

# ANGLAIS

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Ch. Bideau Wüst

Support de cours

## UNIT 1

Market Leader Upper Intermediate, 3<sup>rd</sup> Edition Extra,  
Coursebook with MyEnglishlab, Longman

Filière

Module 611-2

Informatique de gestion

Communication écrite

## COMMUNICATION

## VOCABULARY / UNIT 1

accuracy	précision	eager <u>to do</u> sthg	enthousiaste, pressé de faire qqch
accurate	précis	effective	efficace, qui a un bon rendement
to advertise	faire de la publicité	efficient	efficace, compétent
an advertising campaign	campagne publicitaire	eloquent	éloquent, convaincant
an advertisement	publicité, annonce	an employee	employé
to agree with sbdy	être d'accord avec qqn	an employer	employer
to aim <u>at</u>	viser qqch, s'efforcer de	to enable	permettre, donner la capacité
to allow	permettre, autoriser	engaged	occupé (téléphone) ; fiancé
although	bien que, quoi que	to ensure	assurer
to anger	mettre en colère	executive	de pointe
to appoint	nommer	expert <u>on</u> sthg (to be an)	être un expert en qqch
articulate	articulé	extrovert vs introvert	extraverti vs introverti
to be articulate	qui s'exprime bien	to fade	s'effacer
an asset	atout	a fault	défaut
an autocue	prompteur	to fester	pourrir, s'envenimer
to avoid <u>doing</u> sthg	éviter de faire qqch	to fire	virer, renvoyer
aware	conscient	fluency	fluidité
awareness	conscience	fluent / fluently	fluide / couramment
bearish	bourru, peu sociable	to focus(on)	cibler, focalise (sur)
a <u>bearish</u> tendency	tend. <u>à la baisse</u> (bourse)	focused	ciblé, concentré
to beat	battre	furthermore	de plus, en outre
a board	comité, conseil ; planche	to get away with	s'en tirer, s'en sortir
a board meeting	réunion du conseil d'admin.	good <u>at</u> sthg (to be)	être bon en qqch
the board of directors	conseil d'administration	to hang on	garder la ligne (téléphone)
a breakdown	rupture	to hang up	raccrocher (téléphone)
to cancel	annuler	to hide, hid, hidden	cacher
to catch, caught, caught	attraper	to highlight	mettre en évidence, surligner
I didn't catch it	Je n'ai pas compris (saisi)	to hire	engager, louer
to cause offence	offenser	to improve	améliorer
to chair (a meeting)	présider (une séance)	an increase	augmentation
to come up	surge, "venir sur le tapis"	an increase <u>in</u> sales	augmentation des ventes
to come up with an idea	proposer une idée	an increase <u>of</u> 10%	augmentation de 10%
a company	société, entreprise	to increase	augmenter
to complain about	se plaindre de	to increase <u>by</u> 10%	augmenter de 10%
a complaint	plainte	inhibited	inhibé, timide
concise	concis, succinct	an issue	question, problème
to confuse	embrouiller, rendre confus	to issue sbdy with	fournir qqch à qqn
a consumer	consommateur	a journey	voyage
cost cutting	réduction des coûts	to keep in touch	rester en contact
a customer	client	to lose sight <u>of</u> sbdy	perdre qqn de vue
to deal with	s'occuper de, traiter		
to deceive	tromper, duper		
a delay	retard		
to delay	retarder		
a department	département, rayon		

## COMMUNICATION

## VOCABULARY / UNIT 1

to make sthg up	inventer, imaginer	a	sender	expéditeur
meanwhile	pendant ce temps		sensible	sensé, raisonnable
a mistake	faute		sensitive	sensible
nasty	méchant, désagréable	to	slow down	ralentir
outgoing	ouvert, sociable, extraverti	to	sort out (documents)	trier (des documents)
to pick up	décrocher (le téléphone)	to	speak up	parler plus fort
paperwork	paperasserie, tâches administratives		state-of-the-art	du dernier cri, de pointe
to pass on	transmettre		succinct	succinct, bref, concis
a PDA-type device	Personal Digital Assistant assistant numérique		sufficient vs insufficient	suffisant vs insuffisant
persuasive	persuasif	to	suit	convenir, aller bien, seoir
to pitch to (slang)	promouvoir (un produit)		this shirt suits you	cette chemise te va bien
to place an order	passer une commande		suitable	approprié
pointless	inutile	to	sum up	résumer
to process an order	traiter une commande	to	summarise	résumer
to raise (transitif)	élever, augmenter	a	summary	résumé
to ramble	parler de manière désordonnée, passer d'un sujet à l'autre	a	supplier	fournisseur
rambling	désordonné, décousu	to	supply	fournir
to realise	se rendre compte		swamped	inondé
the recipient	destinataire		The inbox is swamped with e-mails	La messagerie est inondée d'e-mails
reliable vs unreliable	fiable vs non fiable		swiftly	rapidement
reluctant (to)	peu disposé (à), qui hésite	to	take in	comprendre, assimiler
a representative	représentant	a	threat	menace
responsible <u>for</u>	responsable <u>de</u>	to	threaten	menacer
responsive	réactif	a	tool	outil
to resume	reprendre (une activité, des études,...)		tough	rude, dur, sévère
to rise, rose, risen (intrans.)	augmenter, monter	to	turn up	survenir
a roll-out	déploiement		upsetting	décevant
the sales	ventes, soldes		valuable	précieux
seldom	rarement	to	withdraw, withdrew, withdrawn	(se) retirer
to sell, sold, sold	vendre		within	à l'intérieur

### Some idioms

to air one's views	s'exprimer, exprimer ses idées
to be at a loss for words	être à court de mots, ne plus savoir que dire
to get it straight from the horse's mouth	tenir une information de source sûre
to be on the same wavelength	être sur la même longueur d'ondes
to be like talking to a brick wall	c'est comme de parler à un mur
to keep someone in the loop	tenir au fait, informé
to beat about the bush	tourner autour du pot
can't make head (n)or tail of it	ne pas comprendre, cela n'a ni queue ni tête
to drop a hint	faire une allusion
to get / come straight to the point	en venir au fait, à l'essentiel, aller droit au but
to get the wrong end of the stick	ne pas comprendre, ne pas saisir
to give sbdy the low-down	mettre qqn au courant, informer
to hear sthg on the grapevine	entendre dire qqch par la rumeur / bruit de couloir
to keep sbdy up to date	tenir qqn au courant régulièrement, à jour
to put it in a nutshell	le dire en 1 mot, en bref
to put sbdy in the picture	mettre qqn au courant, informer (des dernières nouvelles)
to talk at cross purposes	il y a un malentendu

+ useful language p.11 ML

*In the language of business, idioms and metaphors are often used in oral communication. Here are a few examples.*

- 1- To summarise briefly.....
- 2- To share similar opinions and ideas.....
- 3- To fail to understand anything.....
- 4- To misunderstand :
  - a).....
  - b).....
- 5- To delay talking about something.....
- 6- To give the latest information.....
- 7- To tell someone all the information they want to know
- .....
- 8- To give somebody regular information about sthg.....
- 9- To talk about the most important thing.....
- 10- To hear about something passed from one person to another
- .....
- 11- To be unable to do or say anything because something surprising or totally unexpected has happened
- .....
- 12- To make a suggestion in an indirect way.....
- 13- To express your opinions about sthg in public.....
- 14- To try to communicate with an unresponsive person
- .....
- 15- To include someone in group communication.....
- 16- To be told something by someone who has direct knowledge of it.....
- .....

I. SUPERIORITY

COMPARATIVE	SUPERLATIVE
adjective + <b>-er</b> <u>than</u> ...	<b>the</b> + adjective + <b>-est</b> <u>in</u> / <u>of</u> (+ definite group)
Switzerland is smaller than Spain. A skyscraper is higher than a cottage.	He is the youngest in our class. She is the nicest of my friends.

• SPELLING RULES

	ADJECTIVE	COMPARATIVE	SUPERLATIVE
<b>Regular</b> 1 - syllable adjectives add : – er / -est	small cold high long	smaller colder higher longer	smallest coldest highest longest
1 - syllable adjectives ending in 1 vowel + 1 consonant : <b>double the consonant.</b>	big thin fat wet	bigger thinner fatter wetter	biggest thinnest fattest wettest
2 - syllable adjectives ending in a consonant + -y : <b>change the -y to -i .</b>	tiny sunny easy funny	tinier sunnier easier funnier	tiniest sunniest easiest funniest
1 - syllable adjectives ending in - e : <b>drop the e</b>	simple wide large late	simpler wider larger later	simplest widest largest latest
Adjectives of more than one syllable (except for 2-syllable adj. ending in -y) take : <b>more</b> and <b>most</b>	expensive beautiful interesting harmful	more expensive more beautiful more interesting more harmful	most expensive most beautiful most interesting most harmful
<b>Irregular</b>	good bad many / much few little far	better worse more fewer less farther (distance) further (additional)	best worst most fewest least farthest furthest

II. INFERIORITY

COMPARATIVE	SUPERLATIVE
<p style="color: red;">less + adjective <u>than</u> ...</p>	<p style="color: red;">the least + adjective <u>in</u> / <u>of</u> (+ definite group)</p>
<p>A bicycle is less expensive than a car. His film is less funny than his book.</p>	<p>This is the least famous place in Geneva. I've seen the least interesting of his films.</p>

III. SIMILARITY

<p style="color: red;">as + adjective + as</p>	Today is as sunny as yesterday.
<p style="color: red;">the same as ...</p>	He has the same glasses as his sister.

IV. INCREASE / DECREASE

<p style="color: red;">comparative + and + comparative</p>	The weather is getting colder and colder. Life is becoming more and more expensive.
--	--

V. PARALLEL COMPARISONS (sthg depends on sthg else)

<p style="color: red;">the + comparative + subject + verb, the + comparative + subject + verb.</p>	The smaller a car is, the easier it is to park. The less he eats, the thinner he'll be.
--	--

### I. COMPARATIVE / SUPERLATIVE

*Complete the sentences using the correct form.*

- 1) Baseball is ..... sport in the USA. (popular)
- 2) She's much ..... her brother. (serious)
- 3) He wasn't as ..... he usually is. (friendly)
- 4) That was the ..... film I've ever seen. (bad)
- 5) He's much ..... any of his brothers. (generous)
- 6) Where's ..... place in the world ? (hot)
- 7) Read a sentence ..... You'll find the information. (far)
- 8) His jokes are usually ..... Mark's. (funny)
- 9) Our holiday was much ..... we had expected. (cheap)
- 10) They aren't as ..... they should be. (careful)

### II. INCREASE / DECREASE

*Complete the sentences about the situation today.*

- 1) The world's population is getting ..... (big)
- 2) The reserves of fuel are getting ..... (low)
- 3) The problem of feeding all the people in the world is getting ..... (bad)
- 4) Many of the seas, rivers and lakes are becoming .....  
..... (polluted)
- 5) Life is becoming ..... (automated)

III. PARALLEL COMPARISONS

*Write sentences using the appropriate forms.*

- 1) the problem (complicated) / it is to find a solution (hard)

.....  
.....

- 2) you practise (much) / you become (good)

.....  
.....

- 3) the weather (bad) / it is to drive on the roads (dangerous)

.....  
.....

- 4) the test (easy) / I do it (fast)

.....  
.....

- 5) you do exercises (many) / the test will be (easy)

.....  
.....

IV. MISCELLANEOUS

Complete this restaurant review using the appropriate forms.

## DINING OUT

*By Bruce Newhart*

Pete's Restaurant has just reopened under new management. The dining room looks (+ big, + bright, + pretty) .....  
 ..... the old one. Although the food isn't (+ good)  
 ..... , it is just (= good) ..... it used to be. The menu is (+ varied) ..... and (- expensive)  
 ..... before. Try one of their delicious pasta dishes, their cook prepares (+++ fresh) .....  
 ..... tomato sauce in town. Also, don't forget to leave room for dessert.  
 They just keep getting (+ good + good) .....  
 .....  
 The waiters are friendly but not able to handle large numbers of people, so (+ crowded the restaurant, + slow the service) .....  
 ..... At dinnertime,  
 the queues outside this popular restaurant are becoming (+ long + long)  
 ..... Try lunchtime if you prefer a (+ quiet) ..... and (+ relaxed)  
 ..... meal.

*Additional ex. from : ML Business Grammar and Usage*

### A Making comparisons

Match the ways in which comparisons can be made 1–8 with the examples a–h.

- |  |                                     |
|--|-------------------------------------|
| 1 comparative adjective + <i>than</i>                      | a) as much as                       |
| 2 <i>more / less</i> + comparative adjective + <i>than</i> | b) cheaper than in the UK           |
| 3 <i>more</i> + noun + <i>than</i>                         | c) the highest / the most expensive |
| 4 <i>as</i> + quantifier + <i>as</i>                       | d) less expensive than              |
| 5 <i>a</i> + comparative adjective + noun                  | e) much higher than                 |
| 6 numeral + <i>more than</i>                               | f) more profit than                 |
| 7 quantifier + comparative adjective + <i>than</i>         | g) a bigger country                 |
| 8 a superlative  | h) £77 more than                    |

### B Common mistakes

Correct the errors in these sentences.

- 1 Lisbon is not as big than London.
- 2 There is more to life that a spreadsheet.
- 3 The disadvantage of this project is that it is not as cheap than the other.
- 4 Women's pay is more lower than men's, even for the same work.
- 5 Metro is the world's second bigger retailer after Wal-Mart Stores of the US.

### C Global MBA rankings

Look at the table and complete the following paragraph with these expressions.

more or less the same	more than	much faster	much more	closest	compared with
the highest					
	the most significant				

Name of business school	Country	Average salary 3 years after graduation (\$)	Salary percentage increase after graduation	Career progress rank/100	Value for money rank/100
University of Pennsylvania: Wharton	USA	169,784	119	69	100
London Business School	UK	146,565	121	22	56
Harvard Business School	USA	163,637	115	41	86
Columbia Business School	USA	164,310	132	33	81
Insead	France/Singapore	147,908	108	23	7
Stanford Graduate School of Business	USA	170,340	105	13	94

Among the six top business schools worldwide, graduates achieve .....<sup>1</sup> salaries in the USA.

.....<sup>2</sup> salary increase is for graduates from Columbia, .....<sup>3</sup> ten

percentage points higher than its .....<sup>4</sup> rival. However, .....<sup>5</sup> American

and British schools, Insead gives .....<sup>6</sup> value for money. Career progress measured in

terms of promotion and seniority is .....<sup>7</sup> at Stanford than at the others. The next best

are the London Business School and Insead; where the rate of progress is .....<sup>8</sup>.

## TELEPHONING

## SPEAKING / UNIT 1

The following phrases are used when telephoning. The language is rather informal.

### Introducing yourself

This is Ken.

.....

Ken speaking

.....

### Asking who is on the telephone

Excuse me, who is this ?

.....

Can I ask who is calling, please ?

.....

### Asking for Someone

Can I have extension 321 ? (*extensions* are internal numbers)

.....

Could I speak to ... ? (*Can I* - more informal / *May I* - more formal)

.....

Is Jack in ? (informal idiom meaning: *Is Jack in the office* ?)

.....

### Connecting Someone

I'll put you through (*put through* - phrasal verb meaning 'connect')

.....

Can you hold the line ? Can you hold on a moment ?

.....

### How to reply when someone is not available

I'm afraid ... is not available at the moment

.....

The line is busy ... (when the extension requested is being used)

.....

Mr Jackson isn't in ... Mr Jackson is out at the moment ...

.....

### Taking a Message

Could (Can, May) I take a message ?

.....

Could (Can, May) I tell him who is calling ?

.....

Would you like to leave a message ?

.....

### Example of a telephone conversation

- **Operator :** Hello, Frank and Brothers, How can I help you?
- **Peter :** This is Peter Jackson. Can I have extension 3421?
- **Operator :** Certainly, hold on a minute, I'll put you through...
- **Frank :** Bob Peterson's office, Frank speaking.
- **Peter :** This is Peter Jackson calling, is Bob in?
- **Frank :** I'm afraid he's out at the moment. Can I take a message?
- **Peter :** Yes, Could you ask him to call me at . I need to talk to him about the Nuovo line, it's urgent.
- **Frank :** Could you repeat the number please?
- **Peter :** Yes, that's ...., and this is Peter Jackson.
- **Frank :** Thank you Mr Jackson, I'll make sure Bob gets this asap.
- **Peter :** Thanks, bye.
- **Frank :** Bye.

## Leaving a Message

*Sometimes, you will need to leave a message on an answering machine.*

*Here are some tips to make sure that the person who should receive your message has all the information he/she needs. You only need to make sure that you have stated all the most important information :*

*Your name, the time, the reason for calling, your telephone number.*

### 1. Introduction :

Hello, this is Ken.

Hello, My name is Ken Beare (more formal).

### 2. State the time of day and your reason for calling :

It's ten in the morning. I'm phoning (calling, ringing) to find out if ... / to see if ... / to let you know that ... / to tell you that ...

### 3. Make a request :

Could you call (ring, telephone) me back ? / Would you mind calling me back ... ?

### 4. Leave your telephone number :

My number is .... / You can reach me at .... / Call me at ...

### 5. Finish :

Thanks a lot, bye. / I'll talk to you later, bye.

#### *Example of a message*

- **Telephone :** (*Ring... Ring... Ring...*) Hello, this is Tom. I'm afraid I'm not in at the moment. Please leave a message after the beep ..... (beep)
- **Ken :** Hello Tom, this is Ken. It's about noon and I'm calling to see if you would like to go to the trade fair on Friday. Could you call me back ? You can reach me at 367-8925 until five this afternoon. I'll talk to you later, bye.

*From : <http://esl.about.com/od/businessspeakingskills>*

*Additional business communication skills. from : ML Business Grammar and Usage*

## 1 Answering the phone

The person who answers the phone always starts the conversation.

In formal or business situations you usually give your name or the name of the company:

Hello, Mary Wells speaking.

Good morning. IKI Industries. How may I help you?

## 2 Stating the reason for a call

Hello. My name's ... I'm ringing about ...

I'm ringing to ... I'm phoning because ...

## 3 Leaving and taking messages

Can I leave him a message? I'll pass that on to her.

Can I give him a message? Could you ask her to get back to me?

## 4 Asking for repetition

Sorry, I didn't quite catch that. Could you repeat that, please? Could you speak up a little?

## 5 Taking down addresses and telephone numbers

When writing or dictating an address, you need to know how to pronounce the letters of the alphabet. The individual letters are pronounced with the same vowel sound as the words on the left.

speak /i:/ B, C, D, E, G, P, T, V, Z (pronounced zee in American English)

tell /e/ F, M, N, S, X, Z (pronounced zed in British English)

wait /eɪ/ A, H, J, K

through /u:/ U, W

phone /əʊ/ O

line /aɪ/ I, Y

card /ɑ:/ R

Telephone numbers are pronounced in groups. The groups usually correspond to a particular coding system (e.g. 0775 could be the area code). The digits are said separately, but in British English a repeated number can be said as *double* x. For example:

double zero	three one	seven zero three five	double four six seven eight
-------------	-----------	-----------------------	-----------------------------

00	31	7035	44678
----	----	------	-------

International	The Netherlands	The Hague	the number
---------------	-----------------	-----------	------------

## 6 Ending a call

*Informal:* Thanks for your call. Bye now.

*Formal:* Thank you for your call. / Thank you very much. Goodbye.

*Additional ex. from : ML Business Grammar and Usage*

### A A phone conversation

The sentences in this conversation are in the wrong order. Number them in the correct order. The first one has been done for you.

- ..... I'll sign them this afternoon and send them back to you.
- ..... Hello. My name's Beata Szlachetka. I'd like to speak to Katie Chapman, please.
- 1. Good morning. IKI Industries. How may I help you?
- ..... Hold the line, please. I'll see if she's in.
- ..... Great. Thanks a lot.
- ..... (pause) Hello. Katie Chapman speaking.
- ..... Beata Szlachetka and I'd like to speak to Katie Chapman.
- ..... Hello. This is Beata.
- ..... Sorry, I didn't quite catch that.
- ..... Hi, Beata. How are you doing?
- ..... OK. Busy as usual.
- ..... Fine, thanks. And you?
- ..... Yeah, they came this morning but I haven't signed them yet.
- ..... I'm just ringing to find out if you've received the copies of the contract.
- ..... OK, there's no rush.

### B Telephone language

Look at these expressions which are often heard or used when telephoning. Decide which are from recorded messages and mark them with X.

- 1 Sorry to keep you waiting.
- 2 Pearson Travel. Christine speaking. How may I help you?
- 3 I'll get him to call you back as soon as possible.
- 4 Hold on a moment and I'll put you through.
- 5 Could you put me through to the accounts department, please?
- 6 Could you speak up a little?
- 7 We are unable to take your call at the present time. Please leave your name and number after the tone.
- 8 This is the Australian Embassy visa information line. The consulate section is open every morning from 10 o'clock to 1 o'clock.

### C Taking someone's name

Complete the sentences with the names of the people.

- 1 My name's .....; I'll spell that for you – gee are ay aitch ay em new word aitch you gee aitch ee es.
- 2 My name's .....; that's jay ay en i see ee new word why oh you en gee.

1. Use the following words to complete the sentences on the left.  
Then match each one to the most appropriate response on the right.

calling - department - say - time - extension - repeating - fax - back

- |  |   |
|--|---|
| 1) Who shall I say is .....                  | a) Yes, could I speak to Mrs Elliott ?        |
| 2) Can you give me your ..... ,<br>please ?  | b) I'm afraid we don't have a fax machine.    |
| 3) Would you mind .....<br>that please ?     | c) Usually between nine and half past.        |
| 4) Sorry, did you ..... Kellman ?            | d) Yes, I said the WX342, leaving at 4.25 pm. |
| 5) Marketing ..... . Can I<br>help you ?     | e) Yes, I'll pass on your message.            |
| 6) And your ..... number is ?                | f) Yvonne Simon of Northam Insurance.         |
| 7) Can you tell her I'll phone ..... later ? | g) Let me check. Yes, it's 461                |
| 8) What ..... do you normally open ?         | h) No, Kellerman, with two "l"s.              |

- |           |           |
|-----------|-----------|
| 1 - ..... | 5 - ..... |
| 2 - ..... | 6 - ..... |
| 3 - ..... | 7 - ..... |
| 4 - ..... | 8 - ..... |

- 2) Choose from the phrases below to complete these two telephone conversations.

was just going to - Can I - speaking - Could I speak - I'm phoning to check - put you through

- |   |  |
|---|--|
| 1) Witan International. ....  | ..... help you ?   |
| 2) .....  | ..... to Mrs Weiss, please ?   |
| 3) One moment please, I'll .....  |  |
| 4) Kristina Weiss .....   |  |
| 5) Good morning Mrs Weiss. This is Ellen Johanssen from Ostlink travel, ..... |  |
|   | ..... if you got my letter.  |
| 6) Yes, I've just received it. In fact, I .....                               | to ring you. There are a<br>couple of things I wanted to ask you about it. |

## PARTICIPATING IN A MEETING

## SPEAKING / UNIT 1

*The following phrases are used to participate in a meeting. These phrases are useful for expressing your ideas and giving input to a meeting.*

**Getting the Chairperson's Attention**

(Mister/Madam) chairman.

May I have a word ?

If I may, I think ...

Excuse me for interrupting.

May I come in here ?

.....  
.....  
.....  
.....  
.....

**Giving Opinions**

I'm positive that ...

I (really) feel that ...

In my opinion ...

The way I see things ...

If you ask me, ... I tend to think that ...

.....  
.....  
.....  
.....  
.....

**Asking for Opinions**

Are you positive that ... ?

Do you (really) think that ... ?

(name of participant) can we get your input ?

How do you feel about ... ?

.....  
.....  
.....  
.....

**Commenting**

That's interesting .

I never thought about it that way before.

Good point !

I get your point.

I see what you mean.

.....  
.....  
.....  
.....

**Agreeing**

I totally agree with you.

Exactly !

That's (exactly) the way I feel.

I have to agree with (name of participant).

.....  
.....  
.....  
.....

**Disagreeing**

Unfortunately, I see it differently.

Up to a point I agree with you, but ...

(I'm afraid) I can't agree.

.....  
.....  
.....

**Advising and Suggesting**

Let's ...

We should ...

Why don't you / we .... ?

How / What about ...

I suggest / recommend that ...

.....  
.....  
.....  
.....

**Clarifying**

Let me spell out ...

Have I made that clear ?

Do you see what I'm getting at ?

Let me put this another way ...

I'd just like to repeat that ...

.....  
.....  
.....  
.....

## PARTICIPATING IN A MEETING

## SPEAKING / UNIT 1

**Requesting Information**

Please, could you ...  
I'd like you to ...  
Would you mind ...  
I wonder if you could ...

.....  
.....  
.....  
.....

**Asking for Repetition**

I'm afraid I didn't understand that. Could you repeat what you just said ?  
I didn't catch that. Could you repeat that, please ?  
I missed that. Could you say it again, please ?  
Could you run that by me one more time ?

.....  
.....  
.....  
.....

**Asking for Clarification**

I don't quite follow you. What exactly do you mean ?  
I'm afraid I don't quite understand what your are getting at.  
Could you explain to me how that is going to work ?  
I don't see what you mean. Could we have some more details, please ?

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.....

**Asking for Verification**

You did say next week, didn't you ? ('did' is stressed)  
Do you mean that ... ?  
Is it true that ... ?

.....  
.....  
.....

**Asking for Spelling**

Could you spell that, please ?  
Would you mind spelling that for me, please ?

.....  
.....

**Asking for Contributions**

We haven't heard from you yet, (name of participant).  
What do you think about this proposal ?  
Would you like to add anything, (name of participant) ?  
Has anyone else got anything to contribute ?  
Are there any more comments ?

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.....

**Correcting Information**

Sorry, I think you misunderstood what I said.  
Sorry, that's not quite right.  
I'm afraid you don't understand what I'm saying.  
That's not quite what I had in mind.  
That's not what I meant.

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**Keeping the Meeting On Target (time, relevance, decisions)**

We're running short of time.  
Well, that seems to be all the time we have today.  
Please, be brief.  
I'm afraid we've run out of time.  
I'm afraid that's outside the scope of this meeting.  
Let's get back on track, why don't we ?  
That's not really why we're here today.  
Why don't we return to the main focus of today's meeting.  
We'll have to leave that to another time.  
We're beginning to lose sight of the main point.  
Keep to the point, please.  
I think we'd better leave that for another meeting.  
Are we ready to make a decision ?

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*The following phrases are used to conduct a meeting. These phrases are useful if you are called on to conduct a meeting.*

### **Opening**

Good morning/afternoon, everyone.

If we are all here, let's get started / start the meeting / start.

### **Welcoming and Introducing**

Please join me in welcoming (name of participant)

We're pleased to welcome (name of participant)

I'd like to extend a warm welcome to (name of participant)

It's a pleasure to welcome (name of participant)

I'd like to introduce (name of participant)

### **Stating the Principal Objectives**

We're here today to ...

I'd like to make sure that we ...

Our main aim today is to ...

I've called this meeting in order to ...

### **Giving Apologies for Someone Who is Absent**

I'm afraid..., (name of participant) can't be with us today. She is in ...

Unfortunately, (name of participant) ... will not be with us to day because he ...

I have received apologies for absence from (name of participant), who is in (place).

### **Reading the Minutes (notes) of the Last Meeting**

To begin with I'd like to quickly go through the minutes of our last meeting.

First, let's go over the report from the last meeting, which was held on (date)

Here are the minutes from our last meeting, which was on (date)

### **Dealing with Recent Developments**

Jack, can you tell us how the XYZ project is progressing ?

Jack, how is the XYZ project coming along ?

John, have you completed the report on the new accounting package ?

Has everyone received a copy of the Tate Foundation report on current marketing trends ?

### **Moving Forward**

So, if there is nothing else we need to discuss, let's move on to today's agenda.

Shall we get down to business ?

Is there any other business?

If there are no further developments, I'd like to move on to today's topic.

### **Introducing the Agenda**

Have you all received a copy of the agenda ?

There are X items on the agenda. First, ... second, ... third, ... lastly, ...

Shall we take the points in this order ?

If you don't mind, I'd like to go in order today.

Skip item 1 and move on to item 3

I suggest we take item 2 last.

### **Allocating Roles (secretary, participants)**

(name of participant) has agreed to take the minutes.

(name of participant), would you mind taking the minutes ?

(name of participant) has kindly agreed to give us a report on ...

(name of participant) will lead point 1, (name of participant) point 2, and (name of participant) point 3.

(name of participant), would you mind taking notes today ?

### **Agreeing on the Ground Rules for the Meeting (contributions, timing, decision-making, etc.)**

We will first hear a short report on each point first, followed by a discussion of ...

I suggest we go round the table first.

Let's make sure we finish by ...

I'd suggest we ...

There will be five minutes for each item.

We'll have to keep each item to 15 minutes. Otherwise we'll never get through.

### **Introducing the First Item on the Agenda**

So, let's start with ...

I'd suggest we start with ...

Why don't we start with... ?

So, the first item on the agenda is

Pete, would you like to kick off ?

Shall we start with ... ?

(name of participant), would you like to introduce this item ?

### **Closing an Item**

I think that takes care of the first item.

Shall we leave that item ?

Why don't we move on to ... ?

If nobody has anything else to add, lets ...

### **Next Item**

Let's move onto the next item

Now that we've discussed X, let's now ...

The next item on today's agenda is...

Now we come to the question of.

### **Giving Control to the Next Participant**

I'd like to hand over to (name of participant), who is going to lead the next point.

Next, (name of participant) is going to take us through ...

Now, I'd like to introduce (name of participant) who is going to ...

### **Summarizing**

Before we close today's meeting, let me just summarize the main points.

Let me quickly go over today's main points.

To sum up, ...,

OK, why don't we quickly summarize what we've done today.

In brief, ...

Shall I go over the main points ?

## **Finishing Up**

Right, it looks as though we've covered the main items.  
If there are no other comments, I'd like to wrap this meeting up.  
Let's bring this to a close for today.  
Is there any other business ?

## **Suggesting and Agreeing on Time, Date and Place for the Next Meeting**

Can we set the date for the next meeting, please ?  
So, the next meeting will be on ... (day), the . . . (date) of... (month) at ...  
Let's next meet on ... (day), the . . . (date) of... (month) at ... What about the following Wednesday ? How is that ?

## **Thanking Participants for Attending**

I'd like to thank Marianne and Jeremy for coming over from London.  
Thank you all for attending.  
Thanks for your participation.

## **Closing the Meeting**

The meeting is finished, we'll see each other next ...  
The meeting is closed.  
I declare the meeting closed.

**1** Read texts a–c below and answer questions 1–2.

- ①** Match texts a–c to the following types of business writing.

- memo: \_\_\_\_\_
- email: \_\_\_\_\_
- letter: \_\_\_\_\_

- 2 Who do you think is the sender and who is the receiver in each text (e.g. boss, client, supplier, colleague, employees)?

**a**

Hi

We're having the meeting Tuesday! Hope you can come. Sorry about the short notice.

Thanks.

All the best

Joel

**b**

Dear Mr Owen

I am writing to introduce myself. I am your new sales contact for Taylor and Whitaker and I look forward to working with you in the future. I will be in your area next week and would like the opportunity to meet you.

Please do not hesitate to contact me about this or any other matter in the future. I am always available on 0970 567 4738.

Yours sincerely

Nile Peterson

**c**

To: All staff

From: FD

Subject: Meet our Spanish Sales Office colleagues

Remember the meeting on Tuesday at 10.00 a.m. Our Spanish sales team is here for the day so please attend.

**2** Work with a partner and discuss the following questions.

- 1 What types of business writing do you use in your job (in your own language and in English)?
- 2 Who do you write to?
- 3 Who do you get emails, memos, or letters from?

**③** Read the texts again. Then work with a partner and match texts a–c to sentences 1–9. Sometimes, more than one answer is possible.

- 1 The sender knows the receiver very well. \_\_\_\_\_
- 2 More than one person received this. \_\_\_\_\_
- 3 The sender doesn't know the receiver very well. \_\_\_\_\_

- 4 It is formal and very polite. \_\_\_\_\_

- 5 It is friendly. \_\_\_\_\_

- 6 It is very direct and not very friendly. \_\_\_\_\_

- 7 The sender wants a reply or further contact. \_\_\_\_\_

- 8 The sender doesn't expect a reply. \_\_\_\_\_

- 9 The sender wants to arrange a meeting. \_\_\_\_\_

- ④** Sometimes we use formal language in business writing and sometimes we use less formal language. We have to think about the type of business writing we are using (e.g. email or letter) and who we are writing to before we can decide which language to use. Work with a partner and match the less formal words and phrases (1–7) to the formal words and phrases (a–g) that have a similar meaning / function.

- |                 |                                 |
|-----------------|---------------------------------|
| 1 All the best  | a attend                        |
| 2 wait          | b Dear                          |
| 3 Sorry         | c hesitate                      |
| 4 See you soon. | d would like                    |
| 5 come          | e I look forward to seeing you. |
| 6 Hi            | f Yours sincerely               |
| 7 want          | g I apologize                   |

- ⑤** Read these rules for writing a memo. Choose the correct option from the words in *italics*.

**Rules for writing memos**

- Write who it is to and from at the *beginning* / *end* of the memo.
- *Do* / *Don't* write a subject line.
- Try to write about *two or three subjects* / *one subject* in each memo.
- *Do* / *Don't* use short and clear sentences.
- Be *informal* / *direct and polite*.

- 6** Work with a partner. Write rules for one of the following, then compare your rules with another pair.

- 1 writing informal emails
- 2 writing formal letters

- 7** Write ONE of the following. Remember to follow your rules from 5 and 6.

- ①** An email to a colleague – ask to meet tomorrow, say when and where.
- 2 A letter to introduce yourself to a new customer – request a meeting.
- 3 A memo to everyone in your department – you want them to meet an important visitor next week, say when and where.

- 1** Read the text. What type of correspondence is it? How do you know?

<b>To:</b> All staff <b>From:</b> Grace Helston <b>Date:</b> 27th November <b>Subject:</b> New roles after departmental restructuring
Further to the recent restructuring in the Sales Department, I wanted to clarify the roles of the following members of staff.
<b>New responsibilities</b>
<b>Patrick Chapman – Team Leader</b>
Patrick is now team leader and oversees the Sales Team, which includes Vaughan, Sarah and Lisa. He reports directly to me. This means he is no longer part of Tony's team.
<b>Hazel Cook – After-sales Assistant</b>
We welcome Hazel to the department. She is now responsible for our current client list. She handles complaints and queries and is part of Tony's team.
<b>Vaughan Sore – Sales Rep</b>
Vaughan has moved from After-sales to the Sales Team. He now deals with potential new clients and is part of Patrick's team.
If anyone has further questions about the above, my door is always open.
GH

- 2** Read the text again and complete the table.

Name	Position	Responsibilities
Patrick		
Hazel		
Tony		
Vaughan		

- 3** Look at the text again. Are these sentences true (T) or false (F).

- 1 Memos are usually sent between different companies.
- 2 Memos usually have the following headings: *To, From, Date, Subject*.
- 3 The opening paragraph usually deals with the purpose and the overall content of the memo.
- 4 Language used in memos is usually short and to the point.
- 5 The tone of a memo should always be informal.
- 6 You end a memo with *Yours sincerely* or *Yours faithfully*.

- 4** Match the parts of the memo 1–5 to their definitions a–e.

- 1 Heading
  - 2 Opening
  - 3 Task segment
  - 4 Closing
  - 5 Sign off
- a describing the actions or the tasks needed to be followed – the main part of the memo
  - b a polite ending
  - c follows a general format of: *To, From, Date, Subject*
  - d usually the initials of the sender
  - e provides the reason for the memo, the context, and introduces the problem / task

- 5** Look at the notes made by Juan Carlos Sapertero, a manager at a large marketing company, during a management meeting. Write a memo based on his notes. Use the information from 4 and the memo above to help you.

<b>Management meeting – 24th October</b>
Changes in security procedures
ID cards at all times – all staff
Visitors must be signed in / out – given a temporary ID card
Offices to be locked whenever they are empty
Security to check ID on entry
Effect immediate

BEC Vantage Writing, Part 1, Sample 1**PART ONE**

- You would like to go to a seminar on presentation skills.
- Write an **email** to your line manager:
  - requesting time off work to go to the seminar
  - saying when the seminar is
  - explaining why you want to go.
- Write **40–50 words** on a separate sheet.

To:	<input type="text"/>
Cc:	<input type="text"/>
Subject:	<input type="text"/>
<div style="border: 1px solid black; height: 300px; width: 100%;"></div>	

- D** Read the passage below about junk mail.
- In each line 1 – 8 there is one wrong word.
  - For each line, underline the wrong word in the text and write the correct word in the space provided.

'Junk mail' is the name given to all the sales ads, catalogues, prize offers, etc which find their way into your letterbox without you having requested anything.

While some of that mail gets into *everyone's* mailbox, the sizeable proportion of it is actually personalised and addressed to certain individuals in particular.

Computerised mailing list have made it very easy for companies to obtain huge numbers of names and addresses. When you subscribe to a magazine or buy something from a mail order catalogue, by example, your name is entered into a computer, and very often automatically added to one or more mailing lists. The mail order firm or the credit card company in question can then rent their lists on other companies, and that is when your letterbox began to overflow with unwanted mail.

A number of organisations have now been created specifically to help the public deal with unsolicited advertisements.

- |   |        |
|---|--------|
| 1 | d..... |
| 2 | .....  |
| 3 | .....  |
| 4 | .....  |
| 5 | .....  |
| 6 | .....  |
| 7 | .....  |
| 8 | .....  |

**Part 2****Questions 8–12**

- Read the text below about work routines.
- Choose the best sentence from the opposite page to fill each of the gaps.
- For each gap 8–12, mark **one** letter (**A–G**) on your Answer Sheet.
- Do not use any letter more than once.
- There is an example at the beginning (0).

**CHANGE YOUR OFFICE HABITS**

Paper is a good thing. Forget about the paperless office. Software programmes such as Outlook and Lotus Notes and email are all very well, but it's better to have pieces of paper that you can see, touch, stick to your monitor, keep in a book – and remember. (0) ....*G*.... Re-discover the joys of paper and you'll find yourself working much more efficiently.

Becoming a fan of paper may not be your personal way of being more productive at work. (8) ..... The vast majority of office workers waste time during the day because of them – chatting, working ineffectively, or just staring into space.

To be effective, you need to plan. Set yourself a list of tasks each day and tick each one off as you have achieved it. If you're in the habit of missing lunch, don't. Take a proper break or by 3pm you'll be good for nothing. As a business advisor, I've worked with senior managers who were working until 9 or 10pm, but once I'd shown them how to plan effectively, they got twice as much done and were off home by six. (9) ..... But for most people, who have to struggle against their own bad habits with no outside help, making a change can be more difficult.

You need strength of mind to change bad habits. For example, you might not be replying to e-mails when you receive them, which means that just when you should be going home you have a whole series of people to reply to. (10) ..... So you need to train yourself to respond when the message comes in.

Of course, bad working habits aren't simply about how you work, but can also be a reflection of how you communicate. (11) ..... Remember that talk at work is always public and in most work settings your performance will, at some point, be evaluated on your conversational style.

It might seem impossible to change the way you communicate, but even a small alteration in style can make a big difference. If you get very nervous in meetings, you may tend to talk a lot to try to cover it up. What you need to do is to think carefully about what you really need to say, and then speak clearly and concisely. If you never speak in meetings, make an effort to say at least one thing. If you're worried that you come over as too bossy, try a gentler approach. (12) ..... And if you're always first to voice an opinion, make sure you remember to ask others for theirs.

It's true that falling back into bad habits can be hard to avoid. But unlike dieting or giving up smoking, which involve stopping something enjoyable, changing bad work habits means you give up unenjoyable late nights at the office. It will improve your whole life.

Example:

0	A	B	C	D	E	F	G
	<input type="checkbox"/>	<input checked="" type="checkbox"/>					

- A That kind of major improvement is easy if you're at a high level, and someone is paid to come and organise you.
- B Despite this, bad habits at work waste both time and money.
- C However, that doesn't mean that you wouldn't benefit from changing your working habits in some way.
- D Doing it badly is one of the prime causes of problems in the workplace, and judgements about people are often based on how well they express themselves.
- E This may involve saying 'it would be helpful if you could...', rather than 'I need you to...'.
- F Many of them were probably expecting an answer much earlier on.
- G Given the way our memories work, having things stored on computer just means we forget about them.

