

Writing Skills

Task 1: Work in pairs and read the following dialogue. What is Ted Parkins' problem? What is he going to do?

John Smith: Brown Electronics, John Smith speaking

Ted Parkins: This is Ted Parkins from ABC. Can I speak to George Watt, please?

John Smith: I'm afraid he's not in the office today. Can I help you?

Ted Parkins: Hmm, well, I'm afraid I have a meeting planned with him for tomorrow morning which I'd like to put off until one o'clock in the afternoon. I'd be grateful if I could reach him.

John Smith: Just write him an email. He can be reached on his Blackberry. He's at our supplier's office all day and can't be reached by phone. But looking at his planner tomorrow afternoon there doesn't seem to be a problem. I am sure he can ok the change.

Ted Parkins: Thanks very much Mr. Smith. I'll do just that. Bye.

John Smith: Good bye

Task 2: Select the more professional word/phrases from below to complete the email.

Dear Mr. Watt,

I am writing about our _____, which is _____ for tomorrow morning. I tried to reach you by phone, but your colleague John Smith said you were out all day at your supplier.

_____ I cannot make the meeting in the morning and I would _____

it if we could _____ it until one o'clock in the afternoon. I would be grateful if you could

_____ the change by email.

I look forward to seeing you.

Yours sincerely,
Ted Parkins

put off

ok

meeting

be grateful

planned

I'm afraid

scheduled

postpone

unfortunately

confirm

appointment

appreciate

Writing Skills

Read the following email and answer the questions below.

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Dear Tom,

Thanks for your mail dated January 14th, 2010. I am writing about the technical specifications for the new electronic systems for the driver's seat. Unfortunately, the projected costs from our supplier are much too high. In order to reduce the costs we have to make some major changes. Unless we simplify the whole system we won't be able to meet our cost targets.

Can you send me a breakdown of the original costs please? I would appreciate it if you could specify each item in detail.

I have to have the information by the end of next week at the latest. If you have any questions just give me a call or drop me a line.

I look forward to receiving the information from you

Regards

John.

1. How does the email start and end?

2. Which sentences introduce the topic?

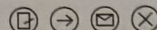
3. How do we know there is a problem?

4. How does John put pressure on Tom?

5. How do we know what John expects from Tom?

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Regards
John

Write an answer to John's email. You want to:

- refer to his email.
- say that the costs are high in order to reach the quality targets.
- say that any changes will increase the costs even more.
- send him a detailed breakdown of the current costs as an attachment.
- ask him if you can have a meeting on Wednesday or Thursday to discuss and specify any changes.
- ask him to phone you this afternoon.
- end the email in an appropriate way.

Dear John,

Focus on Writing

Task 1: Below you will find some typical ways of starting sentences in a professional e-mail. What is the function of each phrase?

1. I look forward to receiving ...
2. Unless we receive the documentation by next Monday ...
3. Although we ...
4. Please find attached ...
5. Thank you for your call of June 3rd.
6. Please submit your offer before ...
7. Unfortunately ...
8. As a result of ...
9. If you have any further questions ...
10. In order to ... we need to ...
11. I am writing about ...
12. Regards

Task 2: Write an email to one of your counterparts describing a current issue. Ask the recipient to do something and inform him/her what you will do.