**August 14, 2023**

1. Welcome
2. Small Talk Review & Tag Questions
3. Elevator Pitch
4. This Week’s Schedule
5. Business Writing

**Small Talk Practice**

* Greetings
* Ask open-ended questions
* Give answers; positive answers; follow up with questions or tag questions/EH?
* Give compliments
* Topics - news, weather, shared experiences, etc.
* Avoid topics - politics, religion, age, $$$$
* Use signposts - listen, so, by the way
* Wrap - see you later, have a good day/weekend/etc.

**Tag Questions**

**Elevator Pitch**

* Present your self-introduction on Friday

**This Week’s Schedule**

* Today - Business Writing
* Tue - Library Visit (meet at Toronto Reference Library @ 9:30 AM)
* Wed - Resume Workshop
* Thur - SSI
* Fri - Business Writing

**Business Writing**

What is the difference between business writing and academic writing?

* Level of formality
* Tone

**What about using ChatGPT?**

**Email Writing Topics**

* Degrees of formality
* Components of an email
* Subject line
* Semi-formal and informal messages
* Making inquiries

**Degrees of Formality (page 104)**

* Phone - telephone; cell phone
* Job - career, work, task, position, post, profession, employment, occupation
* Kids - children, offspring, toddler, baby, pre-schoolers, teenagers, tweens
* Ad - advertisement, advertising, announcements, commercials
* Mom - mother, parent, guardian
* Awesome - amazing, inspiring, wonderful, great, fantastic, fabulous
* Home - house, residence, dwelling
* T.v. - television, tube
* Fridge - refrigerator, cooler, freezer
* Smart - brilliant, intelligent, clever, wise, bright (informal)

1. I can **promise/assure** you this will never happen again.

2. We will **make sure/ensure** the computer is repaired by one of our technicians.

3. The book I **bought/purchased** online was damaged.

4. I **want/would like** you to give me my money back.

5. I hope you **got/received** the package I sent last week.

6. He’s really **mad/angry** about the service he received at our store.

7. The work will be **finished/completed** by the end of the month.

8. The manager is **worried/concerned** that they won’t meet their deadline.

9. Please **go over/review** the proposal and make any necessary changes.

10. She **asked for/requested** the information a long time ago.

**Formal = Informal**

1. Request = ask for
2. Ensure = make sure
3. Assist = help (v); Assistance = help (n)
4. Inform = tell
5. Concerned; troubled; disturbed; bothered = worried
6. Prior to = before
7. Fail to do; missed = didn’t / did not do
8. Assure; guarantee = promise
9. Receive; acquire; obtain = get; take; have, grab
10. Complete = finish, done, over

**Phrasal Verbs = Verb + Preposition**

Go over

Come across

Ask for

**Page 106**

**1. a note to a co-worker:** The meeting is at 10 sharp. Don’t be late.  
Ok

**2. a letter to a Member of Parliament:** Thank you for your help in this matter.  
I appreciate your assistance in this regard/matter. / I would be grateful for your assistance in this matter. / Thank you very much for your assistance in this matter.

**3. an email message to a friend:** I am looking forward to seeing you there :)  
See you there! / Looking forward to seeing you. / CU

**4. a note to a child’s teacher:** I would greatly appreciate it if you could inform me when I could meet with you.  
Please let me know when I could meet with you.   
I appreciate if you could let me know when you are available.  
I appreciate it if you could meet me and discuss …. Please let me know what time is convenient/works for you.   
Could we meet this Friday to discuss further? Please confirm.

**5. an email message to a superior:** I’ll let you know about the time of the meeting ASAP.  
I will inform you about the time of the meeting immediately / as soon as possible.

**6. a manager to her subordinates:** Thanks for your hard work, guys!  
Thank you all for your efforts, team/folks/everyone.

**7. a letter accompanying your résumé:** Here is my résumé.  
Please find my resume attached. / Please find attached my resume for your consideration.   
My resume is attached for your consideration.   
I have attached my resume for your consideration.

**8. a note to the office cleaner:** I would appreciate it if you could kindly clean under my desk in a timely fashion.  
Please clean under the desk. Thx.

**Email Components (page 102)**

**Email Subject Lines (page 103)**

[**https://padlet.com/myhtam/email-subject-line-jna9q1sh8qa9x6bf**](https://padlet.com/myhtam/email-subject-line-jna9q1sh8qa9x6bf)

* Availability of Digital Piano
* Questions about Digital Piano on Kijiji
* Enquiry about digital piano
* Renewal Reminder of Professional Association Membership
* Professional Association Membership Renewal Reminder
* Membership Expire SOON!
* Extension Request for Monthly Assignment Deadline
* Request to extend assignment deadline

**Homework**

1. Reply to Felippa’s email
2. Email your instructor
3. Elevator pitch (you will present your pitch on Friday)
4. Tomorrow - Toronto Reference Library, 789 Yonge St. @ 9:30 AM

**August 18, 2023**

1. Welcome
2. Admin Stuff - class room 27 beginning Monday
3. Elevator pitch
4. Tag questions - additional exercises
5. Email writing (continued)
6. Resume and company list

**Welcome**

* New students - Amir, Reza
* New student orientation - Monday, Aug 21 (Hamed, Amir, Reza, Ani, Merve)

**Class rules**

* Attendance - no more than 7 days of absences; 3 late arrival/early departure = 1 day
* Camera use -
* Cell phone use in class
* Language
* Professionalism/punctuality/quality of work

**Library Visit Debrief**

Listening and following instructions

**Tag questions - additional exercises and explanations**

<https://learnenglish.britishcouncil.org/grammar/b1-b2-grammar/question-tags>

**Business Writing**

| **Editing and Proofreading Checklist**  **Holistic:** The purpose of the task is achieved (Y/N)  **Analytic:** Clearly states the purpose of the message (Y/N)  Uses the appropriate degree of formality (Y/N)  Uses clear and concise sentences (Y/N)  Provides adequate details relevant to the message (Y/N)  Uses grammar structures correctly, e.g., verb tenses, articles, subject-verb agreement, indirect questions, etc. (Y/N)  Uses correct punctuation, capitalization, spelling and formatting(Y/N) |
| --- |

**Monday’s homework #1 - email your instructor**

Write an email to your instructor below. Let her know that you can’t come to class. Give a reason. Decide what details you should include in your email. Include a subject line for your email.

Purpose: Let the teacher know I am not attending class on Aug 21

I am writing (this email) to inform….

I am writing to request/apply

Unable to attend class on xxx

Absent on xxx

Away from class

Tone: semi-formal

Content:

* Not attending class on date (Aug 21)
* Give reasons, not details
* Apology
* Ending

**Sentence**

* 1 idea in 1 sentence
* I teach. = Subject + Verb
* 5 w’s (what, where, when, why, who)
* Example:
* I teach. I dance.
* I teach, I dance. = WRONG
* I teach, and I dance. = CORRECT
* I teach, but I dance. = CORRECT (but it doesn’t make sense)
* FANBOYS = For/And/Nor/But/Or/Yet/So

**Pay attention to the following**

* Sentence structure
* Tone - choice of words; contractions
* Purpose - Request/Apply vs. Inform
* Paragraphing
* Sufficient details vs. too many details
* Punctuation
* Capitalization
* Spelling
* “I must be coming down with something / with the flu”

**Monday’s homework #2 - reply to Felippa’s email**

• express happiness about hearing from the other person

• agree to meet

• suggest a time and place

• end the message appropriately

Tone: semi-formal

Content:

* Excited to meet/agreed to meet
* location/time of meeting; asked if it’s convenient
* Wish for good time at conference; excited for the meeting; good trip/safe travels

**Making suggestions**

* I would suggest we meet on … at …
* I would recommend…
* How about we meet at xxx?
* I am available xxxx. Please confirm if it works for you.
* Let’s meet at xxxxx
* Could we meet on xxxxx?
* Perhaps we could try…?

**Writing dates**

* On August 18, 2023
* On the 18th of August, 2023….
* On Tuesday, August 21
* In August
* In 2023
* At 9:00 AM
* Let’s meet on Wednesday from 10:00 to 11:30 AM.

Example: There will be a scheduled maintenance of the xxx on August 23, 2023 from 11:00 AM to 3:00 PM.

Please see below for my availability:

* Wednesday, August 22 - 11:00 PM to 3:00 PM
* Xxxx
* Xxxx

I am available any time after 3:00 PM on Wednesday, xxxx.

**Purpose of writing an email**I am writing this email to inform/let you know

Request for your permission

Request for your assistance

Apply for a job

Request for information

Inquire about something

Confirm

Ask about availability

Ask to meet/invite

Thank/show appreciation …

Apologize

Complain…

Send wishes

Notify/announce

Remind

Congratulate

**How do you ask a question in a polite manner? Use an INDIRECT QUESTION/EMBEDDED QUESTION!**

Where is the washroom? (W question)

1. May I know where is the washroom? +3
2. **May I know where the washroom is? +4 = CORRECT**
3. May I know where the washroom located. +1
4. **Could you tell me** where is the washroom? +2

Can I get a refund? (Y/N question)

* I was wondering **if/whether** I can get a refund.
* I wonder if I can get a refund.
* Is it possible to get a refund?

Did you go to class yesterday?/ I wonder if you went to class yesterday.

**More explanation and exercises**

<https://www.perfect-english-grammar.com/indirect-questions.html>

**Assignment: Make Inquiries**

You want to order catering services for your company’s end-of-year luncheon for 60 people. Write an email and include a subject line requesting the following information from a catering company:

• the menu and price list

• the possibility of having vegetarian, kosher or halal dishes

• what can be included: plates, silverware, linens, etc.

• how many servers will be available

• any other details that may be relevant

Purpose: to inquire about catering services

Tone: Semi-formal

Content: - our event details - date, time, number of people, location

* Get answers to your questions
* My contact information

Organization:

* Introduce myself/my company
* Event details
* Ask questions
* Availability
* Excitement / look forward / questions for me / deadline / thank them
* My contact information

Receipient you don’t know

* Dear Sir or Madam
* To Whom It May Concern
* Hello
* Dear Catering Services Manager

**Helen’s Example - Request Information**

Subject: Catering Service Quotation Request

Dear Sales Manager,

My name is Helen Tam and I am the Events Co-ordinator of ABC Company. Our company is planning to host our end-of-year luncheon at Metro Toronto Convention Centre on Friday, December 5, 2022. We are expecting 60 people in attendance at the event.

I was wondering if you could provide the following information for our consideration:

* menu and price list
* options of serving vegetarian, kosher or halal dishes
* costs of renting table settings if not included in the food costs
* number of servers available during the luncheon

I would very much appreciate your reply by Thursday, May 8, 2022./Your prompt reply will be very much appreciated. You can reach me at 416-888-2103 if you require any other information.

Thank you very much. /Have a great day.

Best regards,

Helen Tam

(computer generated signature)

**Reminder**

**Resume Writing**

* Use the template provided by the JD’s
* Targeted resume vs master resume
* Draft resume due Wed, Aug 23

**Company List**

* Blocked number
* Placement / volunteer opportunity - 5 companies for Tue

**3 Steps to Create an Effective Resume**

<https://www.utm.utoronto.ca/careers/resume-cover-letter-resources>