

2 Days and months

Here are the seven days of the week:

M _____

T _____

W _____

T _____

F _____

S _____

S _____

Here are the twelve months of the year:

J _____

F _____

M _____

A _____

M _____

J _____

J _____

A _____

S _____

O _____

N _____

D _____

The four seasons of the year:

w _____ s _____ s _____ and

a _____ (US f all)

3 About this country

Our country is called _____, its inhabitants are called
_____. Its capital is _____. There are three
regions: F landers, W Wallonia and
B Brussels. The people living in the North are called
F French French or the F Wal who speak
D French (or F Wal). The people in the South
are called W Wallon, who speak F French (or
W Wal). The capital is officially b French, but
actually only 10% of its inhabitants use Flemish. There are officially three linguistic
c communities, but the German-speaking community (roughly 75,000 people) is
situated in Wallonia's eastern cantons, more precisely around the city of
E Anderlecht.

5.3 Decimals

Exercise 3: Write down the numbers in full.

After the decimal point, you read each number individually!

0.125 _____

0.25 _____

0.33 _____

0.5 _____

0.001 _____

3.75 _____

But if the number after a decimal point represents a unit (of money, etc.) it is read like a normal number:

£1.50 _____

€3.15 _____

2m18 _____

Exercise 4: When do you use...

zero? general usage in 0-9, m/f/b

nought? decimal

oh? telephone number

nil? Spot

love? feminist



Do you spot the difference between the British (or American) and the continental usage?

GB + US

the Continent (=Europe)

6.014	6,014
7,000,000	7.000.00
23,500.75	23.500,75

5.4 Other numbers

5.4.1 Telephone and fax numbers (car registration numbers, bank account numbers, etc.)

Each digit is spoken **separately**, i.e. no figure above nine is used. 0 = 'oh', or zero (in the US).

(0865) 56767 : 'oh' eight six five five six seven six seven

071-246 8022 : 'oh' seven one two four six eight 'oh' **double** two

Exercise 5: Give your telephone number and write down the one that will be dictated to you.

5.5 Abbreviations and numbers

Exercise 6: Look up the meaning of these abbreviations or numbers:

24/7: _____

3-D: _____

911: emergency US

999: emergency UK

6 Linear measures

symbol	abbreviation	full word	equivalent
in		inch	25.4 millimetres
ft		foot	30.5 centimetres
yd		yard	0.91 metres
mi		mile	1.6 kilometres

Exercise 1: How do you say?

a board measuring 9" x 8" by

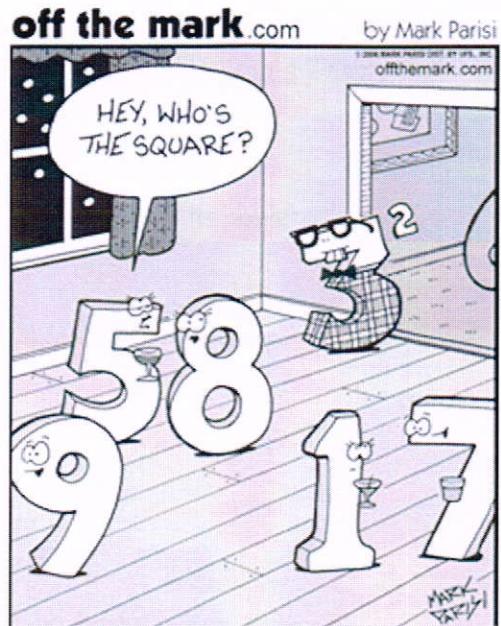
A4 paper is 297 x 210 mm by

a speed limit of 30 mph miles per hour

a room 16 feet (wide) by 25 feet (long)

sound travels at 331.7 metres a / per second

light travels 186,300 miles a / in a a second



7 Mathematical expressions

Exercise 1: Fill in.

optellen: add

vermenigvuldigen: multiply

aftrekken: subtract

delen: divide

+

-

±

×

÷

= equals / is equal to

<

>

% per cent / percent

π

√ square

x^2 x to the power two

x^3 cubed

x^4 x to the fourth

I/R

km^2 square kilometers

° degrees

11:1 11 to 1

Exercise 2: Read out loud!

$$7 + 4 = \underline{\hspace{2cm}}$$

$$22 : 7 = \underline{\hspace{2cm}}$$

$$346 \underline{\hspace{2cm}} 12.5 = 4325$$

$$29 - 14 = \underline{\hspace{2cm}}$$

$$x + y > z$$

$$a + b \geq c$$

$$81 : 9 = \underline{\hspace{2cm}}$$

$$\sqrt{361} = \underline{\hspace{2cm}}$$

It lost 25 % of its power.

The area of a circle is πr^2 ; its circumference is $2\pi r$. ['r' means radius]

\$1 one dollar a buck (sl.) a dollar bill

3.82 three dollars (and) eighty-two (cents)

EUROPEAN UNION 100 eurocents = 1 euro (€1)

Exercise 1: Translate

1. Het kost 500 pond.

It costs 500 pounds

2. Ik heb maar 37 dollar.

I only have 37 dollars

3. Ze kreeg 25 euro terug.

She got 25 euros change.

4. Een mp3-speler van 100 dollar.

a 100-dollar mp3-player

Exercise 2: Say the following:

- 1 In my first job, in 1976, I earned £38 a week, which was exactly £1,976 a year.
- 2 Today they're buying pounds at 1.3952 and selling them at 1.3957.
- 3 It's either 0.431 or 4.031, I can't remember.
- 4 £1,000,000? But that's over \$1,590,000!
- 5 No, it's 12,231 not 12.231!
- 6 You can fax them on 066-22 27 47.
- 7 For further information, call 0171-359 0131.
- 8 He's 2m11 tall, like a basketball player.
- 9 It only cost €13.95.
- 10 It's somewhere between $2\frac{1}{4}$ and $2\frac{3}{4}$.
- 11 27×365 equals 9,855, plus 7 for leap years, plus 2×31 , and 2×30 , plus 16 days – I'm 10,000 days old today!
- 12 The equation is $x^2 - y^3 = z$.

10 Some computer symbols

Exercise 1: How do you read the following symbols?

: _____
\$ _____

- _____
parenthesis _____
- es (pl.)
@ _____
* _____
, _____
? _____
{ _____
an open brace _____
[_____
square brackets _____
} _____
- _____
| _____
` _____
` _____

\$ _____
- minus / hyphen
)
close brackets _____
;
semi-colon _____
:
a colon _____
. dot, point, full stop, period _____
/
close brace _____
]
| pipe, vertical bar _____
'
` apostrophe _____

11 Some abbreviations

Exercise 1: What do the following abbreviations mean?

a.m. _____

p.m. _____

i.e. _____

e.g. _____

c.v. _____

encl. _____

asap _____

ref. _____

etc. _____

PS _____

No. _____

vs _____

VIII. Punctuation

Exercise 1: Explain the differences in meaning between the sentences in each group.

- 1 He likes his sister's friends and colleagues.

He likes his sisters' friends and colleagues.

He likes his sisters, friends and colleagues.

- 2 Her brother, who works in America, is a computer analyst.

Her brother who works in America is a computer analyst.

- 3 Rambo was dreadful.

'Rambo' was dreadful.

→ Rambo

- 4 I don't watch television – much!

Ø

I don't watch television much.

Ø h'jfn'et vel t'

Ø h'jfn'et vel t', niet veel

- 5 They said it was marvellous.

surprised,
quote

They said it was marvellous?

duat'n

They said it was marvellous?!

They said it was marvellous...

sarcastic

They said, "It was marvellous."

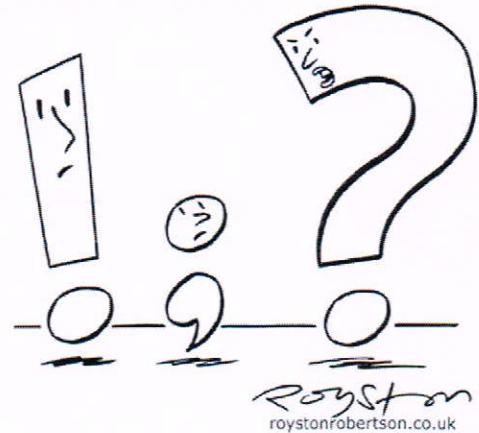
They said it was marvellous...

they like it, not you

1 Apostrophe '

Exercise 2: Fill the gaps in sentences.

1. If she's your aunt, she's either your mother's or your father's sister.
2. He was born in '80 and left school in 2004.
3. It's important to distinguish between it's (it is) and its (possessive).
4. Don't and they're are contracted forms of do not and they are.



2 Comma ,

We thought, however, that the music was too loud.

Hello, everyone, my name's Bond, James Bond.

James Dean, who died in 1955, is still greatly admired.

If you enjoyed the show, why didn't you tell me?

Exercise 3: Look at the examples above. Fill the gaps in sentences and add the necessary punctuation to sentences 6 to 7.

5. My three favourite songs are _____, _____ and _____.
6. When commas are used, it makes a long sentence easier to read, doesn't it?
7. When the film was over, we stayed in our seats watching the final credits.

BUT notice the lack of commas here:

Why didn't you tell me if you enjoyed the show?

The film that we saw yesterday was very enjoyable.

He said that he had enjoyed the show.

3 Colon :

I thought it was a good film: the photography was marvellous, the acting was good and the story was exciting.

In the words of the song: 'There's no business like show business.'

Exercise 4: Look at the examples above. Add the necessary punctuation to the sentence.

8. There are four members of my family¹ my mother and father, my sister and me.

4 Quotation marks “...” or ‘...’ (can be either single or double)

'A Nightmare on Elm Street' was a scarier film than 'Rambo'. movie file

Marlon Brando is called "the most important American actor of the 20th century". ^{reforum} 1

I was feeling 'down'.

Should it be 'a university' or 'an university'? ask the difference

"What a lovely day!" he exclaimed. "I feel like taking the day off."

Exercise 5: Look at the examples above. Add the necessary punctuation to the sentence.

- 9 ^{i!} Well that's all, thank you very much ladies and gentlemen² the lecturer said at the end of the lecture. Does anyone have any questions?

5 Semicolon ;

A semicolon is used as a kind of 'weak' full stop or 'strong' comma in formal writing; in informal writing a dash is often used instead.

It was a hilarious story; everyone enjoyed it enormously.

Exercise 6: Look at the example above. Add the necessary punctuation to the sentence.

- 10 'Vespertine' is a masterpiece³ the singer-songwriter is Björk.

6 A dash -

A dash is used to add an afterthought – sometimes.

It was an excellent film – apart from the violence.

Exercise 7: Look at the example above. Add the necessary punctuation to the sentence.

11 ‘Dances with Wolves’ was a great film we all enjoyed it.

7 Extra exercises

Exercise 8 Edit the following sentences for the correct use of commas if necessary.

- 1 My friends complain, that it is difficult to find parking space near my flat.
- 2 My family does not live near me so I sometimes feel isolated, and lonely.
- 3 If I get married someday, I hope to buy a house in the suburbs and plant a garden.
- 4 Al goes to the kitchen, puts the water on the stove to boil, and returns to his desk.
- 5 While he is talking on the phone, the water on the stove is boiling.
- 6 As quickly as possible he ends the conversation, goes to the kitchen, and prepares the coffee.
- 7 Many countries, that have a king or a queen, also have a prime minister.
- 8 Vitamin D, which aids in bone and tooth formation, can be toxic in very large amounts.
- 9 Crocodiles are found in 91 countries. However, they can live only in warm, wet climates. Therefore, there are no crocodiles in Canada, northern Europe, or Russia.
- 10 In the United States, alligators outnumber crocodiles by about 1000 to 1. In fact, only about 500 wild crocodiles remain on the whole continent. For that reason, crocodiles are considered to be an endangered species and are protected by law.

Exercise 9 Change each item into a possessive phrase.

- | | |
|--|----------------------------------|
| 1 the boyfriend of Rose | Rose's boyfriend |
| 2 the diameter of the earth | the diameter of the earth |
| 3 the responsibility of nobody | nobody's responsibility |
| 4 the play area of the children | children's play area |
| 5 the mother of my sister-in-law | my sister-in-law's mother |
| 6 the room of the mother and father | the mother and father's room |
| 7 the schedules of Ms Allen and Ms Ellis | Ms Allen and Ms Ellis' schedules |
| 8 the speeches of the politicians | politicians' speeches |
| 9 the policy of the United Nations | United Nations' policy |
| 10 the surface of Belgium | Belgium's surface |

Exercise 10: Edit the following sentences for the correct use of apostrophes.

1. It's a beautiful day.
2. The angry man's car was towed because he had parked in a non-parking zone.
3. My daughter's two best friend's birthday's are on the same day.
4. Yesterday I bought three CD's and spent the evening listening to music.
5. I received a catalogue advertising mens' shoes.
6. Her handwriting is unclear. I can't tell the difference between her Ms and Ns.
7. Feeling lonely, Agnes ate a whole box of Belgian chocolate's by herself.
8. If you don't proofread your essay, it's going to be full of spelling mistakes.
9. A: Wheres your math book?
B: I don't know. Can I borrow your's?

IX. Business writing: letters and emails

1 Formal vs. informal writing

- A. Looking at the letter below, what kind of features tell you this letter is informal?

Nof
mrs
Dear Amy,

18 Redwood Rd
Huntingdon
BV4 7AL
1 March 20--

It was lovely to chat to you the other day. It seems ages since we last met. We're so excited that you're finally coming over to see us. In fact, Joe's going to take those days off work so he can spend more time with us.

By the way, could you bring some photos of your family? I'd love to see them.

We're both really looking forward to seeing you.

Love,
Joanna

1. Other ways of starting an informal letter:

Thanks for your letter.

How are you?

I hope you're well.

Sorry it's been so long since I last wrote.

It was lovely to hear from you.

2. Other ways of ending an informal letter:

Drop me a line soon.

Write soon.

Take care.

Do keep in touch.

Give my love to Sean.

Hope to hear from you soon.

Exercise 1: Connect the informal expressions with their formal equivalent. Write your answers in the box below.

- | Informal | Formal |
|-------------------------------------|---|
| 1 What do you need? | a With regard to ... (With reference to) |
| 2 Thanks for the email of 12 Sep... | b I can assure you that ... |
| 3 Sorry, I can't make it. | c We note from our records that you have not |
| 4 I'm sorry to tell you that ... | d Please let us know your requirements. |
| 5 I promise ... | e I was wondering if you could ... |
| 6 Could you ...? | f We would like to remind you that ... |
| 7 You haven't ... | g I look forward to meeting you next week. |
| 8 Don't forget ... | h Thank you for your email received 12 Sep... |
| 9 I need to ... | i I am afraid I will not be able to attend. |
| 10 Shall I ...? | j Would you like me to ...? |
| 11 But ... / Also ... / So ... | k I would be grateful if you could ... |
| 12 Please could you ... | l Please accept our apologies for ... |
| 13 I'm sorry for ... | m It is necessary for me to ... |
| 14 Re ... | n We regret to advise you that ... |
| 15 See you next week. | o However ... / In addition ... / Therefore ... |

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
d	h	t	r	b	e	c	f	m	J	O	P	L	a	g

Exercise 2: Rewrite the emails below by substituting the underlined phrases with more informal phrases. Use contractions (e.g. I'll) where appropriate.

Email 1

"I am afraid I will not be able to attend the meeting on Friday. As I will miss the meeting, I was wondering if you could send me a copy of the minutes? I will write to Anita as well, to inform her that I will not be there. Once again, please accept my apologies for this, and I can assure you that I will be at the next meeting."

Sorry, I can't go, I'll call you, I'll tell you,
Sorry, promise, I'll

Email 2

"Thank you for your email of 25 January where you requested assistance on how to order online. It is necessary for me to know your a/c number before I can deal with this. I would be grateful if you could also provide details of which version of Windows you are using.

Thanks,

Email 3

"With reference to your order number J891 – we received it this morning, but you have not filled in the sections on size and colour. Please let us know your exact requirements. These products are selling very well at the moment, and we regret to advise you that the medium size is temporarily out of stock. However, we are expecting more supplies in the near future. Would you like me to email it to you when they arrive?

As I have it, tell me what you need, we're sorry to
call, but worse, shall I



NOTE: remember that you do not use contracted verb forms in formal written communication!

Exercise 3: Match the words of Latin origin on the left with the shorter words on the right. Write your answers in the box below.

- | | | |
|-----|----------------|----------------|
| 1. | assistance | a. ask |
| 2. | due to | b. ask for |
| 3. | enquire | c. because of |
| 4. | further | d. book (v) |
| 5. | inform | e. check/prove |
| 6. | information | f. facts |
| 7. | obtain/receive | g. fix (v) |
| 8. | occupation | h. get |
| 9. | possess | i. give |
| 10. | provide | j. have |
| 11. | repair | k. help (n) |
| 12. | request | l. job |
| 13. | requirements | m. more |
| 14. | reserve | n. needs (n) |
| 15. | verify | o. tell |

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
h	c	a	m	o	f	h	e	J	t	g	b	h	d	e

Note: longer words of Latin origin sound more formal, and shorter words sound more informal.

3.3 Opening and closing

Exercise 4: Match the email beginnings (1-8) with the endings (a-h).

Beginnings...	... Endings
1. I am writing with regard to your recent email. We regret to inform you that there are no double rooms available for the nights you require. <i>C</i>	a. Anyway, thanks again for inviting me, and I'm really looking forward to it. Do you want me to bring anything?
2. Thanks so much for the wonderful present. It's exactly the book that I wanted – how did you know? I'm really looking forward to reading it. <i>G</i>	b. You know you can count on me if you need any support. I'll call you at the weekend to see how things are.
3. Patricia, I've just read your email. I'm so sorry to hear about what happened. <i>B</i>	c. Should you need any further information about room availability, we will be happy to assist you.
4. Sorry, I can't make it to your birthday party at Fishers restaurant, as I'm away on that day. <i>H</i>	d. I look forward to receiving this information as soon as possible.
5. I am mailing this via the 'Contact Us' link on your website. I'd like to know a few more details about the anti-virus software that's listed on the site. <i>A</i>	e. It really is great news, and I'm sure that it's only the beginning of our work in the French market.
6. I am writing with reference to our order number GH67. The goods arrived this morning, but you only sent 200 pieces instead of the 300 that we ordered. <i>F</i>	f. Please deal with this matter urgently. I expect a reply from you by tomorrow morning at the latest.
7. Yes! Great! I'd love to come to the party. <i>D</i>	g. Thanks again for the gift, and give my regards to your family.
8. I've just heard from Antonio about the Paris contract. It's fantastic news – you worked really hard on this and you deserve the success. <i>E</i>	h. Anyway, sorry again that I can't come, but have a great time. I hope we can meet up soon. What about going to see that new Spielberg film?

3.4 Key phrases

Exercise 5: Choose a subject line for each email. One of the subject lines is not used.

Action re contract Meeting 14/5 Re your advertisement

Special Offer! Shipping confirmation Regarding your order

Email 1: Subject: Meeting 14/5

Re your last email, we are in the process of arranging the meeting scheduled for 14 May, but there are still a few details I need from you. Do you want me to book hotel accommodation for you – or will you sort it out at your end? Also, can you send us something about the Barcelona project you were involved in last year? It would be helpful to have something to circulate before the meeting. Please send a copy of any relevant reports. Regards, Monica.

Email 2: Subject: Regarding your order

Sorry for the delay in replying – I've been out of the country on business. Unfortunately, the items you ordered are not in stock, but we're expecting delivery by the end of the week. I'll get back to you as soon as they arrive. If you need any more information, please feel free to contact me.

Email 3: Subject: Action re Contract

Luisa, I've emailed Michelle and Roberto about the changes to the contract. Shall I have a word with Michelle to make sure she understands what's going on? You work with Roberto – can you talk to him? Thanks for your help – I appreciate it.

Email 4: Subject: Special Offer

Good news! Subscribers to our email newsletter can take advantage of fantastic price savings in our January sale. I've attached a pdf file that gives full details, or alternatively just click on the link below. You can order over the web or by email – our customer service staff are standing by. Looking forward to hearing from you soon.

Email 5: Subject: Shipping confirmation

Just a short note to let you know that we received your order. We can confirm that the items were sent by mail today. To track your order, click on the link below. If there's anything else, just let us know. Best wishes, Pierre.

Exercise 6: Complete the table by matching an underlined phrase on the previous page with a similar phrase below.

Previous contact

With reference to your email sent (date), ...

1. be your last email

Reason for email

We are writing to inform you that...

2. Leave a short note...

Good news

You will be pleased to hear that...

3. Good news

We are able to confirm that...

4. We can confirm this

Bad news/apologising

I apologise for ...

5. Sorry for

We regret to inform you that...

6. Unfortunateley

Requests

I'd be grateful if you could...

7. I'd appreciate please

I would appreciate it if you could...

8. Can you

Offering help

Would you like me to...?

9. Do you want me to

If you wish, I would be happy to...

10. Please Shall I

Promising action

I will contact you again.

11. I'll get back to you

Attachments

Please find attached...

12. I've attached

Final comments

Thank you for your help.

13. Thanks for your help

Do not hesitate to contact us again
if you need any further information.

14. If there is anything else

Closing

We are looking forward to...

15. Looking forward

Yours/Yours sincerely

16. Best wishes

5 Making enquiries

The content of a letter of enquiry will depend on how well you know the person or company you are writing to. If you are writing to a company for the first time – whether asking for a catalogue or requesting details about a particular product or service – you should start your letter by giving information about your own company before stating your reason for writing and making your request.

Exercise 1: Read the following letter. Fill in each gap with the appropriate word.

send	forward	Madam	attention	sell	faithfully
together	Project	based	protecting	graphics	

For the (1) attention of the Sales Manager

Dear Sir or (2) Madam

We are a software company (3) based in Hasselt, Belgium, and are currently developing a Windows-based scientific (4) graphics package for use in universities, institutions for higher education and research laboratories.

We are interested in (5) protecting the programs we (6) sell from unauthorised copying and duplication.

Could you please (7) send us more technical information about your MI4 software protection system (8) together with your current brochure and price list?

We look (9) forward to hearing from you.

Yours (10) faithfully

Peter Matthiessen

Peter Matthiessen

(11) Project Director

Exercise 2: Complete this reply to the letter of enquiry on the previous page using the prepositions given. You will have to use some prepositions more than once.

for from in to on of with

18 Princess Street London EC2 6DQ United Kingdom

Barclay Computers plc

Tel 061 238 3587

Fax 061 240 3587

Ref : Comprod 1

5 July 20--

Mr Peter Matthiessen
Comprod
Paradijsstraat 13
3500 HASSELT
Belgium

Dear Mr Matthiessen,

Thank you for your letter of 1 July in which you expressed an interest in the MI4 software protection system. Please find enclosed our latest brochure and price list.

With ^{regards} the information in your letter, I can confirm that the range of products we supply would be ideal for your needs. In particular, I would like to draw your attention to the MI4 Combi, on page 3, which is designed for software protection in both Windows and Unix environments.

As you will see, our protection systems are tailored for individual programs. Please let me know whether you would like to arrange a meeting with our Technical Director, Mr Michael Gerard, to prepare a more detailed report on your program and particular requirements. He will be in London during the week beginning 15 July.

I look forward to hearing from ^{to} you.

Yours sincerely,

Brian Tomlinson
Sales Manager

Enc. Brochure and price list

7 Making and clarifying arrangements

Exercise 1: Discuss these questions

- What kind of arrangements do you have to make at school, e.g. for meetings, pair work, group work,...?
- Is it easier to make such arrangements by phone or by email? What are the advantages and disadvantages of each method?

Exercise 2: Suppose you work for a small IT-company. You want to write an email to confirm the arrangements for a meeting with a foreign customer, Malik Nepo. Look at the notes and complete the email. Give him your mobile phone number and ask for his. End the email in an appropriate way.

- Friday 17 July 12.00
- Suggest meeting at Malik's office – ask for the address
- Offer to bring company brochure + DVD and check if he would like information on the Belgian project as well as the Dutch one?
- Suggest lunch afterwards (13.30 at the Marriott)

Dear Malik

It was good to speak to you. I just wanted to check the details of our arrangements. So, we're meeting on ... *Friday 17 July at 12 o'clock*.

If you like I can come to your office ? Would you be so kind to give me your address and phone number ?

*I will bring the companies brochure and the DVD.
Are you interested in some information about the Belgian project as well as the Dutch one ?*

*Mayby we can discuss about the project after our meeting by lunch ? I suggest we go to the Marriott at 13h30 ?
you can reply by mail or by phone : 0478 37 14 42.*

Best regards

Glannat Patraoudis

1. Dear colleague

I'm sorry to say that I will not make it to the meeting tomorrow. Could you please ring me about it later?

Thank you in advance
Glenan Patrouaudis
047 85 442.

Dear Mrs. or Mr.

I'm sorry to tell you that a problem has occurred about your order. I would like to arrange a meeting as soon as possible. Could you please let me know which date suits you?

I am free

yours sincerely,
Glenan Patrouaudis

2 Good communicators

Exercise 1: What makes a good communicator? Choose the three most important factors.

- * fluency in the language
- * an extensive vocabulary
- * being a good listener
- * physical appearance
- * a sense of humour ✓
- * grammatical accuracy ✓
- * not being afraid of making mistakes ✓
- * an awareness of body language

Exercise 2: What other factors are important for communication?

Exercise 3: Discuss these questions.

- o What forms of written and spoken communication can you think of?
- o Which of the above do you like using? Why?
- o What problems can people have with them?
- o How can these problems be solved?

Exercise 4: Which words below apply to good communicators? Which apply to bad communicators?

well-spoken
articulate coherent eloquent fluent focussed hesitant inhibited
extrovert persuasive rambling responsive sensitive succinct reserved

Exercise 5: Complete this talk by a communication expert with the verbs from the box.

listen digress interrupt explain engage clarify confuse ramble

'Good communicators really listen¹ to people and take in what is said. They maintain eye contact and have a relaxed body language, but they seldom interrupt² and stop people talking. If they don't understand and want to explain³ something they wait for a suitable opportunity.'

When speaking, effective communicators are good at giving information. They do not confuse⁴ their listener. They make their points clearly. They will avoid technical terms, abbreviations or jargon. If they do need to use unfamiliar terminology they clarify⁵ by giving an easy to understand example. Furthermore, although they may digress⁶ and leave the main point to give additional information