

In this lesson you will ...

Introduce yourself by email

Vocabulary & Expressions

To whom it may concern:	subscriber
recipient	office space (<i>extension activity</i>)
subject line	association (<i>extension activity</i>)
to collaborate	OOO (out of office) (<i>extension activity</i>)
as you (may) know	retired (<i>extension activity</i>)
The pleasure is mine.	maternity leave (<i>extension activity</i>)
badge	replacement (<i>extension activity</i>)
expert opinion	
sustainably	
potentially	
insight	

Go Further!

sharp as a tack
to a fault
to be head and shoulders above
to not mince (one's) words (*extension activity*)
class act (*extension activity*)
top dog (*extension activity*)
tower of strength (*extension activity*)

WARM-UP

	FORMAL	INFORMAL	BOTH
1. Dear Ms. Watson,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Hello Robert,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Hey there, Mike,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My dearest Sophie,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. To whom it may concern:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Hi Louise,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

VOCABULARY & EXPRESSIONS

Tips: How to introduce yourself by email

- State where you met the person, if applicable.
- Use an appropriate greeting. One word can change the tone of the entire email.
- Clearly explain the reason for contacting them.
- Introduce yourself.
- Share how you found the email of the recipient.

My colleague suggested I contact you

a .

I was referred to you by your colleague, Mr. McKinsey.

b .

I am in charge of new business development at SPD International.

c .

He recommended I contact you concerning a potential collaboration between our companies.

d .

Anne Sonda

e .

Dear Mr. Smith,

f .

Please let me know if you are interested, and I will send you more information.

g .

Sincerely,

h .

As you may know, we manufacture solar panels, and we would like to partner with you to provide fixtures for your clients.



My notes

EXTRA

LISTENING



1

I'd like to set up an appointment for an interview

1. At what kind of event are Julie Bentley and Jack Johnson meeting?

2. What are their respective professions and employers' industry sectors?

3. What subject will the interview be about?

4. What is Jack's reaction?

5. What is the next step they agree on?



Useful Expressions

Referring to a first meeting / contact

You gave me your business card at the trade show.
You asked me to follow up by email on May 12th.
Thank you for your letter concerning our products.

Re-introducing yourself

I'm a consultant.
I've been working on the Borg project.
I am interested in hearing your opinion about the merger.
I work in the marketing department.

Asking about availability

Would you be available on Friday?
Could we meet ...
... at your earliest convenience?
... at your office?
... whenever you have a moment?

PERFORMANCE

Your turn!

- **Situation 1:** You are Anna Sonda. Write back to Mr. Smith at SPD International.
- **Situation 2.** You are Julie. Write to Jack's assistant to schedule a time for the interview with Jack.
- **Situation 3.** You are Julie. Unfortunately, you cannot conduct the interview with Jack yourself, but will be sending your trusted colleague, Holly. Write to Jack, introducing Holly. Let him know that Holly is extremely capable of handling the interview in your place.



My notes

[illegible]

ONLINE PRACTICE



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In this lesson you will ...

Request information by email

Vocabulary & Expressions Go Further!

in reference to
as per (our conversation)
let me know
with regard to
concerning
VAT (value-added tax)
immersion course
difficulty
work-life balance
venture
early-bird discount
venue

to accept an offer
to bring to the table
by a long shot
to come down in price
to come in high
in the loop (*extension activity*)
on credit (*extension activity*)
out-of-pocket expenses (*extension activity*)
to overnight (*extension activity*)
to take a pay cut (*extension activity*)
to work overtime (*extension activity*)

WARM-UP

I am writing to ask ...

I am writing in reference
to ...

I have a few questions to
ask about ...

I'd like to know ...

Could you tell me ...?

As for ...

I'd like some information about your course

Course location: _____
Starting dates: _____
Course schedule: _____
Enrollment deadline: _____
Fee: _____

VOCABULARY & EXPRESSIONS

As per your previous email ...

- | | |
|---|--|
| a. As per our previous conversation, ____ | 1. who will be attending the conference. |
| b. To whom ____ | 2. about the location and time of the meeting. |
| c. Let me know ____ | 3. was it already damaged when you opened the package? |
| d. Please inform me ____ | 4. please send me your organizational chart. |
| e. With regard to ____ | 5. do we need to address the invitation? |
| f. Concerning your order, ____ | 6. your quote, is VAT included or excluded? |



My notes

EXTRA**LISTENING****2****Ask questions**

1. The professional has had her job for many years.

2. The professional does not have many meetings.

3. It is easy for the professional to manage her time.

4. The professional's family spends plenty of time with her.

5. The immersion course takes five days.

6. The course takes place in South Africa.

7. The course starts on Wednesdays.

8. The course is held every week.

**PERFORMANCE****What information do we need?**

- | | |
|--|------------------------------------|
| <input type="checkbox"/> date | <input type="checkbox"/> documents |
| <input type="checkbox"/> time | <input type="checkbox"/> _____ |
| <input type="checkbox"/> venue | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Internet access | <input type="checkbox"/> _____ |

We require more information

FR









MArbol

TO

MWillow

SUBJECT

Request for information



Dear Mr. Willow,

Sincerely,
M. Arbol

ONLINE PRACTICE



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In this lesson you will ...

Reply by email to previous communication

Vocabulary & Expressions

to strive	to cross (one's) fingers
BCC	logo
to apologize (<i>apologise</i> , UK)	image
regarding	blurry
hectic	(image) resolution

Go Further!

as far as ... is concerned
 to be swamped (*extension activity*)
 to be snowed under (*extension activity*)
 It slipped my mind. (*extension activity*)

WARM-UP

1. Responding to emails within _____ hours is good business etiquette.
2. Responding to postal mail within _____ days is considered standard.
3. Some helpdesk professionals even strive to answer emails within _____ minutes.
4. Click _____ when answering emails that have contacts in CC.
5. Add contacts in _____ if you want someone to see your reply without the other contacts being aware.

5 24 30 BCC Reply All



My notes



Useful Expressions

Referring to previous correspondence

Thanks for your email / question concerning ...
I have received your request for ...
My apologies for responding so late.
I apologize for not replying sooner.
As (you) mentioned, ...
As (you) requested, ...
As (we) discussed, ...
As (we) agreed, ...
As per your request / instructions, ...
Concerning / Regarding ...
As far as ... is concerned, ...



As you requested ...

Hi Ted,

Thanks for your email _____ the Benson project. _____ for not _____ –
things have been rather hectic around here lately.

_____ in a previous email, we experienced some delays due to staffing issues. These issues
have now been solved; we hired two new team members last week.

_____ the completion date _____, I expect the project may finish one or two days
behind schedule, but I'm crossing my fingers we will be able to finish on time.

As _____, the latest project update is attached. Please let me know if you have any
questions.

Best,
Daniel

READING

Please find attached the requested update ...

FR









Konrad

TO

Melinda

SUBJECT

Draft report

Hello Melinda,

There are several open issues regarding the draft report you sent. I hope you can assist.

- Regarding the title page, we need to include the company logo.
- The table on page 14 is very small. I cannot read the details.
- The images in general are a bit blurry. Can you add higher resolution versions?
- In the commentary section, I suggest we include a comment by our president, just in case.
- Please use spell check to change everything to British English.

Best regards,
Konrad



My notes

What's the best order?

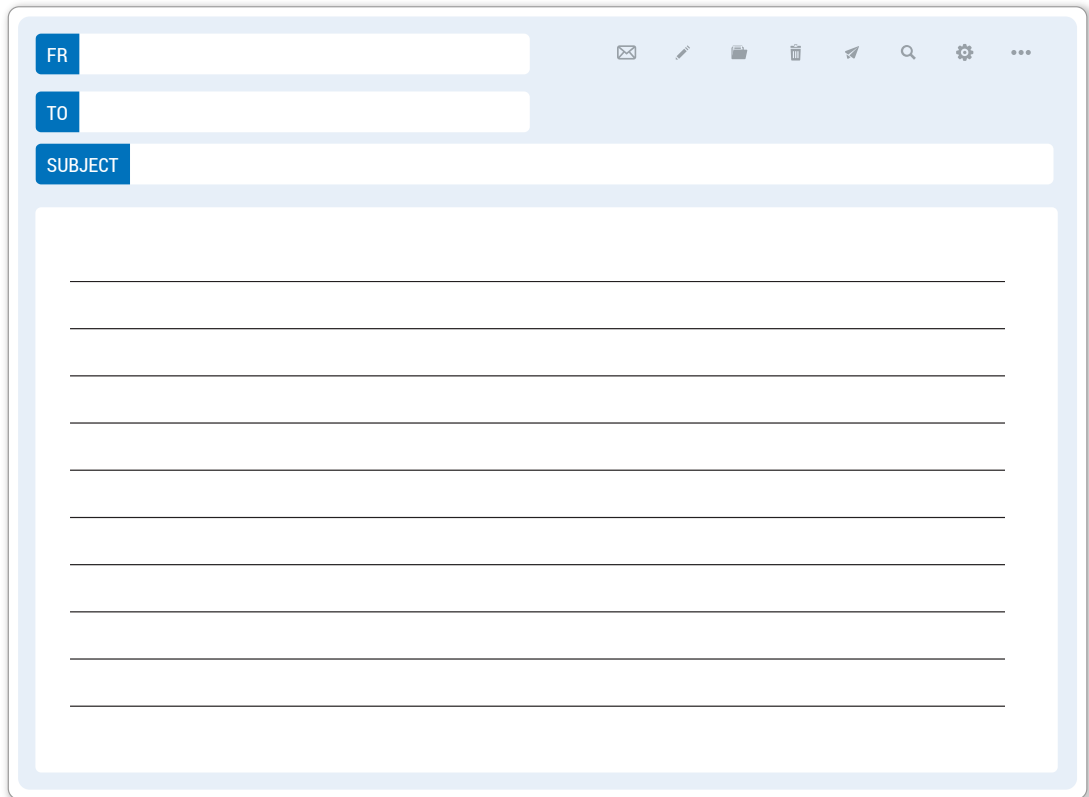
- a . _____
As per your request, I have added the company logo to the title page.
- b . _____
Regarding the table details, I have removed some data so that it can be read correctly.
- c . _____
The entire text is in British English now.
- d . _____
Melinda
- e . _____
Concerning the president's commentary, has any been recorded?
- f . _____
Regards,
- g . _____
All images have been updated.
- h . _____
Attached please find the revised report.
- i . _____
Hello Konrad,



My notes

PERFORMANCE

Thank you for your email



A screenshot of an email composition window. The header bar is light blue and contains icons for email, edit, attachments, delete, forward, search, settings, and a menu. Below the header, there are three input fields: 'FR' (From), 'TO' (To), and 'SUBJECT'. The main body of the email is a large white area with horizontal lines for typing.

ONLINE PRACTICE



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In this lesson you will ...

Choose the appropriate email closing

Vocabulary & Expressions Go Further!

instruction
out of stock
to fine-tune
to object to
to get around (*round UK*) to
to get used to
to sign off on (*extension activity*)

to stretch the truth (*extension activity*)
to build bridges (*extension activity*)
to see eye to eye (*extension activity*)
to know inside out (*extension activity*)
significant other (*extension activity*)
to be on nodding terms (*extension activity*)
speed networking (*extension activity*)

WARM-UP

	Business	Personal
1. Sincerely, Sincerely yours, Yours truly,	<input type="radio"/>	<input type="radio"/>
2. Regards, Cordially,	<input type="radio"/>	<input type="radio"/>
3. Hugs, Love, XXOO,	<input type="radio"/>	<input type="radio"/>
4. Take care, Until next time,	<input type="radio"/>	<input type="radio"/>
5. Best, Best wishes, Best regards,	<input type="radio"/>	<input type="radio"/>
6. Your friend, See you soon,	<input type="radio"/>	<input type="radio"/>

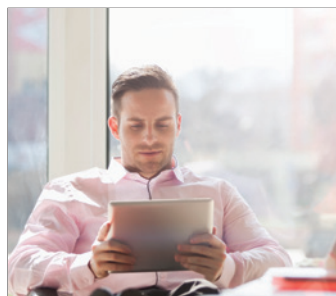
LISTENING



9 • 10 • 11 • 12 • 13

Regards

Email A: _____
Email B: _____
Email C: _____
Email D: _____
Email E: _____





Useful Expressions

Formal closings

Best wishes,
Kind thanks,
Many thanks,
Most heartily,
Thanking you,
Respectfully yours,
Sincerely yours,

With anticipation,
Warm greetings,
With appreciation,
With confidence,
With regards,
Yours respectfully,
Yours sincerely,

Informal closings

Cheers,
Thanks,
Goodbye,
Have fun,
Have a good one,
See you soon,
See ya,

Take care,
Missing you,
With smiles,
With love,
Yours lovingly,
Your colleague,
Love always,

VOCABULARY & EXPRESSIONS

Beginnings and closings

Greeting	Closing
1. To whom it may concern,	
2. Dear Sir or Madam,	
3. Dear Hanako,	
4. Hi François,	
5. My dearest Anika,	

VOCABULARY & EXPRESSIONS

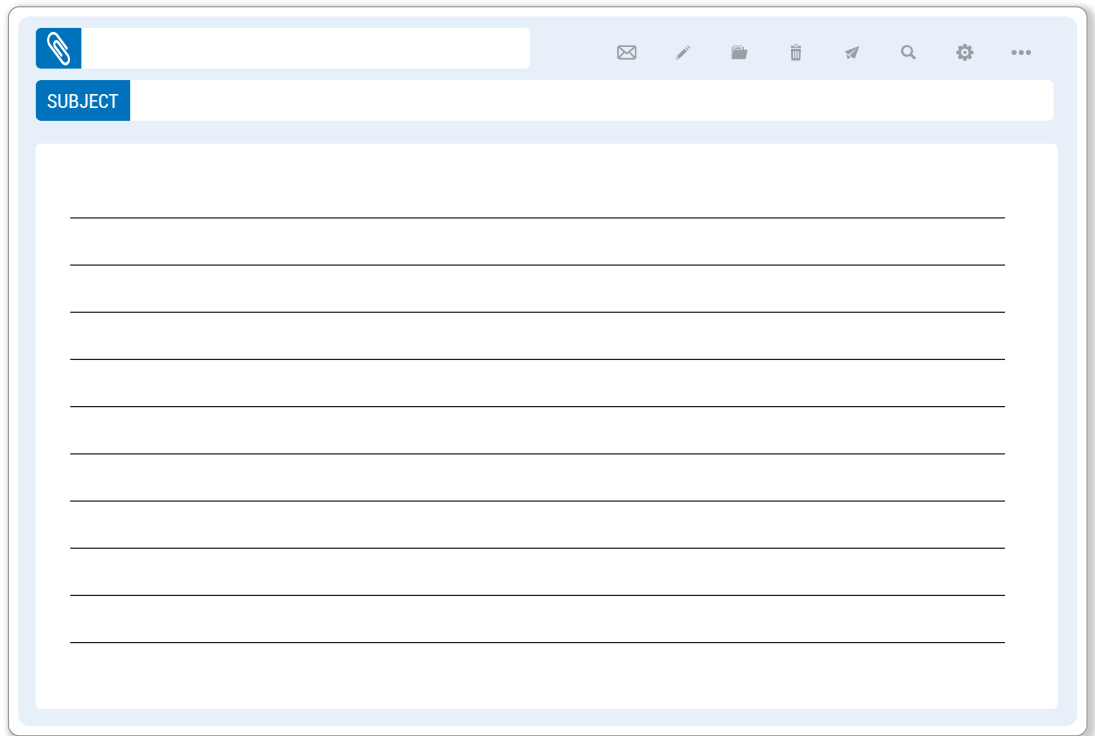
Looking forward to ...

1. _____ Looking forward to a swift resolution of this problem.
2. _____ Please let me know if you would like to add anything to the agenda.
3. _____ I am looking forward to seeing you at the conference.
4. _____ Please do not hesitate to contact me if you have any further questions.
5. _____ I would appreciate if you could send me your report draft by Friday.

Complaint Event schedule Meeting Request for information Response to inquiry

PERFORMANCE

Your turn!



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In this lesson you will ...

Set the right tone in emails

Vocabulary & Expressions Go Further!

tone	to set up a meeting
to abide by	to run a meeting
to allow for	to get a grip (<i>extension activity</i>)
to frown upon	change of heart (<i>extension activity</i>)
to look up to	mixed feelings (<i>extension activity</i>)
to rely on	to not turn a hair (<i>extension activity</i>)
	to save face (<i>extension activity</i>)

WARM-UP

1. ____ The usage of an informal versus a formal tone depends on the situation.
2. ____ Business correspondence tends to require a more formal tone.
3. ____ To develop closer business relationships, an informal style is appropriate.
4. ____ Emails are more likely to be informal than paper-based correspondence.
5. ____ If in doubt, it is best to use a formal style.



My notes

VOCABULARY & EXPRESSIONS

Formal vs. informal

- | | |
|--|--|
| 1. Dear George, | a. All the best, ____ |
| 2. Thank you for writing to me. | b. Hello George, ____ |
| 3. In reply to your email, please find attached the details. | c. I'm attaching more info. ____ |
| 4. We are able to confirm receipt. | d. I'd appreciate an answer from you. ____ |
| 5. Please find attached further information. | e. I'll get back to you in no time. ____ |
| 6. Thank you in advance for your answer. | f. Looking forward to our meeting. ____ |
| 7. I will answer you shortly. | g. Re: your email, I'm sending you the details. ____ |
| 8. I am looking forward to meeting you. | h. Thanks for getting back to me. ____ |
| 9. Best regards, | i. We can confirm that it arrived. ____ |



My notes

There is no need for concern

1. We'll take care of the problem ASAP.
→ We will _____ this issue as quickly as possible.
2. Can you _____ some time to talk about this tomorrow?
→ Would it be convenient for us to discuss this tomorrow?
3. I'm free whenever you are.
→ I am available _____.
4. Everyone really _____ you.
→ We all have great respect for you.
5. You have to follow the rules.
→ We must insist you _____ our regulations.
6. I'm afraid that item is out of stock.
→ We _____ that item is currently unavailable.
7. We know we can _____ her.
→ We consider her to be extremely reliable.
8. The company _____ jeans in the office.
→ The company disapproves of the wearing of casual wear in the office.
9. We didn't expect costs to increase so much.
→ We didn't _____ such a large increase in costs.

abide by allow for at your convenience frowns upon look up to regret to inform you
rely on resolve set aside

LISTENING



14 • 15

Just to inform you

	Formal	Informal
Greeting	_____	_____
Opening line	_____	_____
Main message	_____	_____
Wrap-up	_____	_____
Closing	_____	_____
Signature	_____	_____

In response to / Re: your email

SUBJECT Re: Document upload

Dear Mr. Anderson,

SUBJECT Re: Document upload

Hello Samantha,



My notes

PERFORMANCE

I hate to complain, but ...

[illegible]

ONLINE PRACTICE



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In this lesson you will ...

Communicate using instant messaging

Vocabulary & Expressions Go Further!

emoticon	BRB (<i>extension activity</i>)	OT (<i>extension activity</i>)
comprehensible	GR8 (<i>extension activity</i>)	RBTL (<i>extension activity</i>)
abbreviation	IMHO (<i>extension activity</i>)	TMI (<i>extension activity</i>)
OTP	OMG (<i>extension activity</i>)	tl;dr (<i>extension activity</i>)
to ping		
hashtag (#)		
uneasy		
(just) to be on the safe side		

WARM-UP

	TRUE	FALSE
1. Being polite is important.	<input type="radio"/>	<input type="radio"/>
2. Spelling, grammar, and tone are not relevant.	<input type="radio"/>	<input type="radio"/>
3. Use abbreviations that are comprehensible to both chatters.	<input type="radio"/>	<input type="radio"/>
4. It is OK to interrupt / write while the other person is typing.	<input type="radio"/>	<input type="radio"/>
5. Use as many emoticons as possible.	<input type="radio"/>	<input type="radio"/>



My notes

EXTRA

LISTENING



17

I'll ping you later

1. Which item on Ralph's order can't Chad find?

2. Why can't he find the item?

3. What was Ralph's mistake?

4. If everything goes as planned, when will the order arrive?



My notes



Useful Expressions

Abbreviations and emoticons

ASAP	as soon as possible	:~)	happy
BTW	by the way	:-)	sad
COB	close of business	:-D	laughing
EOD	end of day	;-)	winking
ETA	estimated time of arrival	:-P	joking
FAQ	frequently asked questions	:-/	uneasy, disappointed
FYI	for your information	:-O	shocked, yawning
NP	no problem	<_<	expressing sarcasm
OOO	out of office	o_O	confused
OTP	on the phone	:-@	upset, angry
RE:	regarding	arrg	angry, bored
THX	thanks	@	at
WFH	working from home	#	hashtag

VOCABULARY & EXPRESSIONS

I'm pinging you because ...

a. :-)

b. Def. Our COB is 3 hrs from now. When is urs?

c. Done. Order is complete and will be shipping today.

d. NP. Gimme a min.

e. Sorry. Was really busy until now.

f. I'll process ur order now, 2 b on safe side.



Thx 4 ur help!

Choose one of the situations:

1. Ralph finds the delivery on his desk when he arrives in the morning. He thanks Chad in a chat conversation.
2. Ralph waits until 5 p.m. the next day for the delivery but does not get it. He is not happy and launches a quick chat with Chad, who follows up with the shipping company while he and Ralph are chatting.

Ralph: _____
 Chad: _____
 Ralph: _____
 Chad: _____
 Ralph: _____
 Chad: _____
 Ralph: _____

PERFORMANCE

Chatting for work is not always efficient

Rules for chatting with clients

1. Do not use emoticons except simple smileys.

2. _____

3. _____

4. _____

5. _____

No-chat zone

1. Chatting distracts from the main task!

2. _____

3. _____

4. _____

5. _____

ONLINE PRACTICE



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