dealing with the unexpected**

**A:** Oh, dear.

**B:** Is it broken?

**A:** Yes, the bulb is broken. I'm afraid I won't be able to use the projector. **Could you bear with me,** I have some paper copies in my briefcase.

**B:** Are you OK?

**A:** Yes, I think so. Could I have a glass of water? That's better. **Sorry, where was I?**

**B:** **You were just about to tell us** some interesting news.

### **Recapping**

**A:** **As I mentioned earlier,** we hope to finish the project by the end of the year. I said that we were on schedule. Having said that, there are a couple of potential problems ...

### **Coming to an end**

**A:** **I'd like to finish by thanking you all** for coming here today and I look forward to seeing you in two weeks' time. If anyone has any questions, please ask, I will be around for coffee later and **you are very welcome to contact me** if you have any queries before the next meeting.

### **Notes**

***It's good to see you all here ...***

Speaker's opening remarks to an audience:

*I'm very pleased to be here.*

*I'm glad you could all make it.*

*Thanks for inviting me.  
Thank you (all) for coming.*

***...I'd like to talk about...***

Other common phrases for starting off a presentation:

*I'm planning to tell you about...  
Today I'd like to introduce ...  
I'd like to start by saying something about...*

***First I'll describe ...***

Phrases for describing the structure of a talk:

*Then I'll discuss our study programmes.  
After that I'll come to the main point.  
Finally I'd like to say something about...*

***... that's all I wanted to say...***

Note how the speaker finishes off a section of the talk. Some other phrases:

*Are there any questions so far?  
Moving on to my next point...  
To summarise what I have said so far...*

***That leads me to my next point.***

Announcing a new point in a presentation:

*I'd now like to move on Rosa's question.  
Moving on to Rosa's question ...  
Now I'd like to talk about...*

***So, next year's budget.***

You can sometimes simply announce a new topic/presentation slide as follows:

*So, sales in Canada. These have been ...  
Development plans for next year. These are ...  
Study programmes. Have a look at...*

***I'm afraid I can't say...***

Useful language for when you do not know the answer to a question:

*I'm sorry, I don't know the answer. I'll have to check for you.  
I'm not the best person to answer that. You need to speak to ...*

***... I didn't catch the question.***

When you can't hear something:

*Could you repeat the question?  
Could you say that again?  
Sorry, what did you say?*

***Could you bear with me,...***

A very useful phrase when you need time to check or find something. Alternatives:

*Excuse me for a moment.*

*Just a moment.*

*Can you give me two minutes!*

***Sorry, where was I?***

If you ate distracted or forget what you wanted to say! Other possibilities:

*Can you/anyone help me?*

*Let me think.*

***You were just about to tell us...***

Helping the speaker to remember the point he/she wanted to make!

*You were talking about the schedule.*

***As I mentioned earlier,...***

Useful language for recapping (summarising/reviewing) what was said earlier in the presentation:

*As I pointed out/mentioned earlier...*

*As I said before ...*

***I'd like to finish by thanking you all...***

Language for ending a talk:

*Thank you.*

*Thank you for inviting me.*

*Are there any questions?*

***... you are very welcome to contact me ...***

Asking the audience to contact you:

*I'd be very happy to hear from you.*

*I'd welcome your feedback.*

**British/American differences**

<b>British</b>	<b>American</b>
<i>organise/organisation</i>	<i>organize/o/ganization</i>
<i>study programmes</i>	<i>study programs</i>

**Presentations (B)**

**Dialogues 2**

**Some facts and figures**

**A: Turnover rose in the year to April by 11 per cent to 4 billion dollars compared with 3.8 billion in the previous year. Profits jumped by 20 per cent in this period. However, these results give a misleading picture as the company**

sold its French subsidiary during the period for a **'one-off'profit** of half a billion dollars.

### **Predictions**

**A: We're currently predicting a slow down** in sales for next year. Global trading conditions are not promising. However, one area where we expect growth to continue is in Japan and Korea, where **analysts are forecasting an upturn** in the market.

**B:** Is that for the whole of the region?

**A:** Yes, **we're looking at a growth rate of between 1 and 3 per cent** in these areas.

### **Trends: upwards**

**A: As you can see from the graph, sales have increased considerably** this year. The beginning of the year was poor, but **sales picked up in February** and **reached a peak in August**. Since then they have fallen a little but the overall trend is upwards. The outlook is very healthy.

### **Trends: downwards**

**A:** The chart clearly shows the dramatic fall in production since the beginning of the year, and unfortunately this is a trend which will continue. **The closure of our Lufwa plant in January accounts for the sharp fall** at that time and as **sales have continued to decline**, we have had to temporarily shut down a number of our factories. These are difficult times for the company.

### **Trends: steady**

**A: If you compare this six-month period** with the previous six months, you will notice that **there has been very little change** in the number of guests visiting our hotel. In fact, guest numbers have not increased for three years. We need to think about what we can do to make our hotel more popular.

### Notes

***Turnover rose in the year to April...***

Other ways of describing financial periods of time:

*In the first/second/final quarter.*

*In the year to date.*

*In the current year.*

***... by 11 percent...***

Note the use of the preposition *by* with percentages and fractions:

*By what percentage did turnover grow?*

*It grew by 5.9%. (five point nine per cent)*

*... by 3.75%. (by three point seven five per cent)*

*It went up 2%%. (two and a half per cent)*

**... these results give a misleading picture ...**

When information from charts and statistics is not so useful:

*The graph gives a false picture.*

*The statistics may give you the wrong idea.*

**... a 'one-off' profit...**

A profit which will not be repeated.

**We're currently predicting a slow down ...**

Other ways to predict events:

*We're forecasting an improvement.*

*We're expecting a sharp fall.*

**... analysts are forecasting an upturn ...**

*An upturn is a recovery.*

*A downturn is a decline.*

**... we're looking at a growth rate of between 1 and 3 per cent...**

*to look at* is an informal alternative expression meaning to expect or *to predict*.

*We're looking at a large increase.*

*What kind of growth are we looking at next year?*

**As you can see from the graph,...**

Referring to visual aids:

*This chart clearly shows the dramatic fall in production.*

*At this point on the graph you can see ...*

*Here you can see ...*

**... sales have increased considerably ...**

Alternatives to *considerably*:

*a lot, a great deal, substantially*

**... sales picked up in February...**

Other verbs to describe trends:

*Sales recovered*, (returned to their original level)

*Turnover fell back*. (declined)

*Sales were up/down on last year*. (better/worse than last year)

**... sales reached a peak in August.**

We can also say:

*Sales reached their high/ highest point in August*

The opposite:

*Sales reached their low/lowest point in June.*

***The closure of our Lufwa plant in January accounts for the sharp fall...***

*To account for* means to be the reason for. This is a useful term when talking about facts and figures.

*How would you account for the fall in sales?*

*The appointment of a new Sales Manager accounts for the rapid rise in sales last year.*

Note also *due to*:

*The fall is due to the closure of the plant.*

***... safes have continued to decline ...***

Further examples:

*Sales have continued to fall.*

*There has been a further fall/decline in sales.*

***If you compare this six-month period...***

Note the use of a hyphen (-) in *six-month*.

Compare:

*a three-month period*

*a period of three months*

***... there has been very little change ...***

Note the use of the present perfect tense to describe change:

*Things haven't changed very much.*

*Things have hardly changed.*

*Change has been very slight.*

*Sales have been steady.*

### **British/American differences**

<b>British</b>	<b>American</b>
<i>a one of profit</i>	<i>a one-shot / one-time profit</i>
<i>closure</i>	<i>closing</i>

### **Presentations (C)**

#### **Practice**

#### **1 Complete the sentences with a preposition.**

EXAMPLE: First I'd like to talk ...*about*... how we organise training.

- a Turnover increased.....more than ten per cent last year.
- b Sales picked.....well in the first quarter of the year.
- c Please bear.....me while I find the reference.
- d We're forecasting an increase of.....two and three per cent.
- e I'd like to finish.....thanking you all for your very useful comments.
- f We are forecasting a downturn.....the market.
- g Unfortunately, we had to shut.....our Luftwa plant earlier this year.

**2 Write what you would say in these presentation situations. Refer to the dialogues and notes.**

EXAMPLE: Start a talk. Explain what you are going to talk about.

.....*Hello everyone. My name's Hiro Rosado and I'd like to talk about.....*

a You are giving a presentation and someone asks you to go back to a previous slide. What could you say as you are looking for it?

.....

b Invite questions from the audience

.....

c Refer to some details on a graph or chart.

.....

d Finish the talk. Thank the audience.

.....

**3 Complete the statements and questions using the verbs from the box. Use each verb once only.**

catch	repeat	show	account
give	cost	say	fall
		take	

EXAMPLE: I'd like to ask how much the project is going to . ...*cost*.....

a I'm afraid I can't.....I'll check for you.

b I'm sorry I didn't.....the question.

c Let me.....it for you.

d I'm not quite ready. Can you.....with me?

e Of course.....your time.

f I think these charts.....a false picture.

g Yes, they don't really.....the recent upturn in the market.

h By what percentage did turnover.....last year?

i By 5 per cent. I can't.....for it.

**4 Write the phrases in one of the three columns depending if they are *up*, *down* or *the same*.**

Up	Down	The same

a Sales have picked up.

b There has been an increase in sales.

c Things are slowing down.

d Turnover jumped last year.

e It has stayed the same.

f Overall there has been a decline in the market.

g The company has recovered.

- h We have seen a rise in turnover.
- i There has been an upturn in the market.
- j We are expecting a downturn.
- k There has been little change.
- l Sales have been steady during the year.

**5 Match the two parts of the sentences.**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>1 That leads me to</li> <li>2 As I mentioned earlier,</li> <li>3 You are welcome</li> <li>4 To summarise</li> <li>5 It's good to see</li> <li>6 Analysts are forecasting</li> <li>7 Excuse me</li> <li>8 The graph compares</li> <li>9 Having said that,</li> </ul> | <ul style="list-style-type: none"> <li>a. we hope to finish things soon.</li> <li>b. to contact me at any time.</li> <li>c. so many of you here.</li> <li>d. there are some potential problems.</li> <li>e. what I have said so far...</li> <li>f. a very healthy outlook for the company.</li> <li>g. my main point...</li> <li>h. for a moment.</li> <li>i. the number of guests visiting the hotel over</li> <li>j. a six-month period.</li> </ul> |
|--|---|

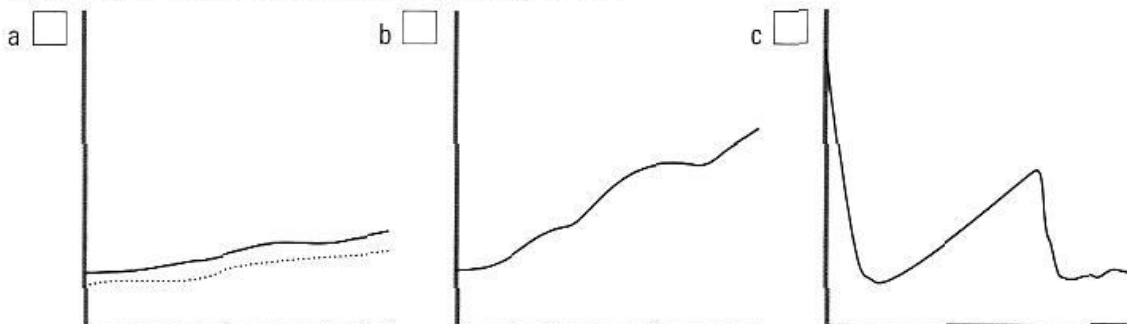
1	2	3	4	5	6	7	8	9
g								

**6 Complete the sentences with words used in the dialogues and notes.**

EXAMPLE: I'm not the best...*person*..... to answer that question.

- a I didn't catch your.....Could you repeat it?
- b Unfortunately the downward.....is going to continue.
- c I'd like to make another.....
- d The results give a misleading.....of last year's performance.
- e What kind of growth.....are we hoping to achieve?
- f We are very disappointed with the sharp.....in sales.
- g Sales reached their highest.....in the summer.
- h A lot has happened during the previous six-month.....

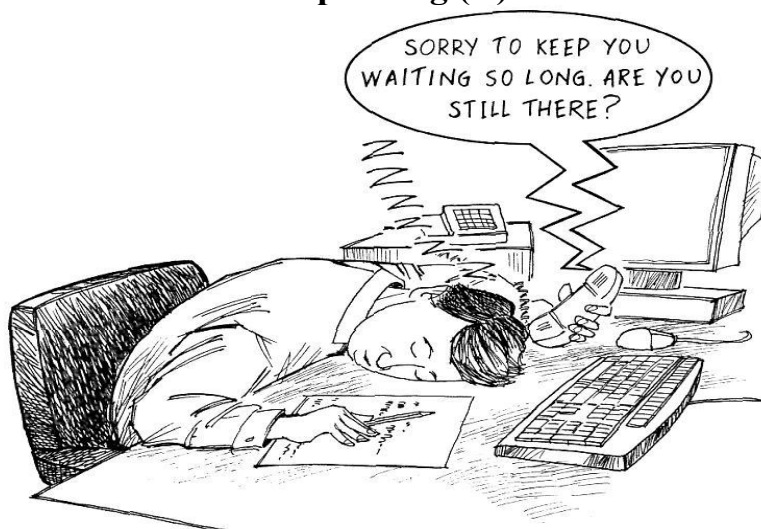
**7 Match the graphs with the descriptions.**





1. The graph shows how sales have increased this year. Sales were very poor at the beginning of the year but they began to pick up in March and reached a peak in December. The outlook is very healthy.
2. This has been a difficult year for the company. As you can see, the chart shows the dramatic fall in production at the beginning of the year. Things began to improve but in June there was a serious fire in our factory and this accounts for the sharp fall in production at that time. The situation hasn't changed very much since then.
3. As you can see, we're looking at a growth rate of between 2 and 5 per cent in the three-month period, October to December. We're forecasting that this will be up on last year. We are quite happy with the situation.

### Unit 3 Telephoning (A)



#### Some useful phrases.

Can I speak to Peter Safin, please?

Speaking.

Are you busy?

Can I call you back?

Please hold on.

Sorry to keep you waiting.

I'll transfer you.

What's the area code for Dublin?

Dial 9 to get an outside line.

Press the star key twice.

This is a very bad line.

You're breaking up.

The reception is very bad.

Would you like to leave a message?  
Leave a message on my voicemail.  
I'm in a meeting. I'll call you back.

I think we've covered everything.  
Speak to you soon.  
Bye for now

### Dialogues 1

#### **Beginning a call**

**A: I'd like to speak to Max Reed, please.**

**B:** Just one moment. I'll connect you ... You're through now.

**C:** Max Reed speaking.

**A:** Hi, Max. Simon here.

**C:** **Hi, Simon. How are you?**

**A:** Fine. And you?

#### **Checking information**

**A:** Hello.

**B:** Hello, John. Sven here. Did you get my email?

**A:** Yes, it's right here in front of me.

**B:** Fine. I thought it would be quicker to phone than send you another message. **I wanted to run through** some of the arrangements for Tuesday...

#### **Asking the caller to hold**

**A:** **Sorry to keep you waiting** so long. Could you hold on a little longer? The network is very slow today.

**B:** How long do you think it is going to take to find the information?

**A:** It won't be long now. Right. Here we are. The figures you need are ...

#### **Asking the caller to leave a message**

**A:** I'm trying to get hold of someone in your sales department. Are you having problems with your phone system? I was cut off earlier and now there is no reply.

**B:** Just a moment, please. I'll try the number for you. Yes, I'm afraid there's no reply from the department. They must be at lunch. **Would you like to leave a message and I'll get someone to call you when they get back.**

**A:** Thanks. My name's Baz Mehot and the number is 453980.

#### **Making sure you understand**

**A:** Can I speak to Teresa Riller? **I understand that she is looking after Sales while Marco Stam is on parental leave.**

**B:** That's right, but **I'm afraid she's not here at the moment** Can I take a message?

**A:** Thanks. Could you say that Pieter Baumgartner called and ask her to call me back?

**B:** Can you spell your name, please?

**A:** Baumgartner is B-a-u-m-g-a-r-t-n-e-r. I'm at the Rainbow Hotel in room 13.

**B:** Is that 13, one three, or 30, three zero?

**A:** Thirteen, one three.

**B:** Thanks. I'll pass on the message.

### **Ending a call**

**A:** ... OK. **Have we covered everything?**

**B:** I think so. You just need to let me know when you can send the report.

**A:** That's right. I'll send you a message when I get back to the office. **Anyway, thanks for calling.**

**B:** No problem. I'll wait to hear from you.

### Notes

***I'd like to speak to Max Reed, please.***

Some other phrases for checking if someone is available:

*Is Max Reed there?*

*Can I talk to Max Reed?*

*Is Max Reed available?*

***Hi, Max. Simon here.***

This is an informal greeting. More formal greetings include:

*Hello, Mr Reed. This is Simon Speedwell speaking.*

*Mr Reed. Hello, it's Simon Speedwell here.*

***I wanted to run through ...***

We often introduce the topic politely by using the past tense. We can also use *I'd like to...*

For example:

*I wanted to run through the arrangements.*

*I wanted to ask you a question.*

*I wanted to know about your travel plans.*

*I'd like to ask you a question.*

***Sorry to keep you waiting ...***

Some other phrases to use when someone is waiting on the phone:

*Could you hold on?*

*Do you mind holding.*

***Would you like to leave a message?***

*Would* is used to introduce a polite offer.

Note also:

*Would you like me to check?*

*Would you like to call back later?*

*Would you like to hold on?*

... ***I'll get someone to call you when they get back.***

Note the use of the simple present tense *when they get...* in this sentence:

***I'll call you if I can.***

***I'll phone you when they arrive.***

***I'll let you know if I hear anything.***

***I'll fax you if I remember the name.***

***I understand that she is looking after Sales ...***

Language that indicates that you already have some information:

*/ understand that you're coming to Warsaw next week.*

*I hear that Pedro is moving to Singapore.*

*I see (that) they're going to open a new office in Paris.*

... ***Marco Stam is on parental leave.***

Some other reasons for absence include:

*He's on paternity leave.*

*She's on maternity leave.*

*She's taking compassionate leave.*

*He's ill.*

*She's on holiday.*

*He's left for the day.*

... ***I'm afraid she's not here at the moment.***

Use *I'm afraid* or *I'm Sorry to* when passing or unwelcome information.

*I'm afraid I can't help you.*

*I'm sorry I'm going to be late.*

*I'm afraid I can't find the information you need.*

***Have we covered everything?***

Note how we signal that a call is coming to an end:

*So is that everything?*

*Is that all?*

***Anyway, thanks for calling.***

Other ways of bringing a call to an end:

*Right, I'll check the details and call you back.*

*I think that's everything.*

*Is there anything else?*

### **British/American differences**

<b>British</b>	<b>American</b>
<i>parental leave</i>	<i>family leave</i>
<i>compassionate leave</i>	In American English the term <i>bereavement leave</i> is also used.
<i>She's on holiday.</i>	<i>She's on vacation.</i>

## Telephoning (B)

### Dialogues 2

#### A voicemail message

**This is Ann Forsell's voicemail.** I'm sorry I can't take your call at the moment, but please leave a message and I'll get back to you. Alternatively you can leave a message with my assistant. His number is 0046, (that's the country code for Sweden), 01, (that's the area code), 2132. Many thanks.'

#### Leaving a message

'Hi, Fiona. I've been trying to get hold of you all morning so I hope you get this. Please call Sara Remondi as soon as you can. **It's about the meeting next month.** Unfortunately **I can't make it** so we need to talk urgently. It's two o'clock my time by the way and I'll be going home in three hours. Bye for now.'

#### You can't talk

**A:** Hello.

**B:** Hi, John. **Can you talk?**

**A:** Not really. **I'm in a meeting.** Can I call you back in, say, fifteen minutes?

**B:** Sure. Speak to you later. It isn't urgent.

#### The reason for calling

**A:** Can you hear me now? I couldn't hear you very well earlier. The reception was terrible. Anyway, how are you?

**B:** Fine. **I was just ringing to check the time** for next week's meeting. Is it still three o'clock?

#### You can't hear the caller

**A:** Hello.

**B:** Hello. **Sorry, I can't hear you very well.** I'm in a restaurant and they have just started playing some loud music

**A:** I didn't catch that.

**B:** **I'll just go outside.** Just a moment. Can you hear me now?

**A:** Yes, that's much better. I'm glad you're enjoying yourself.

#### You have to end the call

**A:** John, Peter has just arrived. I'll call you when I get back to London.

**B:** Fine. I'll be here until 5. Speak to you later. Bye.

**A:** Bye.

#### An automated message

'Welcome to Haznor Business Systems. This is a toll-free number. Please choose one of the following four options. **If you are calling about an existing order, please press 1.** If you wish to place a new order, press 2...'

## Notes

### ***This is Ann Forsell's voicemail.***

Some other formal opening phrases for voicemail are:

*You're through to Ann Forsell's voicemail.*

*You've reached Ann's voicemail.*

An informal opening:

*Hi. Ann here. Sorry I can't take your call at the moment but leave a message and I'll get back to you.*

### ***It's about the meeting next month.***

Calls often begin with:

*I'm calling/ringing about (your flight).*

*John, about (your flight to Paris).*

### ***... I can't make it...***

*Make* is often used instead of *attend* in informal usage:

*Unfortunately, I can't make the next meeting.*

*I can't make Friday but Thursday would be fine.*

*Will you be able to make it?*

### ***Can you talk?***

Other useful phrases for checking if the person you want to talk to is free, and some replies:

*Are you busy?*

*Are you free to talk?*

*Have you got two minutes?*

*Can I call you back?*

*It's difficult at the moment.*

*This is a good time to talk.*

### ***I'm in a meeting.***

Some other reasons why you cannot take a call:

*I'm not at my desk.*

*I'm driving. (TU just pull over.)*

*I'm just getting on a train.*

*I've just arrived at the airport.*

*I haven't got my diary with me.*

### ***I was just ringing to check the time ...***

*I was just ringing/calling ...* is a useful alternative way to start a call:

*I was just calling about the meeting next Friday.*

*I was just ringing to see if everything's OK for tomorrow.*

*I was just calling to ask for some advice.*

### ***Sorry, I can't hear you very well.***

Some other phrases to use when reception is bad:

*Sorry, could you repeat that?  
Could you say that again ?  
I'm sorry, I didn't catch that.  
I'm afraid the line's bad. Did you say fifteen?  
Could you speak louder? The line's very bad.*

***I'll just go outside.***

Use *will* when you offer or promise to do something.

*I'll call you when I get back to London.*

*I'll be here until 5.*

*I'll tell her you called.*

*I'll make sure she gets the message.*

*I'll get back to you as soon as I can.*

***If you are calling about an existing order, please press 1.***

Some other 'automated' instructions:

*Press the star key twice.*

*Press the hash/square key.*

*Press 5 to speak to the operator.*

*Please replace the handset.*

**British/American differences**

<b>British</b>	<b>American</b>
Differences in expressing time:	
<i>Monday to Friday</i>	<i>Monday through Friday</i>
<i>ten past six</i>	<i>ten after six</i>
<i>the ninth of December</i>	<i>December ninth</i>
<i>24-hour clock:</i>	<i>12-hour clock:</i>
<i>9:00, 17:00</i>	<i>9 a.m., 5 p.m.</i>
Note: In the UK both 12-hour and 24-hour clocks are used but in the US the 24-hour clock is generally used only by the military. Some differences in saying telephone numbers:	
<i>360-4458 = three six oh, double-four five</i>	<i>360-4458 = three six zero,</i>
<i>forty-four fifty-</i>	
<i>eight</i>	<i>eight</i>
Other differences	
<i>Mobile phone</i>	<i>cell(ular) phone</i>
<i>directory enquiries</i>	<i>directory assistance/ information</i>
<i>dialled</i>	<i>dialled</i>

## Telephoning (C)

### Practice

**1 Complete the sentences using the verbs from the box below. Use each verb once only.**

press	try	call	hear	leave	keep	want	say	hold	hang	get
-------	-----	------	------	-------	------	------	-----	------	------	-----

EXAMPLE: I'm trying to .. *say*..... hold of Peter Ince.

- a Would you like to.....a message?
- b I can't.....you very well. Please speak up.
- c Could you.....on, please? I won't be long.
- d Sorry to.....you waiting.
- e Can I.....you later?
- f If you.....to place an order,.....the star key.
- g I'll.....someone to call you later.
- h He didn't.....when he would be back in the office.
- i Please don't.....up. I'll.....the number again.

**2 Write what you would say in these situations. Refer to the dialogues and notes.**

EXAMPLE: You are the manager. The phone rings and you pick it up. The caller asks 'Is that the manager?' What do you say?

Yes,.....[Tina Forget] speaking . .....

a Your female colleague is off work as she has just had a baby. What do you say to the caller who wants to speak to her?

.....

b You are in a meeting and you receive a call on your mobile phone. You cannot speak. What do you say?

.....

c Leave a message on your colleague Peter's voicemail. Say that you called and ask him to call back when he gets the message.

.....

d You don't catch the caller's name. Ask him to spell it.

.....

e A colleague phones to let you know her hotel room number but you can't hear her very well. You are not sure whether it is fifteen or fifty. What do you say?

.....

**3 Complete the sentences with a preposition.**

EXAMPLE: I'll call you ... *in*.....ten minutes.

- a I'm trying to connect you. Could you hold.....?
- b When are you going.....holiday?
- c I'm calling.....the order I placed last week.
- d Could you pass.....a message for me?
- e I'll write to you.....two weeks' time.
- f Tom is.....paternity leave.



**4 Choose an appropriate response.**

- |   |                                    |   |   |
|---|------------------------------------|---|---|
| 1 | What's the time in New York?       | a | Sure, what's your number?               |
| 2 | When will Eleanor be back?         | b | Speaking.                               |
| 3 | Is that Tariq Meltam?              | c | Yes, of course. Let me just find a pen. |
| 4 | Is Mr Rotund there?                | d | Nine a.m.                               |
| 5 | Have a good weekend.               | e | Yes, it's right here.                   |
| 6 | Did you get my email?              | f | Yes, it's 09.                           |
| 7 | Could you call me back?            | g | Yes, he has just come into the office.  |
| 8 | Can you take a message for me?     | h | In ten days' time.                      |
| 9 | Do you know the code for Helsinki? | i | Thanks. You too.                        |

**5 Complete the sentences with *will* or the present simple tense.**

EXAMPLE: I (give) him the message when I (see) him.

I'll give, .....*him the message when I see him*.....

- a I (tell) him you called.  
.....
- b If I (find) the information, I (let) you know immediately.  
.....
- c If Peter (not come back) from sick leave soon, we (need) to find a replacement.  
.....
- d If you (push) that button, you (disconnect) the caller.  
.....
- e What (do) if you (not find) Sergei's number?  
.....
- f If I (not find) his number, I (call) directory enquiries.  
.....

**6 Complete the sentences with one of the alternatives.**

EXAMPLE: Press the *hash*....key.

- |   |  |                            |
|---|--|----------------------------|
| a | Replace the.....                       | hash/button/door           |
| b | Make a.....call.                       | reception/handset/operator |
| c | .....Anne's voice mail.                | toll-free/star/line        |
| d | I couldn't.....hold of John.           | Here is/This is/Hello to   |
| e | Please don't.....up.                   | gel/take/make              |
| f | Don't forget to.....your mobile phone, | hang/hold/take             |
| g | Did you dial the.....code first?       | turn off/close/drop        |
|   |  | area/secret/town           |

**7 Put the dialogue in the right order**

- |   |                 |   |   |
|---|-----------------|---|---|
| a | Speaking.       | f | Did you get my message?                         |
| b | Hi Tarmo.       | g | You'd like me to send directions to the office. |
| c | Thanks, Tarmo   | h | Can I speak to Tarmo Star please?               |
| d | I'll do it now. |   |   |
| e | Of course,      |   |   |

- |            |                            |   |               |
|------------|----------------------------|---|---------------|
| I          | Yes that's right.          | k | Yes I did.    |
| j          | Could you send them today? | l | See you soon. |
| h, ..a, .. | .....                      |   |               |

**8 Match the two parts of the sentences.**

- |   |                                |   |                                  |
|---|--------------------------------|---|----------------------------------|
| 1 | Press the star key             | a | on hold for a minute.            |
| 2 | Could you leave a message      | b | a conference call for next week. |
| 3 | I'll call you                  | c | take the call at the moment.     |
| 4 | Please wait. I'll just put you | d | the wrong number.                |
| 5 | I'm sorry, I must have dialled | e | to return to the main menu.      |
| 6 | We need to set up              | f | with directory enquiries.        |
| 7 | I need to check the number     | g | for me on my voicemail?          |
| 8 | I'm sorry but I can't          | h | when I get back to my office.    |

**Unit 4  
E-mailing(A)**



**Some useful phrases.**

- Hi, Jaana. Hope you're feeling better.
- I'm afraid I won't be able to see you on Thursday.
- Let me know when you're next going to be in town.
- Look forward to hearing from you.
- Speak to you later.

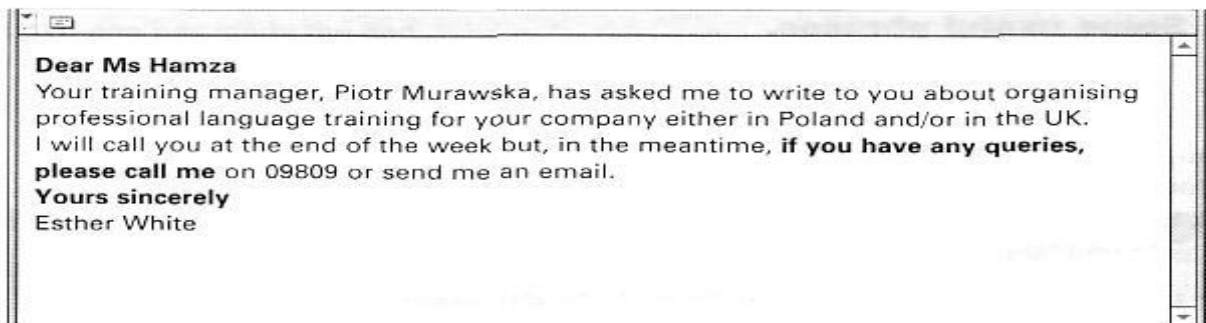
- Your training manager has asked me to write to you.
- It's about organising language training.
- I'll call you at the end of the week.
- If you have any queries, please call me.

- Many thanks for helping out with the conference.
- I would like to apologise for the problems we had.
- Let's hope we have better luck next time.

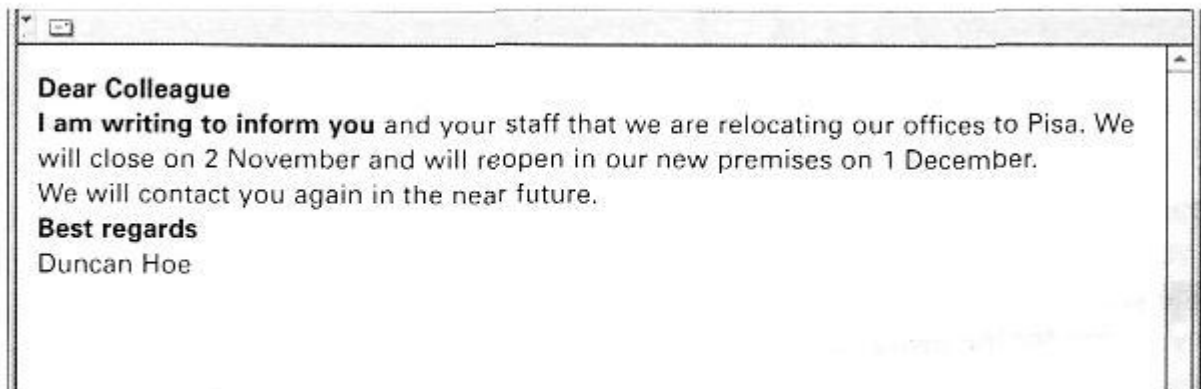
I would like to invite you to lunch next week.  
Are you free for lunch on Friday.  
Let me know if you can come.  
Many thanks for the invitation.  
I'd love to come.

We are sorry to inform you that Raj Singh has left the company.  
I was very sorry to hear about Raj.  
Please pass on my best wishes.

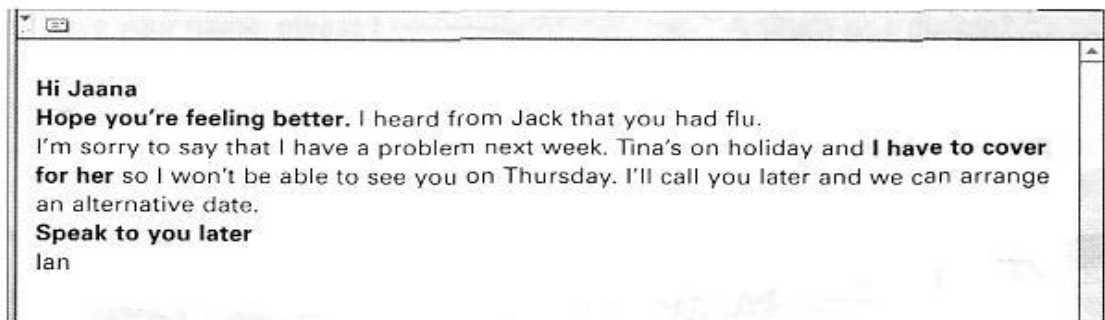
### Messages 1 A first contact



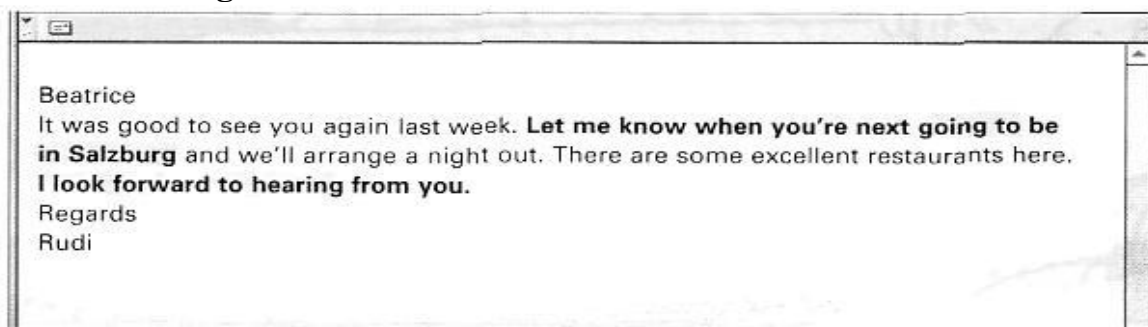
### A formal message



### Everyday matters



## A future meeting



### Notes

#### ***Dear Ms Hamza***

Use *Dear* with the person's title and surname when you have not written to the person before or when you have a formal relationship. If you are in doubt, it is better to be more, rather than less formal.

***... if you have any queries, please call me ...***

This phrase is quite often used at the end of an email. Also:

*If you have any questions, please call me.*

#### ***Yours sincerely***

In formal emails, we can use the formal letter-writing phrases:

Start: *Dear Ms/Mr/Mrs Pringle*

End: *Yours sincerely*

Start: *Dear Sir/Madam*

End: *Yours faithfully*

#### ***Dear colleague***

The use of a word like *colleague* is used when writing to an identifiable group in more formal correspondence. It can be singular or plural. Note also:

*Dear friend(s), Dear member(s), Dear All, Dear Sir/Madam* (when you do not know the name of the person you are writing to)

#### ***I am writing to inform you ...***

Full verb forms (e.g. *I am writing*) are often used in formal communications. Note the less formal (and more common) alternatives:

*I am writing (I'm writing) to inform you ...*

*I am sure (I'm sure) that we can be of help ...*

*I will call (I'll call) you at the end of the week.*

*We will (We'll) contact you again.*

#### ***Best regards***

*(With) best regards* is a very common way to end an email and can be used in formal and informal contexts. There are many other ways to end, e.g.:

*Regards, Best wishes, Yours, All the best*

### ***Hi Jaana***

The common informal way to begin an email. You can also simply use a person's name at the beginning of a message

### ***Hope you're feeling better.***

Some other opening phrases:

*Just to let you know that...*

*Sorry to hear about...*

*Thanks for the message.*

### ***... I have to cover for her ...***

*to cover for* means to do someone's job while the person is away.

*Who's covering for you?*

*We're so short-staffed that there is no-one to cover for me. .*

### ***Speak to you later***

Phrases to indicate that you will be in contact later:

*I'll send you a message later.*

*Call me when you get this message.*

### ***Let me know when you're next going to be in Salzburg...***

A friendly note to end. Some alternatives:

*You must visit us again soon.*

*It was great to see you.*

*See you again soon.*

### ***I look forward to hearing from you.***

Note that we say:

*/ look forward to hearing from you.*

Although quite formal, this phrase is very often used in emails. Also common:

*/ look forward to meeting/seeing you.*

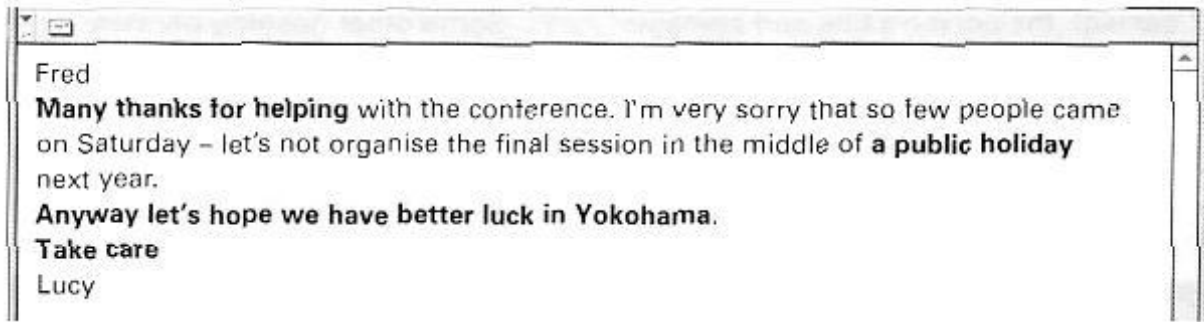
### **British/American differences**

<b>British</b>	<b>American</b>
<i>If you have any queries ...</i>	
(The term <i>queries</i> is not used as frequently in American English as it is in British English.	
<i>Yours sincerely</i>	<i>Sincerely</i>

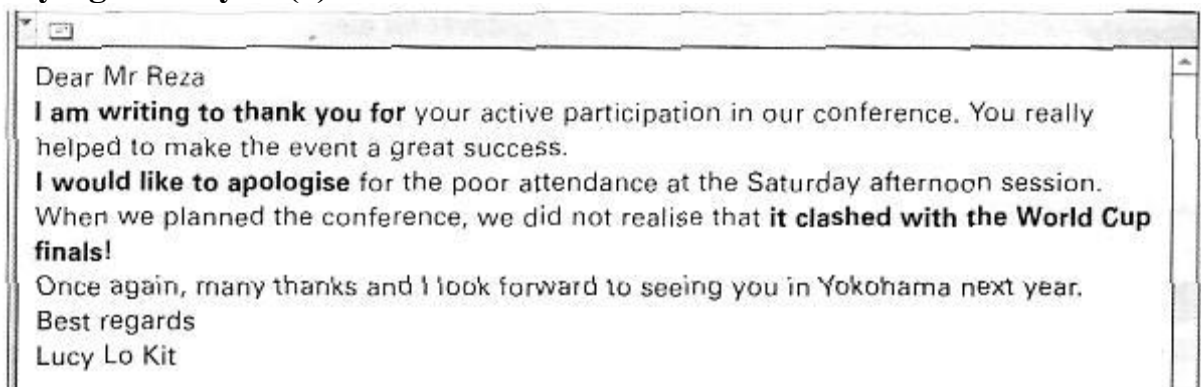
## E-mailing(B)

### Messages 2

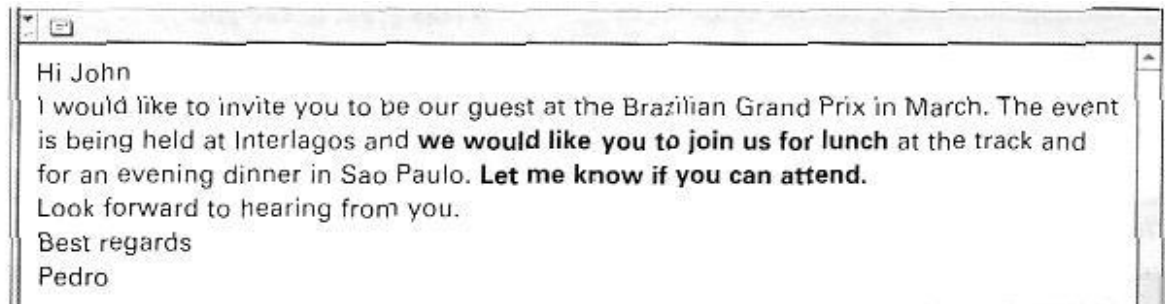
#### Saying thank you (1)



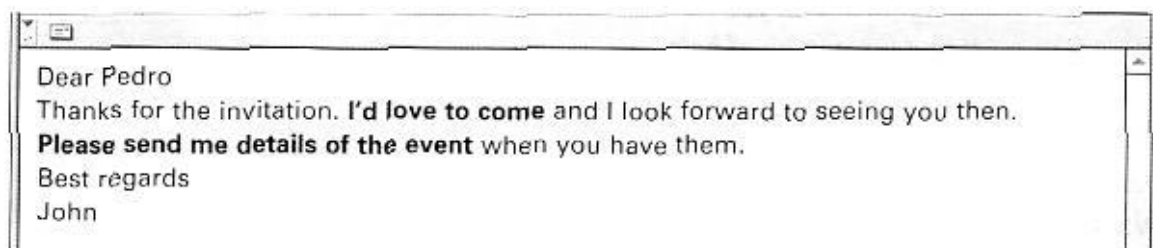
#### Saying thank you (2)



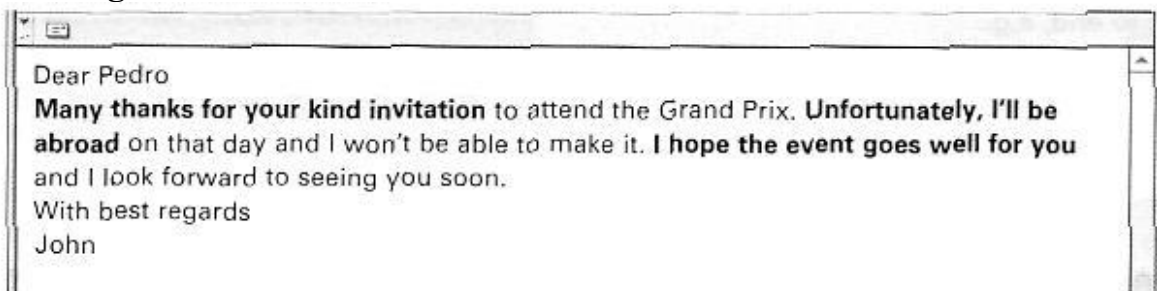
#### An invitation



#### Accepting an invitatio



## Declining an invitation



### Notes

#### ***Many thanks for helping ...***

Friendly informal thanks. Note also:

*Once again, many thanks.*

*Very many thanks!*

#### ***... a public holiday...***

In the UK, public holidays are called *bank holidays*.

#### ***Anyway let's hope we have better luck in Yokohama.***

*Anyway* is often used when we want to make a different point, to move away from what we have just said:

*Anyway, I don't want to think about it anymore.*

*Anyway, that's all I wanted to say.*

#### ***Take care***

A phrase normally only used when talking to good friends. We do not use this phrase or others such as *Be good, Have fun!, Lucky you!* with our more formal business contacts!

#### ***I am writing to thank you for...***

Fairly formal language for saying thank you.

Note also:

*We really appreciate all your help.*

*We're very grateful for your help.*

#### ***I would like to apologise ...***

A formal way to apologise. A more informal phrase:

*I'm very/really sorry about it.*

#### ***... it clashed with the World Cup finals!***

When two appointments in a diary *clash*, they happen at the same time.

#### ***...we would like you to join us for lunch ...***

Note the other formal language used in this email. To be less formal, say:

*Can you come to the Grand Prix?*

*I hope you can come to lunch.  
Please come.*

***Let me know if you can attend,***  
A less formal way to say this is:  
*Let me know if you can make it.*

***I'd love to come...***  
An informal enthusiastic response to an invitation. Some others:  
*That would be great.*  
*That's a great idea.*  
*I'll really look forward to it.*

***Please send me details of the event...***  
An event is a special occasion.  
*It's going to be a very special event.*  
*It took a long time to plan the event.*

***Many thanks for your kind invitation ...***  
Using a word such as *kind* emphasises the warmth of the thank you:  
*It was very kind of you to invite me.*  
Other ways of saying thank you:  
*Thank you for your excellent presentation.*  
*Many thanks for the beautiful flowers.*

***Unfortunately, I'll be abroad...***  
You can avoid saying *sorry* by using *unfortunately*.  
*Unfortunately, I'm going to miss the presentation.*  
*I won't be there, unfortunately.*

***I hope the event goes well for you ...***  
A friendly remark when you cannot attend a meeting or event:  
*I hope it all goes well.*  
*Good luck with everything.*  
*I hope I'll be able to come next time.*

### **British/American differences**

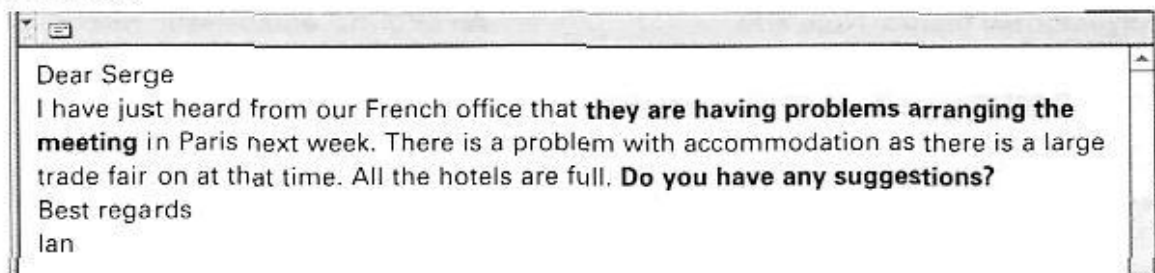
<b>British</b>	<b>American</b>
<i>realise</i>	<i>realize</i>
<i>bank holiday</i>	<i>legal/national/public holiday</i>
<i>apologise</i>	<i>apologize</i>



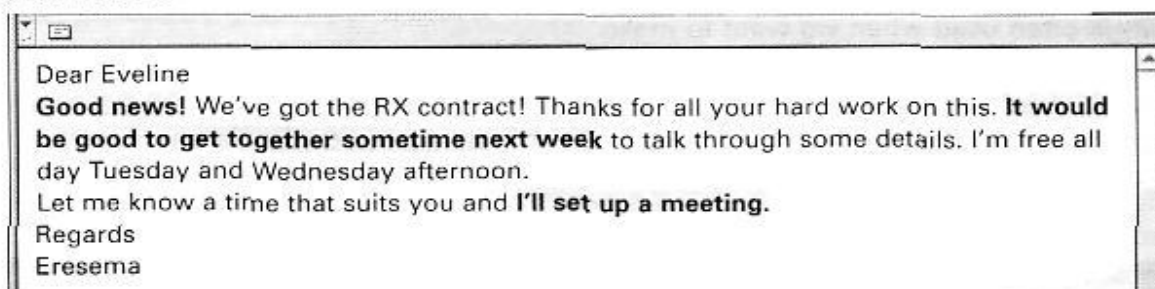
## E-mailing(C)

### Messages 3

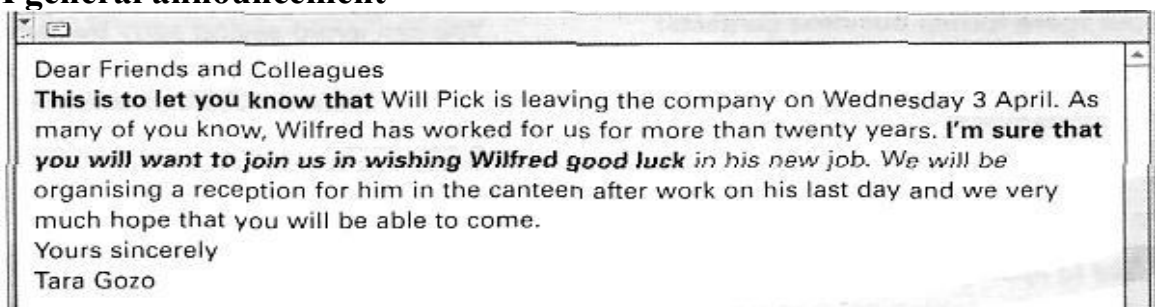
#### Problems



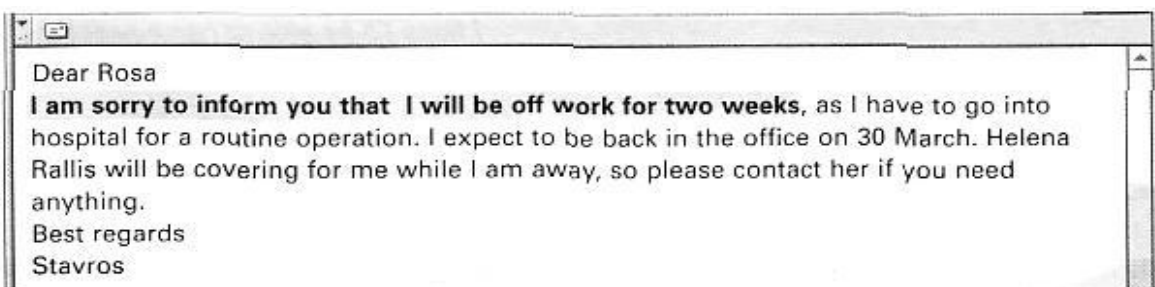
#### Good news



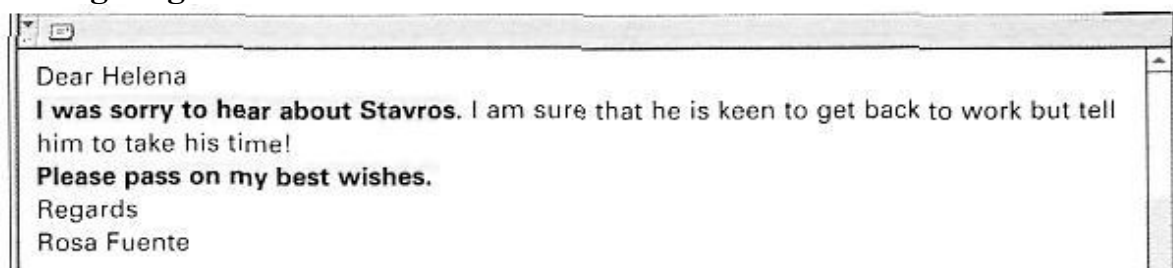
#### A general announcement



#### For information



#### Passing on good wishes



## Notes

**... they are having problems arranging the meeting...**

Problems and difficulties:

*We're having some difficulties.*

*There's a problem.*

*It's difficult to arrange.*

**Do you have any suggestions?**

Looking for a solution:

*Any ideas?*

*Do you have any ideas?*

*How can we sort it out?*

*How can we 'solve' the problem?*

**Good news!**

Some enthusiastic responses to good news:

*What good news!*

*That's great news!*

*That's fantastic/excellent news!*

**It would be good to get together sometime next week ...**

*To get together* means to meet. (A *get-together* is an informal meeting, maybe a party). Other ways to suggest a meeting:

*Let's meet next week.*

*Let's meet up in the near future.*

*We must arrange to meet up soon.*

**... I'll set up a meeting.**

Another way of saying this:

*I'll arrange/organise a meeting.*

**This is to let you know that...**

Use *This is* in formal messages to refer to the message you are sending:

*This is to inform you that the package will be late.*

*This is to remind you to call Vera.*

Informal alternatives:

*Just to let you know that the package will be late.*

*I'm just writing to say that...*

**I'm sure that you will want to join us in wishing Wilfred good luck...**

Note the use of *join* in formal messages.

*I hope you can join us for dinner.*

*Please join us in the evening if you can.*

***I am sorry to inform you that...***

Less formal:

*Sorry to tell you that...*

*I'm writing to let you know that ...*

*I'm afraid I have some bad news.*

***... I will be off work for two weeks,...***

Some alternative expressions:

*She'll be on sick leave.*

*She'll be away from work.*

*She'll be at home.*

***I was sorry to hear about Stavros.***

Expressions of sympathy:

*I was very sad to hear the news.*

*Everyone was very upset about it.*

*We'll miss him.*

***Please pass on my best wishes.***

Some other sympathetic phrases:

*I'll be thinking of him.*

*We hope he gets well soon.*

*Please pass our sincere condolences to his family, (when someone has died)*

**British/American differences**

**British**

*go into hospital*

*How can we sort it out?*

Expressions of sympathy

**American**

*go into the hospital*

*How can we figure it out?*

There are not really any major differences between British and American English when expressing sympathy. In both, the level of formality used will depend on how well you know the people concerned.

**E-mailing(D)**

**Practice**

**1 Complete the sentences with a preposition.**

EXAMPLE: She's ...*on*..... sick leave.

- a We will contact you again.....the near future.
- b I look forward.....hearing from you.
- c I'll call you.....the end of the week.
- d Please call me.....456789.
- e Many thanks.....all your help.
- f Good luck.....everything.
- g I'm covering.....Raj while he is away.
- h He will be.....work for two weeks due to illness.

- i Please pass.....our best wishes to him.
- j We would like you to join us.....wishing Wu San a happy retirement.

**2 Some of these phrases are used formally and some informally. Tick the correct column.**

	formal	informal
A. 1 Dear John		
2 Hi John		
B. 1 I am writing to inform you that...		
2 I'm writing to let you know that...		
C. 1 We're having a get-together.		
2 We're arranging a meeting.		
D. 1 I would like to apologise for		
2 Sorry about...		
E. 1 Let me know if you can make it.		
2 Let me know if you can attend.		
F. 1 I would be very pleased to come.		
2 I'd love to come.		
G. 1 This is to let you know about...		
2 Just to let you know about ...		

**3 Complete the sentences with the verbs in the box. Use each verb once only.**

inform	miss	know	must	hope
pass	join	call	get	thank
		write		

EXAMPLE: I'm writing to ...*inform*... you that the conference has been cancelled.

- a Your training manager has asked me to.....to you.
- b I'll.....you at the end of the week.
- c I.....you're feeling better.
- d You.....visit us again soon.
- e I'd like to.....you for all your hard work.
- f Please.....us for lunch on 19 November.
- g Can we.....together sometime next week?
- h I'm sorry Peter has left. We'll all.....him.
- i We were very sad to hear about Hubert. Please.....on our condolences.
- j Just a short note to let you.....what's happening.

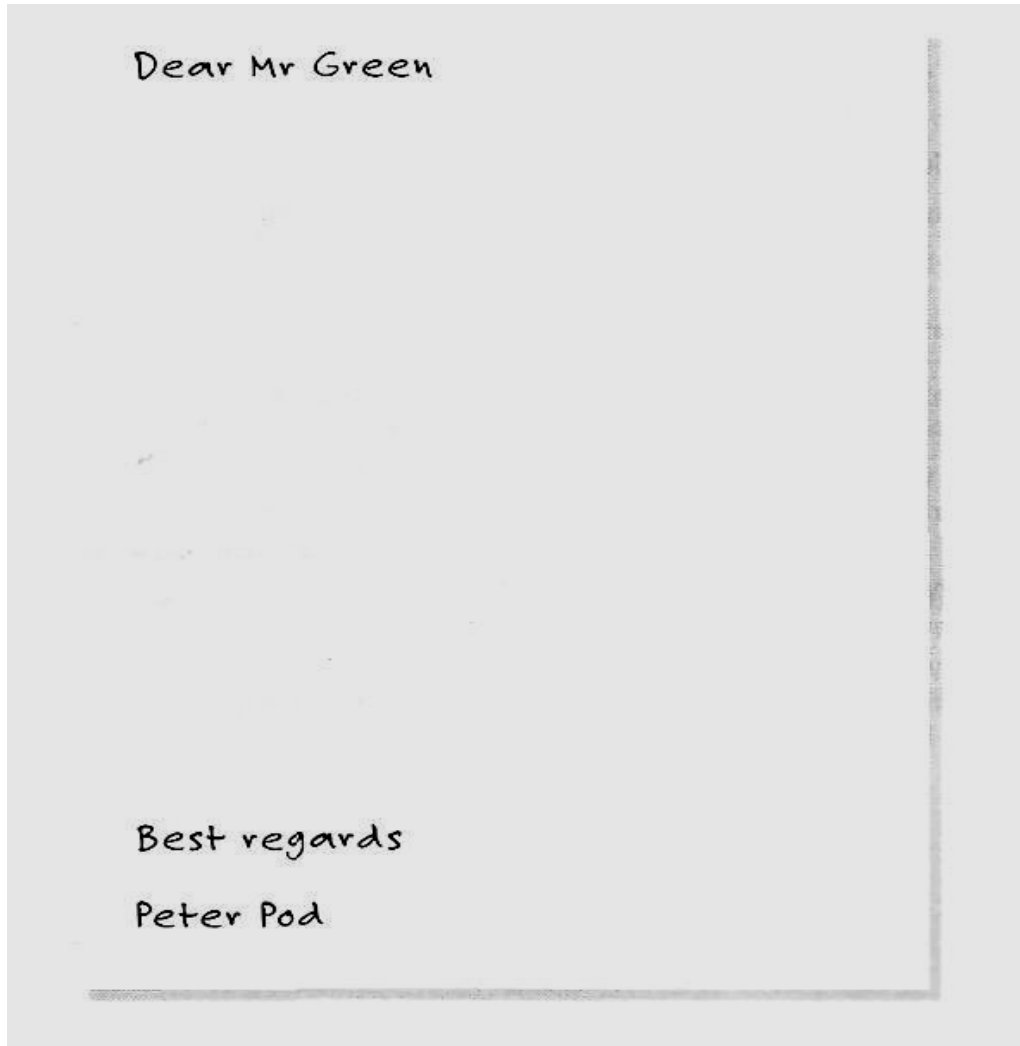
**4 Write the sentences in this letter in the correct order.**

Dear Mr. Green

- a Members of our sales team will present the service
- b After the presentation
- c We would like to invite you to the launch of
- d and there will be an opportunity to ask questions.
- e there will be dinner in the main restaurant.
- f our new courier service on 6 March
- g I very much hope that you can attend.
- h at the Grand Hotel at 6:30 p.m.

Best regards

Peter Pod



**5 Match the two parts of the sentences.**

- 1 I am sorry to inform you that I
- 2 I'll call you when I
- 3 Let me know when you are next
- 4 I'd like to thank you for
- 5 I look forward to
- 6 I hope that the party
- 7 Unfortunately, the event clashes with
- 8 It was very kind of you

- 9 I need to tell you what is
- hearing all your news.
  - goes well.
  - all your help.
  - (going to be) in London.
  - will be out of the office next week.
  - to invite me.
  - happening next week.
  - get back to Cairo.
  - an important meeting

	2	3	4	5	6	7	8	9
e								

**6 Complete the sentences. The first letters of the missing words spell a word you will 'appreciate'.**

- It would be *great...* if you could come to the party!
- Please pass on my best ..... to everyone.
- I would like to ..... for the problems with the arrangements.
- Please t..... care!
- We are organising a special ..... al the end of the year. You must come!
- I look ..... to hearing from you.
- I can't come to the party, .....
- Let's hope we have better l..... next time

## CONTENTS

Introduction.....	3
Unit 1 Meetings (A) .....	4
Meeting (B).....	7
Meeting (C).....	10
Meeting (D) .....	13
Unit 2 Presentations (A).....	16
Presentations (B).....	19
Presentations (C).....	22
Unit 3 Telephoning (A).....	25
Telephoning (B).....	29
Telephoning (C).....	32
Unit 4 E-mailing(A).....	34
E-mailing(B).....	38
E-mailing(C).....	41
E-mailing(D).....	43

*Навчальне видання*

МЕТОДИЧНІ ВКАЗІВКИ  
ДЛЯ ОРГАНІЗАЦІЇ ПРАКТИЧНОЇ ТА САМОСТІЙНОЇ РОБОТИ  
З ДИСЦИПЛІНИ  
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**(АНГЛІЙСЬКА МОВА)**

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