

ANGLAIS

Semestre d'automne 2019-2020

Ch. Bideau Wüst

Support de cours

UNIT 3

Market Leader Upper Intermediate, 3rd Edition Extra,
Coursebook with MyEnglishlab, Longman

Filière

Module 611-2

Informatique de gestion

Communication écrite

BUILDING RELATIONSHIPS

VOCABULARY / UNIT 3

accountability	responsabilité	to establish	établir
to achieve	réaliser (ambitions, ...), atteindre (un objectif)	<u>eventually</u>	finalement
advice (uncountable)	conseil	to fix a meeting	fixer une réunion
to advise	conseiller	to foster	encourager, entretenir
an agenda	ordre du jour	to gather (information, ...)	récolter
amenities	équipements, installations	to get on with sbdy	s'entendre avec qqn
to appoint	nommer	to go on (<u>doing</u> sthg)	continuer (à faire qqch)
astutely	astucieusement	to go over sbdy	passer outre qqn
an average	moyenne	to go wrong	mal se passer, ne pas aller
on average	en moyenne	a greeting card	carte de voeux
to be interested in	s'intéresser à	Season's greetings	meilleurs vœux (fêtes de fin d'année)
to be willing to	être prêt/disposé à	helpful	serviable
a bid	offre, mise	helpfulness	serviabilité
to break off	rompre	to hold	tenir
to build up	développer, construire	to hold a meeting	tenir une réunion
to call off	annuler	to hold on to	s'en tenir à
to carry on (<u>doing</u> sthg)	continuer (à faire qqch)	to improve	améliorer
to cement	sceller, renforcer, cimenter	to increase	augmenter
the chance	hasard, occasion	to introduce sbdy to sbdy	présenter qqn à qqn
by chance	par hasard	an invoice	facture
the change	monnaie (que l'on rend)	to jeopardise	mettre en danger
to clinch a deal	conclure une affaire	a joint venture	partenariat commercial
to crack	casser, fêler	to keep <u>doing</u> sthg	continuer à faire qqch
a critic	critique (métier)	to land a deal	décrocher une affaire
to criticise	critiquer	to let sbdy down	laisser tomber qqn, décevoir
a criticism	critique (que l'on fait)	to look for	chercher
to cultivate	cultiver	to look <u>forward to</u> (+-ing)	se réjouir de
the currency	monnaie, devise	to look into	analyser, examiner
to cut off	couper, mettre fin	to look like	ressembler
to damage	endommager	loosely	assez librement, souplement
a deadline	délai	luck	chance
to decrease	diminuer	lucky	chanceux
to depend <u>on</u>	dépendre de	to maintain	maintenir
it depends	ça dépend	to meet up	se retrouver
to develop	développer	to merge	fusionner
to disrupt	perturber, interrompre	outstanding	exceptionnel, remarquable
to do a favour (US :-or)	faire une faveur	the pride	fierté
to do business	faire des affaires	to promote	promouvoir
to draw sbdy's attention	attirer l'attention de qqn	proud	fier
to draw up	rédiger	to put down to	mettre au compte, expliquer
a duty	devoir	she puts her success down to her work	elle explique son succès par son travail
to encourage	encourager		
to endanger	mettre en danger		

BUILDING RELATIONSHIPS

VOCABULARY / UNIT 3

to put off	remettre à plus tard	a strike	grève
the real estate	immobilier	to go on strike	se mettre en grève
to restore	rétablissement	a takeover	rachat
to resume	reprendre (qqch qui a été interrompu)	a talk	discours, conversation
to revolve around	être axé sur	small talk	papotage, banalités
to run	courir	a tap	robinet
run a business/operations	diriger, faire marcher	to tap	exploiter
a contract runs for est valide pendant ...	to tap into	taper (fig), exploiter
savvy	futé	thanks to	grâce à
to set off	partir	to turn round	se retourner
to set up a company	créer une compagnie	How did you turn it round ?	Comment as-tu rétabli la situation ?
to set up a meeting	fixer une réunion	to turn up	surgir, "se pointer"
to sever	rompre, couper, sectionner	a turnover	chiffre d'affaires
to sour	gâter, dégrader	to undermine	abîmer, saper
a storm	orage	widespread	répandu, généralisé
stormy	orageux	to wonder	se demander
to strain	mettre à rude épreuve	to work out	résoudre, trouver une solution
to strengthen	renforcer	a yield	rendement

+ useful language p.27 ML

for function	PEOPLE	SOMETHING	Examples
SUBJECT	who that	that which	Mike is the man <u>who</u> phoned me yesterday. A violin is an instrument <u>that</u> sounds beautiful.
OBJECT	— who whom (formal) that	— that which	This is the girl <u>I</u> invited. He's the man <u>whom</u> I met yesterday. London is the place <u>I</u> prefer. I did the exercise <u>that</u> you gave me.
OBJECT with preposition	— who whom that => preposition at the end (common use)	— that which => preposition at the end (common use)	Who's the man <u>you</u> were talking <u>to</u> ? I don't know the man <u>whom</u> she's married <u>to</u> . The house <u>she</u> lives <u>in</u> belongs to her mother. This is the book <u>that</u> I'm looking <u>for</u> . or : I like the town <u>in which</u> he lives. (formal)
POSSESSIVE	whose => no article	whose => no article of which => follows the noun	This is the architect <u>whose</u> works are famous. He bought trousers <u>whose</u> colour I don't like. He bought socks the colour of <u>which</u> I like.

Notes

- Ce qui / ce que => **what** He knows what he wants.
 - Ce qui / ce que : pour reprendre une proposition => **which** They came on time, which surprised me.
 - Après : everything, anything, nothing, something, all, only, superlative forms => **that** All that you will say will be recorded.
He told me something that I had never heard.
It is the best book that has ever been written.
 - Peuvent s'utiliser comme pronoms relatifs : => **when**
=> **where**
=> **why** I can't forget the day when I first met you.
This is the place where we had an accident.
The reason why he came is obvious.

 In non-defining relative clauses (i.e. extra, not really necessary information) :

- The relative pronoun that cannot be used Edinburgh, which she visited last year, is an interesting city.
 - The relative pronoun cannot be left out We remember Mark, who(m) we used to meet during our holidays.

- I. Fill in the following sentences with a relative pronoun.
If it is possible to leave the pronoun out, write "X".

- 1) May I introduce you to the new accountant is going to work for the company.
- 2) We have presented a business plan convinced the bank to lend us money.
- 3) Mandy is the representative I met on Friday.
- 4) I've given a lift to my colleague car has just broken down.
- 5) He hasn't had time yet to read the newspaper he's bought this morning.
- 6) This is the man house is on fire.
- 7) Can I talk to the girl is sitting on the bench?
- 8) The book you lent me is great.
- 9) Where is the newspaper I bought this morning?
- 10) I talked to a woman brother worked with me in London.
- 11) Mr Jones, would like to apply for the job, lives in Bristol.
- 12) This is the computer I'd like to buy.
- 13) He cleaned the car had had an accident.
- 14) This is our new interpreter comes from Spain.
- 15) Here is Mr Harris, the man has just arrived in Geneva.
- 16) What did you do with the money your mother lent you?
- 17) My best friend, I see every day, always has something new to tell me.
- 18) The staff members, enthusiasm was obvious, finished the work quickly.
- 19) Simply do the best you can.
- 20) The friend I visited last week is taking a holiday soon.
- 21) The employees had the best results received an award.
- 22) I will repeat everything I've heard.
- 23) Did he explain was wrong in your exercise ?

A. Definitions: a financial quiz

Match the words with their definitions. Complete the definitions with a relative pronoun (*that, which, where, who or whose*).

- | | |
|-------------------------------|---|
| 1 The over-the-counter market | a) is a market shares and government bonds are bought and sold. |
| 2 Options | b) are investors believe share prices are likely to fall. |
| 3 Floating exchange rates | c) are wealthy individuals provide funds to back Lloyd's insurance policies. |
| 4 Bears | d) are financial instruments give the right but not the obligation to buy or sell a commodity at a certain price. |
| 5 A preference share | e) is the market securities are traded outside a regular exchange. |
| 6 Names | f) are the values of currencies fluctuations against each other are set by market forces. |
| 7 A stock exchange | g) is a share guarantees holders a prior claim on dividends. |

B. *whose, who, which, that*

Complete the sentences with an appropriate relative pronoun.

- 1 Citigroup , bid for Wachovia failed last week, fell another 5.1 percent to \$17.41.
- 2 Philip Coggan, wrote *The Money Machine: How the City Works*, is a journalist with the *Financial Times*.
- 3 The BBC World Service, is financed by the Foreign Office, said it intended to invest £14m (\$21m) in improving its internet services.
- 4 The product has been produced by a well-known company perfumes have always been sold in the higher price ranges.
- 5 Ice cubes crackle louder according to the strength of your drink have been developed in Japan.
- 6 We have developed a new computerised stock control system will allow us to compete with our much larger rivals.

Revision & additional ex. from : ML Business Grammar and Usage

POUR COMMENCER

First, firstly, first of all, in the first place, first and foremost, to begin / start with
My first impression is...

POUR DEVELOPPER UN SUJET

Secondly, thirdly, then, next
at first sight (*à première vue*)
as a matter of fact, in fact (*en fait*)
at all events, in any case (*en fait*)
on second thoughts (*à la réflexion*)
actually (*effectivement, vraiment / en fait*)
anyway (*de toutes façons*)
in most cases (*dans la plupart des cas*)
in this respect (*à cet égard*)
to some extent (*dans une certaine mesure*)
as far as ... is concerned (*en ce qui concerne*)
from a (*adjectif*) point of view (*d'un point de vue + adj.*)

POUR EXPRIMER LE BUT

To, in order to, so as to + BV
For + nom/ pronom + TO + BV

POUR EXPRIMER LA CONDITION

if (*si*)
in case (*au cas où*)
suppose/ supposing (*à supposer que*)
provided/providing (*pourvu que*)
on condition that (*à condition que*)
so long as / as long as (*à condition que*)

POUR EXPRIMER L'OPPOSITION

whereas / while (*tandis que*)
unlike (*à la différence de*)
contrary to (*contrairement*)
as against (*en opposition à*)
on the one hand..., on the other hand... (*d'une part..., d'autre part*)
conversely (*inversement*)
on the contrary (*au contraire*)
in contrast to (*en contraste avec*)
or else (*ou alors*)
otherwise (*autrement*)

POUR EXPRIMER LA RESTRICTION

although / though (*bien que*) + verbe conjugué
as though / as if (*comme si*)
even though / even if (*même si*)
no matter what (*peut importe ce que*)
whatever (*quel que soit*)
no matter how (*peut importe comment*)
however + adj. (*si + adj. soit-il / elle*)
unless (*à moins que*)
whether ... or ... (*que ... ou que...*)
yet / still (*pourtant*)
however (*cependant*)
nevertheless, nonetheless (*néanmoins*)
for all..., despite ... (*malgré...*)
in spite of (*en dépit de*) + groupe nominal
for all I know

POUR DONNER DES EXEMPLES

for instance, for example, such as, like, e.g.
namely (*c'est-à-dire*), i.e.
above all (*surtout*)

POUR EXPRIMER LA CAUSE

as (*étant donné que*)
because (*parce que*)
for (*car*)
since (*puisque*)
This is the reason why (*C'est la raison pour laquelle*)
because of (*à cause de*)
owing to (*en raison de*)
thanks to (*grâce à*)
due to (*du fait de*)
out of + nom (*par + nom*) Ex.: out of pity
on account of (*étant donné*)

POUR EXPRIMER LA CONSEQUENCE

so that (*de telle sorte que*)
so...that (*si...que*)
so much so that (*à tel point que*)
that's why (*c'est pourquoi*)
as a result of (*en conséquence de*)
therefore (*c'est pourquoi*)
accordingly (*en conséquence*)
consequently (*par conséquent*)
so, thus (*ainsi*), thereby
hence (*d'où*)

POUR EXPRIMER LE TEMPS

eventually (*finalement*)
till / until (*jusqu'à ce que*)
while (*pendant que*)
as long as (*tant que*)
whenever (*chaque fois que*)
since (*depuis que*)
once (*une fois que*)
meanwhile (*pendant ce temps là*)
in the meantime (*entre temps*)
at times (*parfois*)

POUR AJOUTER UN ELEMENT

in addition to (*outre*)
besides (*d'ailleurs*)
furthermore (*en outre*)
moreover, what is more, on top of that (*de plus*)
as well, also, too (*aussi*)
similarly (*de même*)

POUR CONCLURE

To conclude, in conclusion, as a conclusion, in brief, in short, to put it in a nutshell, at last, finally, last but not least

A. Contrasting

Underline the correct linking word in each of these paragraphs.

- 1 *Whereas / Although / Despite* having to wait four to five years before it is delivered to you, demand for a Stirling car is strong.
- 2 *Although / Despite / Nevertheless* American software firms are still well ahead of their European and Asian counterparts, the latter are catching up fast.
- 3 Demand and price go up and down, interest rates fluctuate, rival firms disrupt even the most carefully-laid plans, employees make mistakes. The list of potential disasters is long, that of opportunities much shorter. *In spite of / Yet / Despite* for most businesses, the rules of the game and the types of disasters or opportunities stay much the same for years, or even decades, at a time.
- 4 *However / Although / Nevertheless* the types of jobs for which intercultural training is considered essential – namely expatriate positions – are on the decline, the globalisation of firms has increased the need for cultural sensitivity training.
- 5 Many women feel that full equality in the workplace has not been achieved. *Nevertheless / Although / Whereas* most will admit that there has been progress over the last thirty years.
- 6 *Whereas / Nevertheless / Despite* American companies are allowed to own 49% of a European airline, European groups are limited to 25% of US carriers.

B. Link words

Complete these sentences with an appropriate linking word.

- 1 the issues were important, not many people bothered to vote.
- 2 There is no doubt that lowering interest rates early prevents recession., lowering them to cure a recession that already exists doesn't work.
- 3 making a record profit last year, the firm has decided to make 500 employees redundant.
- 4 Some cultures prefer meetings to start on time others are not bothered about punctuality.

C. Link the statements

Link the statements in column A with those in column B.

A

- 1 Heathrow is one of Europe's most modern airports.
- 2 I would like to spend more time with my family.
- 3 The drug has powerful side effects.
- 4 The weak demand for our products in the domestic market and in Asia hit us harder than we expected.
- 5 She's been under a lot of pressure recently.
- 6 I didn't enjoy the time I spent on the production line.

B

- a) **Furthermore**, it may be addictive.
- b) **However**, it is severely congested.
- c) **Moreover**, competition in the US and Europe is increasing.
- d) **On the other hand**, it did give me first-hand experience of factory work.
- e) I have **therefore** decided to resign as chairperson.
- f) **As a result**, she's decided to take time off to relax a little.

Salutation	<ul style="list-style-type: none">• Dear Mr Brown• Dear Ms White• Dear Sir• Dear Sirs• Dear Madam• Dear Sir or Madam
Starting	<ul style="list-style-type: none">• We are writing to inform you that ... We are writing to confirm ... We are writing to request ... We are writing to enquire about ...• I am contacting you for the following reason.• I recently read/heard about ... and would like to know ...• I would be interested in (obtaining/receiving) ...• I received your address from ... and would like to ...• I am writing to tell you about ...
Referring to previous contact	<ul style="list-style-type: none">• Thank you for your letter of March 15 ...• Thank you for contacting us.• In reply to your request ...• Thank you for your letter regarding ...• With reference to our telephone conversation yesterday ...• Further to our meeting last week ...• It was a pleasure meeting you in London last month.• I enjoyed having lunch with you last week in Tokyo.• I would just like to confirm the main points we discussed on Tuesday ...

Making a request	<ul style="list-style-type: none">• We would appreciate it if you would ...• I would be grateful if you could...• Could you please send me . . .• Could you possibly tell us/let us have...• In addition, I would like to receive ...• It would be helpful if you could send us ...• I am interested in (obtaining/receiving...)• I would appreciate your immediate attention to this matter.• Please let me know what action you propose to take.
Offering help	<ul style="list-style-type: none">• We would be happy to ...• Would you like us to ...• We are quite willing to ...• Our company would be pleased to ...
Giving good news	<ul style="list-style-type: none">• We are pleased to announce that ...• I am delighted to inform you that ...• You will be pleased to learn that ...
Giving bad news	<ul style="list-style-type: none">• We regret to inform you that ...• I'm afraid it would not be possible to ...• Unfortunately we cannot/we are unable to ...• After careful consideration we have decided (not) to ...
Complaining	<ul style="list-style-type: none">• I am writing to express my dissatisfaction with ...• I am writing to complain about ...• Please note that the goods we ordered on (date) have not yet arrived.• We regret to inform you that our order n°--- is now considerably overdue.

Apologizing	<ul style="list-style-type: none">• We are sorry for the delay in replying ...• I regret any inconvenience caused• I would like to apologize for (the delay/the inconvenience) ...• Once again, I apologise for any inconvenience.
Orders	<ul style="list-style-type: none">• Thank you for your quotation of ...• We are pleased to place an order with your company for ...• We would like to cancel our order n°...• Please confirm receipt of our order.• I am pleased to acknowledge receipt of your order n°...• Your order will be processed as quickly as possible.• It will take about (three) weeks to process your order.• We can guarantee delivery before ...• Unfortunately these articles are no longer available / are out of stock.
Prices	<ul style="list-style-type: none">• Please send us your price list.• You will find enclosed our most recent catalogue and price list.• Please note that our prices are subject to change without notice.• We have pleasure in enclosing a detailed quotation.• We can make you a firm offer of ...• Our terms of payment are as follows :
Referring to payment	<ul style="list-style-type: none">• Our records show that we have not yet received payment of ...• According to our records ...• Please send payment as soon as possible.• You will receive a credit note for the sum of ...

Enclosing documents	<ul style="list-style-type: none">• I am enclosing ...• Please find enclosed ...• You will find enclosed ...
Closing remarks	<ul style="list-style-type: none">• If we can be of any further assistance, please let us know• If I can help in any way, please do not hesitate to contact me• If you require more information ...• For further details ...• Thank you for taking this into consideration• Thank you for your help.• We hope you are happy with this arrangement.• We hope you can settle this matter to our satisfaction.
Referring to future business	<ul style="list-style-type: none">• We look forward to a successful working relationship in the future• We would be (very) pleased to do business with your company.• I would be happy to have an opportunity to work with your firm.
Referring to future contact	<ul style="list-style-type: none">• I look forward to seeing you next week / to hearing from you shortly• I look forward to meeting you on the 15th• I would appreciate a reply at your earliest convenience.• <u>Looking forward to receiving your comments => Less formal</u> (for e-mails)
Ending	<ul style="list-style-type: none">• Yours sincerely / Sincerely yours / Sincerely => <i>When you know the name of the person you're writing to</i>• Yours faithfully => <i>When you don't know the name of the person you're writing to</i>• (Best) / (Kind) regards / wishes => <i>Less formal</i> (For those you already know and have a working relationship with / e-mails)

From : <http://www.learn-english-today.com/business-english/business-letters.html>

FORMAL OR INFORMAL ?

First, read the information about writing emails then match the informal phrases (1–15) with the neutral/formal phrases (a–o).

Three different writing styles are often identified, although in real life the differences are not so clear:

- | | |
|----------------------|---|
| Formal | This is the style of an old-fashioned letter. Ideas are presented politely and carefully, and there is much use of fixed expressions and long words. The language is impersonal. Grammar and punctuation are important. This style is not common in emails, but you can find it if the subject matter is serious (for example a complaint). |
| Neutral/
Standard | This is the most common style in professional/work emails. The writer and reader are both busy, so the language is simple, clear and direct. Sentences are short and there is use of contractions (<i>I've</i> for <i>I have</i> etc.). The language is more personal. However, the style is not similar to speech – it is too direct. |
| Informal | This is the most common style for emails between friends. Sometimes the email can be very short or it could include personal news, funny comments etc. This is the style that is closest to speech, so there are everyday words and conversational expressions. The reader will also be more tolerant of bad grammar etc. |

Informal

- 1 What do you need?
- 2 Thanks for the email of 12 Feb.
- 3 Sorry, I can't make it.
- 4 I'm sorry to tell you that
- 5 I promise
- 6 Could you ...?
- 7 You haven't
- 8 Don't forget
- 9 I need to
- 10 Shall I ...?
- 11 But ... / Also ... / So
- 12 Please could you
- 13 I'm sorry for
- 14 Re
- 15 See you next week.

Neutral/Formal

- a) With regard to ... (or With reference to)
- b) I can assure you that ...
- c) We note from our records that you have not ...
- d) Please let us know your requirements.
- e) I was wondering if you could ...
- f) We would like to remind you that ...
- g) I look forward to meeting you next week.
- h) Thank you for your email received 12 February.
- i) I am afraid I will not be able to attend.
- j) Would you like me to ...?
- k) I would be grateful if you could ...
- l) Please accept our apologies for ...
- m) It is necessary for me to ...
- n) We regret to advise you that ...
- o) However ... / In addition ... / Therefore ...

Note: with business emails you can mix styles to some extent, but don't mix styles at the two extremes. If in doubt, follow the style of the other person.

ARRANGING A MEETING

- A. Look at the words and phrases in *italics*. In each case two are natural but *one* is not. Cross out the word or phrase that is *not* natural. The symbol ‘–’ means no word.

- 1 What time would *be convenient*/*be convenient*/*suit* you?
- 2 Are you free *sometime*/*anytime*/*one time* next week?
- 3 Could we *meet on*–/*at* Thursday *during/on/in* the afternoon? Perhaps *on*–/*at* 3pm?
- 4 Yes, I think I *shall/should/would* be able to make next Friday morning.
- 5 I'll *email/return to/get back* to you later today to confirm it.
- 6 I'm out of the office *for/until/till* 2pm on that day. Anytime after that *could be/is/would* be fine.
- 7 I'm afraid I'm *busy/occupied/tied up* all day next Tuesday.
- 8 *Pardon me,/Sorry,/I'm afraid* I can't *make/control/manage* it on that day.
- 9 Sorry, I've already got *an arrangement/an appointment/a promise* on that day.
- 10 *What if/What about/How about* Wednesday *instead/in place of/as an alternative*?
- 11 Would you *mind/matter/object* if we put the meeting *back/off/away* to the following week?
- 12 I *am very sorry/regret again/apologise again* for any inconvenience caused.
- 13 I look forward to *see/seeing/speaking to* you next week.
- 14 Give me a *call/telephone/ring* if you have any problems.
- 15 Give my *regards/best wishes/compliments* to Herr Schrempp.

- B. Complete the sequence of emails by writing *one* word in each gap. Several answers may be possible.

Günter – we need to meet to discuss the budget for next year. Could we meet ⁽¹⁾ Friday
⁽²⁾ the morning? Let me know if that would be ⁽³⁾ for you. I hope
everyone in the Berlin office is well. Give my ⁽⁴⁾ to Kristina and Alex.
Bw, Susanna.

Susanna, I'm ⁽⁵⁾ I can't ⁽⁶⁾ it next Friday – I'm ⁽⁷⁾ all
day. ⁽⁸⁾ about Monday 12th ⁽⁹⁾ ? I should be ⁽¹⁰⁾ to
make a morning meeting, otherwise anytime after 4pm ⁽¹¹⁾ be fine.
Hope that's okay, Günter.

Günter, yes – Monday morning is good for me too. Shall we say 9.30? I look forward to ⁽¹²⁾
you then. Give me a ⁽¹³⁾ if you have ⁽¹⁴⁾ problems.
Susanna.

COMPLAINTS

A. Complete the sentences typical of emails of complaint with the pairs of words from the box.

appreciate/replaced	attention/problem	complain/quality	connection/attitude
delivered/urgently	dissatisfaction/received	entitled/replacement	matter/inconvenience
purchased/standard	refund/further	terms/treatment	unless/cancel

- 1 I am writing in with the negative of a member of your staff.
- 2 I hope that you will deal with this promptly as it is causing me considerable
- 3 The equipment I ordered has still not been , despite my phone call to you last week to say that it is needed
- 4 Although you advertise yourself as a top-quality brand, the product I was well below the I expected.
- 5 I am writing to draw your to a in your customer services section.
- 6 I would it if the faulty goods could be as soon as possible.
- 7 I wish to complain in the strongest possible about the I received from a member of your staff.
- 8 I believe that I am to an immediate
- 9 I am writing to express my strong with the goods I this morning.
- 10 I receive the goods by the end of this week, I will have no choice but to my order.
- 11 I am writing to about the of a product I purchased on-line from your website.
- 12 I insist on a full , otherwise I will be forced to take the matter

B. Match the beginnings (1–8) with the endings (a–h).

- 1 You only sent 7 DVDs, instead
 - 2 You only sent 7 DVDs, in spite of
 - 3 Even though I paid for 8 DVDs,
 - 4 I paid for 8 DVDs.
 - 5 I paid for 8 DVDs,
 - 6 Firstly, the quantity of DVDs was incorrect.
 - 7 You have still not resolved the problem with the DVDs.
 - 8 You have still not resolved the problem with the DVDs,
- a) there were only 7 in the box.
 - b) but there were only 7 in the box.
 - c) However, there were only 7 in the box.
 - d) so I am refusing to pay your invoice.
 - e) Therefore, I am refusing to pay your invoice.
 - f) of the 8 that I ordered.
 - g) the fact that I paid for 8.
 - h) In addition, two of the covers were damaged.

COMMON MISTAKES

A. Correct the mistake in each sentence.

- 1 I am write with regard to your recent email. *I am writing...*
- 2 Please send me your comments until Friday at the latest.
- 3 I will be grateful if you could send me more information.
- 4 Please find attach my report, as promised in Friday's meeting.
- 5 I hope we can to meet up soon.
- 6 I look forward to receiving this information so soon as possible.
- 7 I'm sorry I haven't written for ages, but I been really busy.
- 8 It will be more better for me if we meet on Tuesday rather than Monday.
- 9 Can we meet at 8 Feb at 14.30 instead?
- 10 Sorry, I don't can help you on this matter.
- 11 If you require any further informations, please do not hesitate to contact me.
- 12 I look forward to meet you next week.
- 13 I am really appreciate your kindness during my stay in London.
- 14 At the meeting we will discuss the follow points.
- 15 I'm afraid but we haven't received your payment yet.

B. Each phrase below has one word missing. Add the missing word.

- 1 With reference ^{to} your email sent 6 June, ...
- 2 Thank you sending me the catalogue I requested.
- 3 We are writing to inform that ...
- 4 We are able confirm that ...
- 5 I apologise the delay.
- 6 I would appreciate if you could ...
- 7 Please get back me if there's anything else.
- 8 What time would convenient for you?
- 9 If you like any more details, just let me know.
- 10 Anyway, that's enough, I think I stop writing now.
- 11 It was good to meet you the conference in Paris.
- 12 I look forward to hearing you soon.
- 13 I've attached a copy the latest sales figures.
- 14 Thank you for the invitation visit your company.
- 15 With reference your enquiry, I've attached all the information you need.

From : Paul Emmerson, email English

COMPLAINTS AND APOLOGIES

A. A letter of complaint

The sentences in this letter of complaint are in the wrong order. Rewrite them in the correct order and insert these words and expressions.

I am writing to express my concern Regrettably, I will have no alternative but to

Dear Mrs O'Malley,

However, if the delay continues,¹ give instructions to suspend payment of your last invoice.

.....² about the failure to supply the essential components which were promised us for 1 April and which do not seem to have reached us.

Given the long-standing relationship between our two firms, I would be reluctant to change suppliers.

I look forward to your response.

.....³ this delay is now causing a bottleneck in our production.

Yours sincerely,

B. A letter of apology

Complete Mrs O'Malley's reply with these phrases.

We very much regret Once again, we apologise We are very concerned
hope you will understand the reason I assure you we are doing everything in our power

.....¹ to hear that the consignment of spare parts that was ordered from us in February has not reached you.² the disruption this has caused to your production.

.....³ to make sure the consignment arrives as soon as possible. The delay is owing to an expected delivery of components from Spain which has been held up as a result of industrial unrest. However, the components have now arrived and the consignment has been sent to you air freight.

.....⁴ for the inconvenience and⁵.



READING

BEC-LIKE EXERCISES / UNIT 3

Example:					
A told B made C required D found					

- PART FOUR**
Questions 19–33
- Read the text below about the start of a new business.
 - Choose the best word to fill each gap, from **A**, **B**, **C** or **D** on the opposite page.
 - For each question 19–33, mark one letter (**A**, **B**, **C** or **D**) on your Answer Sheet.
 - There is an example at the beginning (**0**).

In 1998, 25-year old John Stewart was (0) **B**..... redundant. He was left with a compensation (19)..... of £5,000 and a determination to be his own (20)..... . As a supporter of his local football club, he had often helped them by maintaining and repairing their seating. He now (21)..... to set up his own company and make a (22)..... out of his hobby.

His first (23)..... was to get 1,000 brochures printed, (24)..... the two main services which he could (25)..... repair and maintenance. He sent these brochures to amateur and professional football clubs, and other similar (26)....., such as hockey clubs.

The week after completing the mailing was the worst of his life. He had no responses at all. Then a letter arrived from Scotland inviting him to give a (27)..... for a pre-season check of a football club's seating. He arrived in Scotland in three hours; by the end of the afternoon he had signed the (28)..... to do the work. For £500 the club had its seating made good, and on arriving home three days later, John worked (29)..... that he had made a £250 (30).....

The next four weeks were extremely busy, as club after club after club (31)..... John to work for them. He priced each job in the same way as the first, working out all the direct (32)....., then adding 100%. Money started to flow in and John bought a van and rented a factory unit on an industrial estate near his house.

Then in late August the phones stopped (33)..... as the pre-season work dried up. John realised that he needed longer-term work and decided to move into the manufacture of seating for new sports stadiums and the replacement market.

- | | | | | | | | |
|------|---------------|---|------------|---|-------------|---|-----------|
| 19 A | salary | B | wage | C | payment | D | amount |
| 20 A | boss | B | worker | C | businessman | D | head |
| 21 A | accepted | B | thought | C | liked | D | decided |
| 22 A | living | B | practice | C | labour | D | task |
| 23 A | stage | B | point | C | movement | D | step |
| 24 A | declaring | B | expressing | C | outlining | D | designing |
| 25 A | do | B | provide | C | achieve | D | succeed |
| 26 A | organisations | B | situations | C | activities | D | sports |
| 27 A | bid | B | tender | C | valuation | D | quotation |
| 28 A | charge | B | terms | C | invoice | D | contract |
| 29 A | out | B | up | C | off | D | over |
| 30 A | profit | B | credit | C | receipt | D | reward |
| 31 A | agreed | B | invited | C | ordered | D | offered |
| 32 A | figures | B | bills | C | costs | D | prices |
| 33 A | sounding | B | answering | C | ringing | D | calling |

PART FIVE

Questions 34–45

- Read the job advertisement below.
- In most of the lines **34–45**, there is one extra word. It is either grammatically incorrect or does not fit in with the meaning of the text. Some lines, however, are correct.
- If a line is correct, write **CORRECT** on your Answer Sheet.
- If there is an extra word in the line, write **the extra word** in CAPITAL LETTERS on your Answer Sheet.

Examples:

0	C	O	R	R	E	C	T	
00	T	O						

FOOD TECHNOLOGISTS REQUIRED

0 For all the diversity of the people who work at WP Foods, there is one
00 single thing that unites us all: a passion to create something special
34 and a determination to be the best in whatever we do. We've been
35 producing high-quality foods for over than a century, and we travel to the
36 ends of all the earth to create the next generation of foods and drinks so
37 as to give delight our millions of customers. And thanks to our dedicated
38 staff, our much-loved brands just keep getting on better. We are now
39 seeking to appoint as innovators to manage a number of new teams in
40 the organisation. Applicants must have qualified a research degree in
41 Food Technology plus at least four years' industrial experience. We
42 need people with a high level of their team spirit who show themselves
43 be capable of explaining technical concepts to non-technical people.
44 Those appointed will spend significant amounts of time in other countries
45 for seeking new ingredients, but will also have a major influence on
change throughout the business.

Extra word

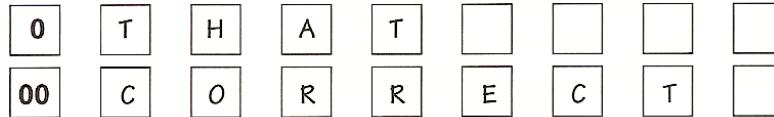
Read the text below about training..

In most of the lines 34 -45, there is one extra word. It is either grammatically incorrect or does not fit in with the meaning of the text. Some lines, however, are correct.

If a line is correct, write "correct" on the right of the line.

If there is an extra word in the line, circle it.

Examples:



The cost of not training

0 Training is not a cost. It's an investment. It really doesn't matter that what we pay
00 for an investment. What is relevant is what we get in return. One of the easiest
34 ways is to put an organisation's future at risk would be to view training primarily as a
35 cost, and therefore provide with substandard training that operates only as a
36 temporary solution. Many companies attempt to quantify the results of training. For
37 example, a person paid \$50,000 a year who wastes just one hour a day costs the
38 organisation between \$6,250 per year. So if the organisation sends 25 people for
39 training and they all receive the same benefit, this would equal from \$156,250
40 savings per year. A few years ago, training, apart from showing employees
41 what the basics of doing the job, was an optional extra for most organisations.
42 Today this is no longer the case. If we continue doing what we do in the same way,
43 most of us and our organisations will become obsolete within the five years. This is
44 because of our competitors are helping their staff to become more effective through
45 training. They understand that if the real price of not training is the company falling
behind as a result.

LISTENING PART 3

BEC-LIKE EXERCISES / UNIT 3

PART THREE

Questions 23–30

- You will hear an interview with Giles Milton, the Operations Director of the National Weather Centre, about this organisation's relocation project.
- For each question (23–30), mark one letter (A, B or C) for the correct answer.
- After you have listened once, replay the recording.

23 The National Weather Centre's most recent customers are

- A supermarket retailers.
- B healthcare managers.
- C maritime and aviation workers.

24 Why did the Centre first consider relocating?

- A It had sufficient capital to build its own premises.
- B The lease on its premises was due to expire.
- C It had outgrown its original premises.

25 What conclusion was reached about the eventual choice of location?

- A The actual physical location was unimportant.
- B Operational costs mattered more than staff preferences.
- C Transport links were the deciding factor.

26 Why is the Centre confident about retaining staff at its new location?

- A The Centre can now afford to increase salaries.
- B The location is particularly attractive.
- C There is less competition from other employers.

27 What positive feedback have staff given about the new location?

- A They find the local amenities impressive.
- B Accommodation is significantly cheaper.
- C There is pleasant countryside nearby.

28 What financial incentive did the local authorities offer the Centre?

- A a rent-free period
- B cheap land for sale
- C reduced business taxes

29 Giles Milton says that the local government

- A wants to expand its range of incentives.
- B prefers to deal with local businesses.
- C hopes the Centre's presence will attract other businesses.

30 What additional help is the Centre going to receive from local agencies?

- A training to develop employees' IT skills
- B grants for employing school leavers
- C consultants' advice on office design

BEFORE YOU WATCH

A Read about Office Angels.

Office Angels

Office Angels is a leading recruitment consultancy specialising in secretarial and office support staff for both temporary assignment and permanent positions. It supplies around 7,000 temporary staff and 9,000 permanent staff per week to a prestigious range of clients in a diverse range of businesses of all sizes and in every sector around the UK.

The company was started in 1986 and now has over 90 branches around the UK, together with a rapidly expanding network of satellite offices.

Office Angels prides itself on the service that it gives to both customers and job candidates and sees its success as a result of the quality of the relationships it has with its own employees, its clients who are looking for staff, and the job applicants that it places in work.

VIDEO VOCABULARY

In the video, Paul Jacobs will talk about the things that Office Angels offers its employees and the things that it expects from them. Look at the expressions in the box and decide which ones should go in which column.

incentive schemes	hard work	awards dinners	buy-in
winners' lunches	enthusiasm	long service	flexible benefits
meet targets	internal promotion opportunities		

What Office Angels offers

What Office Angels expects

.....

.....

.....

.....

.....

.....

VIDEO ON

- A** Now watch the whole of the interview. Match the numbers in column A with the things they represent in column B.

A

B

- a) 7,000 The number of branches of Office Angels in the UK
- b) 9,000 The number of permanent staff they want to supply in the next four to five years
- c) 90 The number of people who work at Office Angels
- d) 600 The number of temporary staff they supply now
- e) 16,000 The number of permanent staff they supply now
- f) 20,000 The number of temporary staff they want to supply in the next four to five years

Segment 1 (11:44 to 13:38)

- A** Before you watch Segment 1 of the video again, read these questions.

- 1 What two words does Paul Jacobs use to describe the working environment at Office Angels?
- 2 Which of these does Office Angels offer as part of its incentive scheme?
 - a) awards
 - b) foreign travel
 - c) lunches
 - d) extra holiday
- 3 Why does Paul Jacobs think it is so important to keep his staff happy?

- B** Watch Segment 1 again and complete this summary.

The staff at Office Angels are expected to work very hard in an environment which is very ¹....., but in return they are offered many opportunities to ²..... themselves. Success is rewarded by special awards dinners and lunches, and every year top teams are taken on trips abroad to celebrate their ³..... . Additional incentive schemes are run throughout the year.

Office Angels also offers ⁴..... So, for example, employees can have ⁵..... instead of some of their ⁶..... if they wish.

All this is done to keep the employees happy because Paul Jacobs believes that this will make them stay with the company longer. He knows that his ⁷..... don't appreciate high staff turnover. They like to deal with the same people again and again, so staff longevity has a direct link to the ⁸..... of the business.

Paul Jacobs also believes that ⁹..... is vital. If staff know and understand what is going on in the company, they will ¹⁰..... to the company's goals and culture and they will become ambassadors for Office Angels.

Segment 2 (13:39 to 15:34)

A Before you watch Segment 2 again, look at these statements. Do you think they are true or false?

- 1 Paul Jacobs believes visiting clients is a waste of time and his staff should make more use of the telephone and e-mails.
- 2 Paul Jacobs believes that it is brand recognition that leads customers to use Office Angels.
- 3 Office Angels staff spend a lot of time getting to know their customers.
- 4 Office Angels place more emphasis on getting to know the customers to whom they supply staff than they do on getting to know the people they place in jobs.
- 5 Paul Jacobs sees enthusiasm, sincerity and passion on the part of his employees as key elements in attracting and keeping customers.

B What does Paul Jacobs mean when he says the following things? Choose the correct answers.

- 1 'People buy people.'
 - a) Decisions over employment can only be made by people, not by computers and other modern technology?
 - b) A company can only get the best out of its employees if it is prepared to pay them a good salary.
 - c) When buying a product or service, customers are more influenced by the people they deal with than by any other factor.
- 2 'I believe very firmly in getting out.'
 - a) People should spend as much time at home as they do at work.
 - b) His employees should spend more time in face-to-face meetings with customers.
 - c) People should not work for one company for long periods of time.
- 3 'When they talk about loving working for us, if they don't believe in that, then the customers will see through it.'
 - a) Customers will not be fooled by insincere displays of enthusiasm from Office Angels staff.
 - b) Customers will put up with a situation, even if they don't think the Office Angels staff enjoy their jobs.
 - c) If customers don't believe Office Angels staff when they say they love their jobs, they will still work with them.

Segment 3 (15:35 to 16:53)

A Watch Segment 3 again and choose the correct answers.

- 1 Office Angels encourages its employees to
 - a) open their own employment agencies.
 - b) open new branches of the company.
 - c) work for rival businesses.
- 2 In the next four to five years, Paul Jacobs would like to
 - a) double the size of the business.
 - b) double the number of branches.
 - c) double the number of employees.
- 3 What does Paul Jacobs think is the most important factor in the success of the company?
 - a) technology
 - b) expansion
 - c) people

B Answer these questions.

- 1 What expression does Paul Jacobs use to suggest that he is optimistic about the continued success of Office Angels?
- 2 What other colour expression might he have used if he wanted to suggest that the company would not do well in future?
- 3 What does he mean when he says the company has ‘embraced technology’?
 - a) They have decided not to use modern technology.
 - b) They have welcomed the opportunity to use modern technology.
 - c) They have not yet learnt how to use modern technology.
- 4 What does he think is even more important than the use of technology?

From : ML video resource book