

Fakulteta za elektrotehniko

Angleščina

IZBIRNI

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3.5 Vprašalnice in vprašalne povedi

who	-kdo
what	-kaj
where	-kje, kam
why	-zakaj
when	-kdaj
what time	-ob kateri uri
how	-kako
how much	-koliko (če stoji za njo samostalnik v ednini oz., če gre za neštevne samostalnike)
how many	-koliko (če stoji za njo samostalnik v množini oz., če gre za števne samostalnike)
how long	-kako dolgo
how often	-kako pogosto
how far	-kako daleč
since when	-od kdaj
which	-kateri
whose	-čigav

Primeri:

What do you do?	I'm a production manager.
Who do you work for?	I work for Media Market.
How much does the ticket cost ?	It costs around 2,000 SIT.
How long does it take to get to Maribor?	It takes around an hour and a half.

Exercise 5

Ask your partner :

- kako se piše
- kje stanuje
- ali je v službi
- ali hodi v šolo
- koliko je ura
- kateri dan je danes
- kje so njihovi poslovni prostori

- kdaj zjutraj vstane
- kaj počne ob koncu tedna
- kdaj gre v službo
- kdaj se vrne domov
- ali gre v službo z vlakom
- kdo je njegov/njen šef
- za kaj je odgovoren
- komu je odgovoren v službi
- kakšen avto ima

Exercise 6

Complete the questions with the correct word.

- Where _____ do you work?
 _____ the time?
 _____ do you do?
 _____ department do you work in?
 _____ do you start work?
 _____ is your boss?
 _____ do you get to work?
 _____ do you take a break?
 _____ people work in your company?
 _____ do you come to work?
 _____ is your surname?
 _____ is your nationality?
 _____ language do you speak?
 _____ does it cost?
 _____ does Maribor train leave?
 _____ is the exchange rate for 1 Euro?
 _____ is Koper from Ljubljana?
 _____ is the most convenient time for you?
 _____ are your premises?

Exercise 7

Vstavite ustrezno vprašalnico.

- | | |
|------------------------------|-------------------------|
| 1. are you going? | To Paris. |
| 2. are you visiting? | Our main French client. |
| 3. are you going to do? | To discuss prices. |
| 4. are you leaving? | On Monday. |
| 5. are you staying? | Two days. |
| 6. are you travelling? | By train. |
| 7. are you returning? | On Tuesday. |

Exercise 8

Form questions.

- | | |
|------------|---|
| What.....? | I'm looking at some conference brochures. |
| What.....? | I work as a consultant in Gorenje. |
| What.....? | I use Gillette shaving foam. It's lovely. |
| What.....? | She's good-looking, but very unpleasant. |
| What.....? | It's called a 'spade' in English |
| What.....? | It's a Porsche. |
| What.....? | She's French. |
| What.....? | I think they are arriving at 22:00. |
| What.....? | It's January 29 th . |
| What.....? | It's for scraping paint off windows. |

Exercise 9**QUESTIONS****A) Direct Questions**

Ask questions for the underlined words / phrases.

Example: I spent a year in Scotland to improve my English.

Where did you spend a year to improve your English?

1. We placed the order with Johnson Electronics.
2. The International Trade Conference was held in Paris last year.
3. We were concerned about the quality of our product as we received complaints from more than 30 customers.
4. Mr Whitcomb is going to visit business friends in Japan.
5. In this position you would have to travel abroad at least twice a month.
6. The company has 34 subsidiaries in Europe.
7. In their last meeting the board decided to cut the number of staff by ten per cent.
8. Mrs White worked in Madrid for eight years.
9. Further investments depend on the success of our marketing strategy in the Netherlands.
10. The CEO was accused of corruption.
11. They have been doing business with Morton & Morton for more than 15 years.
12. The complaint has to be sent to our Dresden outlet.
13. A complete set of equipment costs only \$15,000.
14. Stephen Whitfield told me to get in touch with Gibson's as soon as possible.
15. I'm Catherine Fisher and I'm employed by Siemens.
16. They always send their consignments by rail.
17. Peek & Cloppenburg don't sell foodstuffs.
18. The accounts are being checked by the auditor.
19. We haven't raised enough capital to build the new premises.
20. They already sent us a fax a week ago.

B) YES / NO Questions

Make questions to ask whether the following statement is true.

Example: Many students think that they have to spend too much money on course books.

Do many students think that they have to spend too much money on course books?

1. This company provides investment advice.
2. A merger will be announced to the press tomorrow.
3. These letters must be signed by the CEO.

Application forms

Complete this job application form with appropriate words from the box. The first one has been done for you as an example.

absence • absent • address • approach • assessment • attended • college • contact
 dates • Degree • Diploma • dismissal • duties • education • email • employer
 employment • examinations • false • first name • history • home • illness • information
 leaving • offer • present • postcode • qualifications • reason • referees • suitability
 surname • title • training • university

Application for (1) employment as: Telesales Manager

(2) Sheppard (3) _____ (5) Eric John

(4) 136 Wrenhouse Street, Endham, Berkshire.

(5) RG87 6QH

(6) _____ details

(7) telephone: 01488 879910 (8) ericshp@freemail.co.uk

(9) _____ and (10) _____:

Last school(11) _____: Briarwood Secondary, Endham

(12) _____ or (13) _____: North London University, Holloway Road, London.
 Central Business School, Addingsbury

(14) _____ and (15) _____:

A-Levels: Economics, History, Geography
BA (16) _____ in Business Administration (Upper second with Honours)
RSA (17) _____ in Business IT.

Employment (18) _____: Safenet Insurance, Unit 76 Millsfarm Estate, Tottenham, London N17

(19) _____ employer and 8YT

(20) _____ of employment: 2002 - Present.

Job (21) _____: Assistant telesales manager and coordinator.

(22) _____: Cold-calling potential clients for Insurance scheme. Monitoring other telesales operatives as part of quality control.

(23) _____ for (24) _____: I would like to develop my potential in sales and marketing, and have more responsibility.

(25) _____

Please give the names of two people who can give an (26) _____ of your (27) _____ for this job (one of whom should be your present (28) _____):

1. Mr Boyd Walton (Manager)
Safenet Insurance
(Address above)

2. Alice Waugh (Ex-colleague)
Burrett and Dowling Insurance
15A Scarle Street
Rigdenbury HB2 9TY

No (29) _____ will be made to your present employer before an (30) _____ of employment is made to you.

If you have had an (31) _____ in the last two years which has caused you (32) _____ from work, please give details with the number of days you were (33) _____.

I confirm that the above (34) _____ is correct to the best of my knowledge. I accept that deliberately providing (35) _____ information could result in my (36) _____.

The recruitment process

This text about the recruitment process below has been divided into three parts. Complete each part with the words and expressions in the boxes. The first answer for each part has been done for you.

Part 1

affirmative recruitment • applicants • appointments • benefits
 description • disabilities • discrimination • equal opportunities
 experience • externally • institutional agency • increments
 internally • job centres • journals • leave • personal qualities
 private recruitment agency • qualifications • recruitment agency
 rewards • situations vacant • vacancy

When a company or organisation has a 1. vacancy for a new member of staff, it usually advertises the post. It does this 2. _____ (for example, in the company magazine or on a company notice board) or 3. _____, either in the 4. _____ or 5. _____ section of a newspaper, in specialist trade 6. _____ or through a 7. _____ which helps people to find employment. There are two main types of agency. The first of these is the 8. _____, usually found in a school or university. These work closely with employers to let potential employees know about the jobs that are on offer (also included in this category are 9. _____, which are provided by the state, and which can be found in most main towns in Britain and other countries). The second is the 10. _____, which are independent companies, and employers have to pay these agencies for each employee they successfully provide.

A job advertisement has to give an accurate 11. _____ of the job and what it requires from the 12. _____ (the people who are interested in the post). These requirements might include 13. _____ (academic, vocational and professional), work 14. _____ in similar lines of work, and certain 15. _____ (for example, it might say that you need to be practical, professional and have a sense of humour). The advertisement will also specify what 16. _____ (basic salary, commission, regular 17. _____, etc) and 18. _____ (paid 19. _____, free medical insurance, company car, etc) the company can offer in return. The advertisement must be careful it does not break employment laws concerning sex and racial 20. _____: some companies emphasise in their job advertisements that they are 21. _____ employers (or 22. _____ employers in the USA), which means that they will employ people regardless of their sex, skin colour, religion, 23. _____, etc.

Personal qualities

At job interviews, candidates are assessed on their suitability for the job they are applying for. In addition to their qualifications and experience, interviewers have to look at the other qualities that make a candidate suitable for a job or not.

The same qualities are also considered when staff receive appraisals and assessments.

Use the nouns and adjectives in the box to complete the sentences. One word can be used twice. The first one has been done for you.

abrasive • ambition • conceited • confidence • confrontational • critical
 decisive • impulsive • industrious • judgement • motivation • obstinate • popular
 practical • professional • punctual • rapport • relationship • reliable • reserved
 sensible • sensitive • selfish • sociable • willing

1. She's very popular : everybody likes her, and enjoys working with her.
2. She isn't very good at making decisions. She's not very _____.
3. He works well with everyone: he has excellent _____ with his colleagues.
4. He always arrives on time. He's very _____.
5. He's always _____ to cover for others when they need to take time off.
6. If you ask her to do something, you know she will do it because she's so _____.
7. She's always pointing out people's faults. She's so _____.
8. He quite _____, and gets upset when people point out his faults.
9. She's very _____ to the needs of others, and will always help people if they have problems.
10. She deals with problems well and makes good decisions, and in that respect she's very _____.
11. He shows excellent _____ when making difficult decisions.
12. She seems to be rather _____ and doesn't mix well with other members of staff.
13. His main problem is that he is extremely _____, and rarely thinks carefully before making important decisions.
14. He's extremely _____, and almost never takes others' advice.
15. He never shares information, and never helps others. I think he's basically _____.
16. She's a very _____ worker, and really enjoys spending time with her colleagues both inside and outside the office.
17. He's very _____, and always works steadily and hard.
18. He has a very _____ approach; he's clearly well-trained and good at his work, and always does a good job.
19. She's rather _____: she thinks she's much better than everybody else.
20. He clearly has _____, and is keen to move up the company ladder.
21. I think he lacks sufficient _____; he doesn't seem very keen, and always has to be told what to do.
22. She's always arguing with everyone. She has a very poor _____ with her colleagues.
23. One of his main problems is that he lacks _____: he always seems worried and nervous, and always has to check that he's doing the right thing.
24. He has a very _____ manner when you speak to him, and as a result people don't go to him with their problems.
25. People complain that he's very _____, and is always starting arguments or making people angry.

Writing a Curriculum Vitae in English – Feedback

Most of the CVs were very good, but there were some things many people could improve. This sheet lists them.

- Sentences can often be abbreviated into “telegraphese”. For instance, “I have graduated and obtained the title of Bachelor of Science” can become “Graduated with Bachelor of Science”. This sounds more formal and is shorter. There's a saying “don't use two words where one will do”.
- It's better to lay out your c.v. with short sections, each looking like a table. Some people wrote their c.v. like a story (“I was born on ... I attended school ... I am studying ...”). This is hard for the reader – they will want to jump back and forward through the text to find what they want. The story form is also too informal.
- Educational results – when you have got your final marks, it's worth adding these to the Education section.
- It is very easy to write an exaggerated claim – try not to! Examples are “experience with all types of computer” (all? spacecraft computers? old ones build before 1960?) or “perfect knowledge of Linux” (no-one in the world knows more?) Describing yourself as perfect is normally a mistake.
- If the name of your University course is short, such as “Automatics”, it is worth giving more detail. The reader may not know whether this is electronic engineering, software, mechanical engineering or a mixture of them.
- Your University degree is the most important part of your education, but it is also worth giving your final school results, e.g. “Slovene (C), Maths (B), Chemistry (A), ...”
- It is not a good idea to talk about your bad points. Comments like “in spite of my lack of work experience” are better left out. It sounds as if you don't really think you are good enough for the job.
- Many people have some work experience. Unless it was very short, it is worth saying how long, for instance “2 months working for Vega”.
- Many people printed the c.v. on a printer with poor print quality. It doesn't matter for this exercise, but when you go for a job it is worth getting good quality printing. You can probably get a friend to print it on a laser printer – very few ink-jets are as good. If you want colour, of course, you may have to use an ink-jet.
- When you write a covering letter, don't write as if you are giving the reader an order. Words like “I will call to arrange an appointment” assume that the reader is willing to meet you. It sounds arrogant and may offend people.
- A few particular points of English:
 1. We talk about “work experience” (singular) not “work experiences”.
 2. For computer programming, both British and American English use “program” with one 'm' at the end. However, it is “programming” and “programmer” with two 'm's.
 3. Things like names begin with capital letters, e.g. “Faculty of Electrical Engineering”.
 4. Languages are the same: English (not english), Spanish, Croatian, ...
 5. Two particular names: Faculty of Electronic Engineering, University of Ljubljana (“of” not “in”).
 6. In English, electrical engineering means things like motors; electronic engineering means things like transistors and communications. For your studies, Electronics is a better translation than Electrical of Elektrotehnika. Automation (not automatics) is a good translation of avtomatika.
 7. Some technical words: we use communications and telecommunications in the plural (with an S on the end). We also “know the basics” of computing/electronics/software/etc. (again with an S).
 8. When a verb ends in L or R (such as model, refer), this letter sometimes becomes double when you make the participle (deležnik), such as modelling, modelled; referring, referred. It is random which words do – check unless you're sure. (NB- American English often doesn't double these letters.)
- It's important to check (proof-read) the c.v. carefully. This needs to be done several times. It's very easy to ^{miss} mistakes, especially in a foreign language. Readers normally notice mistakes, and they make you look stupid.
- Don't be ashamed to use a spell-checker to check your English spelling, but remember that it won't catch all mistakes. For instance: “Studied from 1999 to 2000”; “form” should be “from”, but both are English words. Also, check that you have the correct dictionary (British or American English).

Some last comments:

When you look at the English on your c.v., and what I have written on it, you may be depressed and think “I will never have perfect English”. Well, no-one in Britain has *perfect* English :-)

Also, remember this: you will probably be using your English with Slovenes, Germans, Italians and others. They will not have perfect English either. If you say something like “I worked on a firm” when you should say “I worked in a firm”, they will probably not notice :-) They will certainly understand you.

10.3.3 Europass jezikovna izkaznica



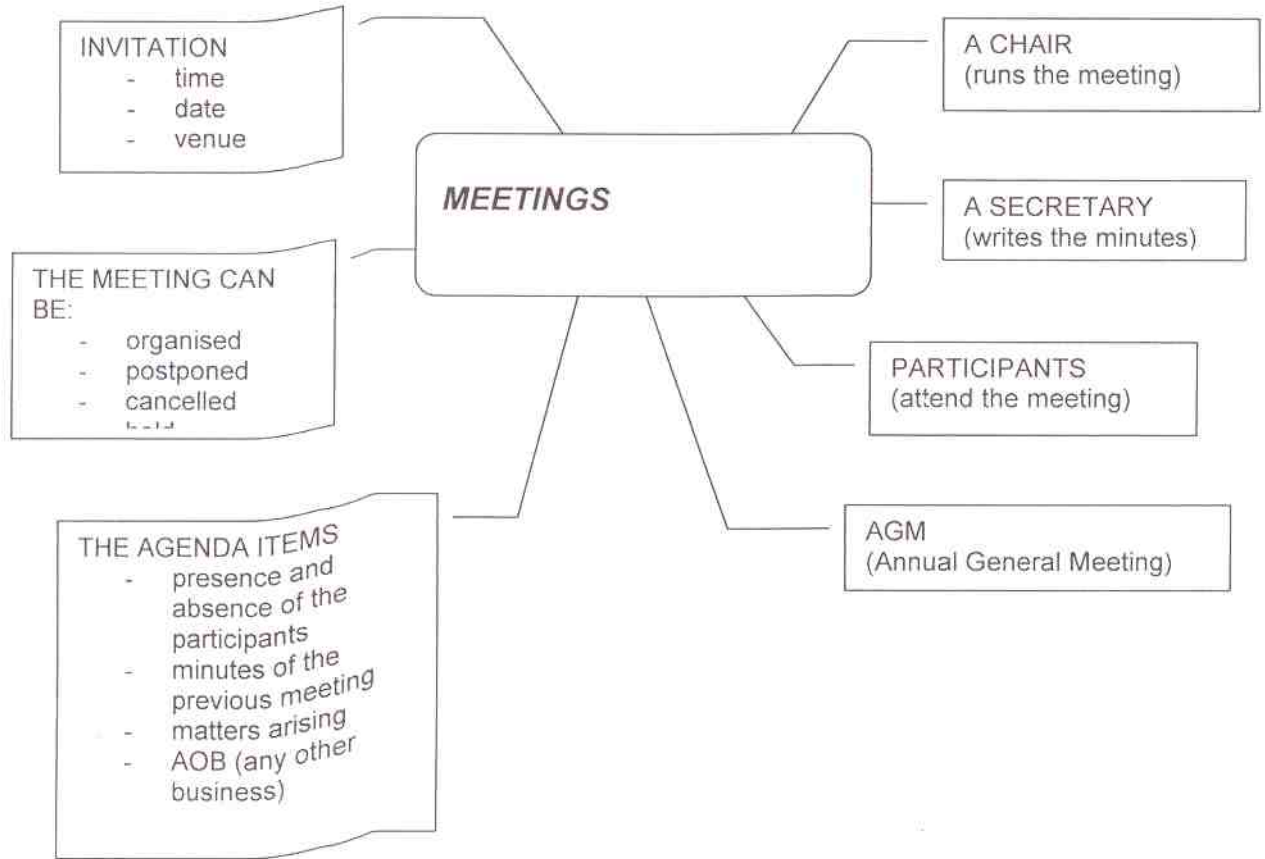
Europass jezikovna izkaznica

Del Evropskega jezikovnega listovnika, ki ga je razvil Svet Evrope



Ime in PRIIMEK	<input type="text"/>				
Datum rojstva (*)	<input type="text"/>				
Materni jezik(i)	<input type="text"/>				
Drug(i) jezik(i)	<input type="text"/>				
JEZIK	<input type="text"/>				
Samoocenjevanje jezikovnih znanj	RAZUMEVANJE		GOVORJENJE		PISANJE
	Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	
Evropska raven (**)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Diplome, spričevala ali certifikati (*)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<i>Naziv diplome, spričevala ali certifikata</i>		<i>Ustanova podeljevalka</i>	<i>Obdobje</i>	<i>Evropska raven (**)</i>
Jezikovne izkušnje (*)	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
	<i>Opis</i>		<i>Od</i>	<i>Do</i>	
JEZIK	<input type="text"/>				
Samoocenjevanje jezikovnih znanj	RAZUMEVANJE		GOVORJENJE		PISANJE
	Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	
Evropska raven (**)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Diplome, spričevala ali certifikati (*)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<i>Naziv diplome, spričevala ali certifikata</i>		<i>Ustanova podeljevalka</i>	<i>Obdobje</i>	<i>Evropska raven (**)</i>
Jezikovne izkušnje (*)	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
	<i>Opis</i>		<i>Od</i>	<i>Do</i>	
JEZIK	<input type="text"/>				
Samoocenjevanje jezikovnih znanj	RAZUMEVANJE		GOVORJENJE		PISANJE
	Slušno razumevanje	Bralno razumevanje	Govorno sporazumevanje	Govorno sporočanje	
Evropska raven (**)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Diplome, spričevala ali certifikati (*)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<i>Naziv diplome, spričevala ali certifikata</i>		<i>Ustanova podeljevalka</i>	<i>Obdobje</i>	<i>Evropska raven (**)</i>
Jezikovne izkušnje (*)	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
	<i>Opis</i>		<i>Od</i>	<i>Do</i>	

5 Meetings



5.1 Language summary

A BEGINNINGS

- There are three / several / a number of points I'd like to make.
- I would like to begin by ...

B ASKING FOR AN OPINION

- What's your opinion of ...
- What's your position / view on ...

C GIVING AN OPINION

- I believe / think / feel that ...
- In my opinion / view ...

D BRINGING IN ANOTHER SPEAKER

- I'd like to call on Mrs Kelly to present her views on ...
- Allow me to give the floor to Ms Miller ...

E AGREEING

- I agree entirely / completely.
- I think we are in agreement on that.

5.2 Meetings: Key terms

The process

Before the meeting **takes place**, it is important to invite **participants** to propose **items** or **points** for the **agenda**. **Drawing up** the agenda is usually the responsibility of the **secretary** or the **chair**. When the chair **opens** the meeting, it is usual to **run through** the agenda quickly. The first **item** is usually **Matters Arising**, to allow participants to go through the **minutes** of the previous meeting. After this, the discussion of the other **points** can begin. During the discussion, participants make **recommendations** and **proposals** in order to **solve** problems. If the meeting **is scheduled** for a whole day, it is typical to **take breaks** and **to adjourn** for lunch. Of course, it is necessary **to resume** (start again) after lunch. In the middle of the afternoon, participants often ask for **a time out** if they are feeling tired. At the end of the meeting, the last or next-to-last point is often **AOB** (Any Other Business) which gives participants the opportunity to **raise** other **issues** not included in the main agenda. During the meeting someone is **nominated** to **take** the minutes and after the meeting this person will **write up** the minutes for **circulation** to the other participants before the next meeting. Finally, the chair will **close** the meeting.

Note:

A chair = chairperson – chairman – chairwoman

To chair a meeting

Exercise 1

Answer the questions:

- 1 Who is responsible for the meeting?
- 2 What's secretary's job?
- 3 What information is usually on the invitation?
- 4 What items are on the agenda?
- 5 What does AGM stand for?
- 6 What does AOB stand for?

Translate:

- 1 Kdo vodi danes sestanek?
- 2 Sestanek je preložen na 20. marca.
- 3 Sestanek je odpovedan zaradi bolezni.
- 4 Preidimo k točki razno.
- 5 Vi imate besedo gospod White.
- 6 Lahko nekaj predlagam?
- 7 Ne strinjam se z vašim predlogom.
- 8 Mislim, da nimate prav.
- 9 Ali si že dobil zapisnik prejšnega sestanka?
- 10 Kdaj je skupščina Telekomoma?
- 11 Preidimo k drugi točki dnevnega reda.
- 12 Kakšno je vaše mnenje o predlogu....?
- 13 Mislim, da bi se še morali pogovoriti o tekočih problemih.
- 14 Njegov predlog je bil zavrnjen.
- 15 Čas je potekel.

In the dialogue below Celine Perez (CP) calls Maurice Cassidy (MC) on his direct line.

- MC: Maurice Cassidy.
 CP: Hello Maurice, this is Celine Perez speaking.
 MC: Celine – how nice to hear from you! How are things over in Paris?
 CP: Fine, fine. Maurice – is this a good time to talk? Are you in the middle of something?
 MC: No, now is good. Just let me close down this document I've been working on. OK – what can I do for you?
 CP: The reason I'm calling is because of the first quarter sales figures. Have you seen them?
 MC: Yes, I have. Sales in France were below target, right?
 CP: Exactly. The sales report doesn't give any explanation for that. I thought you might have some ideas.
 MC: I do have some ideas, but I'd like to speak to Anna in Marketing about it. Can I get back to you tomorrow about this?
 CP: Sure.
 MC: OK, leave it with me. I'll call you tomorrow afternoon.
 CP: Great – I'd appreciate that. Thanks for your time. Bye.

- Notice how Maurice starts the conversation in a friendly way at line 3.
- Notice how Celine checks that the other person has time to talk.
- Notice at line 14 how Celine uses indirect language (ie past forms: *thought/might*) to encourage MC to give information – she doesn't want him to feel under any pressure.

In the second dialogue below Monika phones a company to ask about their market research services. She speaks first to the receptionist.

- Receptionist: Good morning, ICT Communications. Teresa speaking. How can I help you?
 Monika: Oh, good morning. I'd like to speak to someone in your market research department.
 Receptionist: Can I have your name, please?
 Monika: Yes, it's Monika Weber.
 Receptionist: OK, Monika, please hold while I try to connect you.
 Gianfranco: Market Research. Gianfranco speaking.
 Monika: Oh, hello. My name is Monika Weber from Springer Media and I'm calling to ask a few questions about your market research services.
 Gianfranco: Of course, Monika. How can I help you?
 Monika: I'd like to know ...

- Notice at line 1 how the receptionist gives a very full answer.
- Notice at line 9 how Gianfranco answers his internal phone.

The phrases you need

Answer the phone

(receptionist) *Good morning, ICT. Teresa speaking. How can I help you?*

(internal phone) *Hello. / Sales Department. / Nick Hamilton.*

Connect the caller

Please hold while I try to connect you.

I'll try her number for you.

Say who's calling + why

This is ... speaking / My name is ...

This is ... (here).

Can I speak to ..., please?

I'd like to speak to someone about ...

The reason I'm calling is ...

I'm calling to ask a few questions about ...

I'm calling in connection with ...

Greetings

Hello! How are you!

How nice to hear from you! How are things in Paris?

Oh! I didn't recognize your voice!

Thanks for calling – did you get my email?

Check it's a good time

Is this a good time to talk?

Are you in the middle of something?

Do you have a second?

End the call

Is there anything else I can help you with today?

Thanks for calling / It's been nice talking to you. Bye.

Thanks for your time.

OK, leave it with me. I'll call you tomorrow afternoon.



Exercises

39.1 Cover the opposite page with a piece of paper. Now try to remember the words below. (The last letters have been given.)

- 1 Hello Maurice, _____s is Celine Perez _____g.
- 2 Celine – how _____e to _____r from you!
- 3 Is this a _____d _____e to talk? Are you in the _____e of something?
- 4 Just let me _____se _____wn this document I've been working on.
- 5 The _____on I'm calling is _____se of the first quarter sales figures.
- 6 The sales report doesn't give any explanation for that. I _____ght you _____ght have some ideas.
- 7 Can I _____t _____ck _____o you (= contact you again) tomorrow about this?
- 8 OK, _____ve it _____th me.
- 9 Great – I'd _____ate that.

Remove the paper and check your answers.

39.2 At line 5 Celine checks that it's a good time to talk. Put the words below into order to make similar phrases.

- 1 have you a second Do?
- 2 me Do want later you to back call?
- 3 now right you Are busy?

39.3 We often use a past tense to make our language polite or indirect (to make the other person feel they are under no pressure).

I wanted to speak to someone about my order.
(= I'd like to)

I was just calling about the sales figures.
(= I'm calling)

I thought you might have some ideas.
(= Do you have any ideas?)

Rewrite each sentence using one of the structures above.

- 1 I'm calling to see if everything's OK for Friday.

- 2 I'd like to ask you a question about Simon.

- 3 I know you'll be interested in this.



39.4 Cover the opposite page with a piece of paper. Underline the alternative in italics below that is more natural.

- 1 Good morning, ICT. Teresa speaking. *Can I help you?* / *How can I help you?*
- 2 *I want to speak* / *I'd like to speak* to someone in your market research department.
- 3 *Please can I have your name?* / *Can I please have your name?* / *Can I have your name, please?*
- 4 *I'm* / *It's* Monika Weber.
- 5 OK, please *hold* / *wait in line* while I try to connect you.
- 6 *Gianfranco speaking* / *I'm Gianfranco*.
- 7 I'm calling to *know* / *ask* a few questions of / about your market research services.
- 8 Of course, Monika. *How can* / *would* I help you?

39.5 Look at phrases a–e then mark the statements below True (T) or False (F).

- a I'd like to speak to ...
- b Can I speak to ...?
- c Could I speak to ...?
- d I must speak to ...
- e I need to speak to ...

- 1 In practice, phrases a–c are more or less the same – the listener probably won't even notice. **T / F**
- 2 Phrase d is direct and urgent, but is OK in business. **T / F**
- 3 Phrase e is direct and urgent, but is OK in business. **T / F**

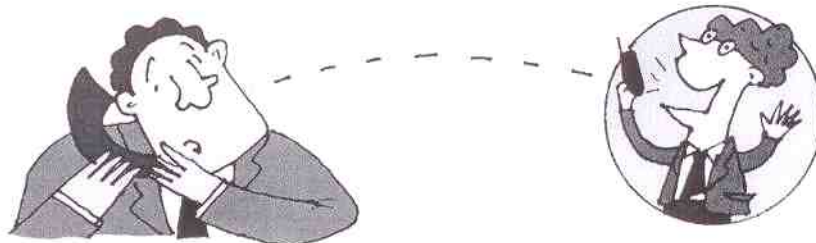
39.6 Look at phrases a–d then answer the questions below.

- a The reason I'm calling is ...
- b Perhaps you could help me. I'd like to speak to someone about ...
- c I'm calling in connection with ...
- d I don't know if I'm through to the right department, but I'm calling to ask a few questions about ...

- 1 Which two phrases immediately give the reason for your call?
- 2 Which two phrases ask for help or general information?

Read the dialogues on page 82 aloud. Do it by yourself or with a colleague (changing roles at the end). Practise several times until you're fluent.

39.7 **1 Speaking practice: listen and repeat. Repeat each phrase you hear and then listen to check.**



44

Telephoning – review

44.1 Fill in the gaps with the words in the box.

back back for from in in
on on out of over with

- I'm calling _____ connection _____ your job advertisement.
- How nice to hear _____ you!
- Thanks _____ calling.
- Can I put you _____ hold?
- Sorry, she's _____ the office.
- Sorry, she's _____ another call.
- Can you ask him to call me _____ ?
- Is that 'i' as _____ Italy?
- Let me read that _____ to you.
- Can I just go _____ that again?

back by for for into of
off on up up with with

- Just bear _____ me _____ a moment.
- Can you speak _____ a bit?
- It's a bad line. You keep breaking _____.
- We got cut _____ . Where were we?
- What time would be good _____ you?
- What time are you thinking _____ ?
- Can you leave it _____ me?
- I'll look _____ it and get _____ to you.
- I need to check and see what's going _____.
- I'll send a replacement _____ special delivery.

44.2 Match each phrase 1–8 with a phrase a–h with a similar meaning.

- Yes, this is (your name) here.
- Please wait a moment.
- I'll ask her to get back to you.
- Would you like to speak to ...?
- Can I take a message?
- Can I just repeat everything to check?
- Can you repeat that?
- Yes, that's right.

- Let me just read that back to you.
- Shall I put you through to ...?
- Just bear with me.
- Sorry, I didn't catch that.
- Would you like to leave a message?
- Speaking.
- I'll ask her to call you back.
- Exactly.

44.3 Complete the conversation below using phrases a–h from the previous exercise. The conversation is between a receptionist (R), secretary (S) and caller (C).

Write the phrases in full (rather than just the letters) – it will help you to remember them.

R: Good afternoon, Pharma International. How can I help you?

C: Can I speak to Roberta Jarvik, please?

R: I'll try her number for you. ... Sorry, there's no answer.

1 _____ for a moment

while I try another extension. ... No, still no answer.

2 _____ her secretary?

C: Yes please.

S: Good afternoon, R&D department.

C: Oh, hello, is that Ms. Jarvik's secretary?

S: 3 _____.

C: I was hoping to speak to Ms. Jarvik today. Do you know when she will be available?

S: I'm afraid she's out of the office all day.

4 _____ ?

C: Yes, please. Can you tell her that Yi Sang called, from Seoul Hospital. It's about your new heart drug.

S: 5 _____ . Can you give me your name again please?

C: Yes, it's Yi Sang. That's Y-I, new word, S-A-N-G.

S: OK, got that. And the message?

C: I'd like to talk to her about your new heart drug. The one that has just passed phase three clinical trials. We might be interested in getting involved in phase four trials. I need to speak to her personally about this.

S: Right. 6 _____ . Yi Sang called from Seoul Hospital about the new heart drug. It's about the phase four clinical trials.

C: 7 _____.

S: Does she have your number?


C: Yes, she does.

S: Fine. 8 _____ tomorrow.

C: Thank you very much for your help. Goodbye.

When you finish, read the conversation aloud. Do it by yourself, or with a colleague (changing roles at the end). Practise several times until you're fluent.

44.4 Complete the conversation using the words in brackets. Nikos (N) calls Mr Slavicek (S). The receptionist (R) answers.

- R: Good morning, NutriFruits. Ivana speaking.
How can I help you? (how / help)
- N: ¹ _____ (I / like / speak) to Mr Slavicek, please.
- R: Please hold ² _____ (while / try / connect).

- S: Milan Slavicek.
- N: Hello Mr Slavicek. This is Nikos Karouzos from Seven Seas Shipping.
- S: Nikos! ³ _____ (how / nice / hear from)!
⁴ _____ (how / things / Athens)?
- N: Fine, fine. And in Zagreb?
- S: Good. We're very busy at the moment – lots of new business. It seems that everyone wants fruit from Croatia these days.
- N: That's good to hear. Look, ⁵ _____ (this / good time / talk)? Do you have a second?
- S: ⁶ _____ (just / give / moment) while I finish something. OK. ⁷ _____ (ahead).
- N: ⁸ _____ (reason / calling) because of your next shipment that we're handling. It's for four containers, at the end of November.
- S: Yes, that's right.
- N: Well, ⁹ _____ (thought / might) interested in a way to save a bit of money.
- S: ¹⁰ _____ (course), Nikos, I'm always interested in saving money.
- N: We have a small ship leaving Dubrovnik one week earlier. We have some space on that ship for your containers.
- S: ¹¹ _____ (let / just check / understand). Are you saying that if we can send the containers one week earlier, there will be a different price?
- N: Exactly. For every container that you send on the earlier ship, we'll give you a 2% discount on the price we quoted.
- S: ¹² _____ (just / go over / again)? You mean that if we send all four containers in mid November, we will get a total discount of 8%?
- N: That's right.
- S: OK, that's very interesting, but I can't give you an answer right now. ¹³ _____ (I / get back / you) in a day or two.
- N: That's fine.
- S: ¹⁴ _____ (is / else) we need to discuss while you're on the line?
- N: No, I don't think so. That's all.
- S: OK, Nikos, ¹⁵ _____ (thanks / calling). Nice talking to you.
- N: ¹⁶ _____ (It's / nice / talking / too). Bye.

When you finish, read the conversation aloud. Do it by yourself, or with a colleague (changing roles at the end). Practise several times until you're fluent.

44.5 Read the dialogue about arranging a meeting. Choose the best word/s to fill each gap from A, B, C or D below.

- Ann: Hi Jim – ¹ _____ Ann.
- Jim: Hi.
- Ann: Jim – we need to meet up sometime to discuss the Frankfurt Trade Fair.
- Jim: OK. What time ² _____ be good for you?
- Ann: What about ³ _____ Monday?
- Jim: Let me see. No, sorry, I can't ⁴ _____ then. Could we meet on Tuesday ⁵ _____ ?
- Ann: My schedule is quite ⁶ _____ on Tuesday, but I'm free later in the afternoon.
- Jim: OK. What time would ⁷ _____ you best?
- Ann: ⁸ _____ we say 6pm? Or is that too late?
- Jim: Well, it is really. I'd prefer a bit earlier if you don't ⁹ _____.
- Ann: Is five OK?
- Jim: Yes, that ¹⁰ _____ fine. That's much better.
- Ann: Perfect. ¹¹ _____ send an email to confirm.
- Jim: OK. ¹² _____ calling.
- | | | | |
|-----------------|-------------------|----------------|--------------|
| 1 A I'm | B This is | C Here is | D Speaking |
| 2 A should | B could | C would | D can |
| 3 A the next | B at next | C on next | D next |
| 4 A make | B make it | C be | D arrange |
| 5 A alternative | B in place | C instead | D instead of |
| 6 A full | B occupied | C complete | D engaged |
| 7 A convenient | B suit | C prefer | D advantage |
| 8 A will | B shall | C how | D what |
| 9 A mind | B care | C worry | D trouble |
| 10 A could be | B seems me | C feels | D sounds |
| 11 A I | B I'd | C I'll | D I'm |
| 12 A Thanks for | B Thanks for your | C I thank your | D Nice |

7 Correspondence

7.1 Pisma in elektronska pošta: splošna pravila

1. Pri datumu so okrajšave 1st, 2nd in 3rd izginile, tako da večinoma pišemo:

- 3 October 2001 *ali* October 3, 2001.
- V ZDA je seveda na prvem mestu mesec: 10/3/2001.
- To je tudi posledica rabe računalnikov in sporočil po elektronski pošti.

2. V začetku pisma pišemo:

- Dear Sir(s) = *spoštovani, za vladne ustanove in banke*
- Dear Sir/Madam = *spoštovani, za podjetja*
- Dear Mr Jones = *spoštovani gospod Jones*

Za vsemi temi začetki ne pišemo več vejice, Američani pišejo dvopičje. e.g. Dear Mr Jones:

3. Zaključki

- Yours faithfully, *če je začetek Dear Sir(s) ali Dear Sir/Madam*
- Yours sincerely, *če je začetek Dear Mr Jones*
- Best regards, *že nadomešča zgoraj omenjena pozdrava*
- With best regards, *bolj vljudno kot Best regards*

4. Za Mr in Ms ne pišemo

več pike:

- Dear Mr Jones

5. Ženske na splošno

nazivamo z Ms:

- Ms Marina Štros

6. Vi ne pišemo z veliko začetnico, kot je to v navadi v italijanščini in nemščini!

We are writing to you

We are writing to inform you... *Uporabimo Present Continuous*

7. Elektronska sporočila ne zahtevajo toliko odstavkov kot uradno pismo, čeprav je sporočilo uradno.

8. Elektronska sporočila so prijaznejša in v njih še bolj upoštevamo pravilo kiss = keep it short and sweet.

3. Najbolj pogoste napake pri Slovincih

NAPACNO

1. Thank you for your letter from 15 March.
2. I write to you.
3. I am writing you.
4. Please contact me on email
5. Please confirm in written.
6. I am looking forward to hear from you.

PRAVILNO

1. Thank you for your letter of/dated 15 March.
2. I am writing to you.
3. I am writing to you.
4. Please contact me by email.
5. Please confirm in writing.
6. I look forward to hearing from you.

4. Zelo pogosti stavki v slovensko - angleški korespondenci

Hvala za vaše pismo z dne 3. dec. 2004.

Hvala v naprej.

Pišem Vam, da se opravičim za zamudo, ki je nastala zaradi mojih službenih obveznosti.

Hvala za Vaše gostoljubje v času mojega obiska pri Vas.

Prosim, potrdite pismo.

Pišem Vam, da Vas obvestim o spremembi datuma.

Pišem Vam, da preložim/odpovem sestanek.

Pišem Vam, da potrdim rezervacijo za enoposteljno sobo na ime Gasper Bračko.

Thank you in advance.

I am writing to apologise for the delay due to my work commitments.

Thank you for your hospitality during my stay with you/ visit to you.

Please confirm in writing.

I am writing to inform you about the change in date.

I am writing to postpone/ cancel the meeting.

I am writing to confirm the reservation for a single room in the name of Gasper Bračko.

Pišem Vam, da potrdim povratno vozovnico za 17. dec. ob 7.00 za Beograd.

Pišem Vam, da sporočim naše nove tel. številke.

Pišem Vam v imenu gospe Jožice Tivadar.

Priloženo Vam pošiljam prijavnico za seminar.

V roke prodajni službi.

Pišem Vam v zvezi v Vašo ponudbo.

Z veseljem Vam sporočam, da ste upravičeni do 10% popusta.

Ali mi lahko prosim pošljete vaš zadnji katalog in cenik.

V odgovor na Vaše povpraševanje Vam sporočamo . . .

Na žalost Vam sporočamo, da niste bili izbrani za našega dobavitelja.

V primeru dodatnih informacije me prosim pokličite po telefonu ali mi pišite na zgornji naslov.

V zvezi z našim tel. razgovorom Vam sporočam, da bomo poskrbeli za prevoz g. Browna od letališča do hotela.

Prosim, uredite zadevo takoj.

I am writing to confirm a return ticket on 17 December at 7.00 for Belgrade.

I am writing to inform you about our new telephone numbers.

I am writing on behalf of Ms Jožica Tivadar.

Enclosed please find the seminar registration form.

For the attention of sales department.

I am writing in connection with your offer/ proposal.

I am pleased to inform you that you are entitled to a 10 percent discount.

Could you please send me your latest catalogue and price list.

In response to your enquiry we inform you that . . .

We regret to inform you that you have not been chosen for / as our supplier.

In case of any additional information please contact me by phone, or in writing to the above address.

With reference to our telephone conversation we/ I inform you that we will arrange a transfer for Mr Brown from the airport to the hotel.

Please give the matter your immediate attention.

9. Elektronska sporočila uporabljajo še več okrajšav: c.c., e.g., i.e, a.s.a.p., - ki se že tudi piše skupaj brez pik (asap), če ne delamo presledkov.

- c.c. ali cc = copies to = v vednost
- Enc ali Encl = enclosures = priloge
- e.g.= exempli gratia = na primer
- i.e. = id est = to je
- a.s.a.p. = takoj, nemudoma
- p.p. = per procuratorem = po pooblastitvi, za (če se podpišemo v imenu nekoga drugega)

10. Pojavil se je celo glagol: I will c.c. you a copy (Poslala vam bom kopijo v vednost).

11. Presledki med okrajšavami se ne uporabljajo dosledno.

12. Zelo vjudne fraze se opuščajo: we remain yours.

2. Naslavljanje

FORMALNO:	
Dear Mr Peterson	Spoštovani gospod Peterson
Dear Sir	Spoštovani gospod / gospa - uporaba za podjetja
Dear Sir or Madam	Se opušča
Dear Sir / Madam	Je v uporabi
To Whom It May Concern	Spoštovani! (ponavadi v priporočilih)
Dear Sirs	Spoštovani (zelo formalno, uporablja se za institucije, banke)
Dear President	Spoštovani predsednik (bolj priporočljivo)
Dear Mr President	Spoštovani gospod predsednik
NEFORMALNO:	
Dear Natasha	Draga Nataša

2a. Pogosto uporabljene fraze

In response to your request, we are sending you...	Na vašo željo Vam pošiljamo...
We are pleased to inform you... / We are glad to inform you...	Z veseljem Vam sporočamo
We regret to inform you... / We are sorry to note that...	Žal Vam sporočamo... / Žal ugotavljamo, da...

We are sorry to learn that you will be unable to attend the opening.	Obžalujemo, da se ne boste mogli udeležiti otvoritve.
Thank you for your email of / dated 20 December	Zahvaljujemo se Vam za Vaš email z dne...
I would like to thank you for...	Zahvaljujemo se Vam za... (I would like je bolj vjudno kot I'd like)
I am writing to inform you.. / I am writing to you to inform you...	Pišem Vam v zvezi z... / Sklicujemo se na... Narobe: I am writing you...
I am writing to invite you to the opening...	Vabimo Vas na otvoritve... (You pisete z malo, čeprav v slovenscini pomeni Vi)
Referring to... / With reference to...	Skladno z... /
Further to our telephone conversation... In connection with...	V zvezi z našim telefonskim pogovorom...
I am sending you the contract concerning/regarding the lease of our...	Posiljam vam pogodbo, ki se nanaša na lizing vašega...
We acknowledge receipt of ...	Potirujemo prejem...
Enclosed please find	V prilogi vam pošiljamo
We are sending... under separate cover	V posebnem pismu pošiljamo
Could/would you please send us....	Ali bi lahko
You are requested to ...	Prosimo vas
Please send me	Prosim pošljite mi
Please reply	Prosim odgovorite
Please reply by the end of the week	Prosim odgovorite do konca tedna
Please contact	Prosimo obrnite se na....
Please confirm in writing	Prosim potrdite pismo
We would like to remind you	Radi bi vas opozorili
In case of any further/ extra / additional information please do not hesitate to contact us/me by phone/email	V primeru dodatnih informacij me prosim pokličite po telefonu/email-u
We look forward to hearing from you. Looking forward to hearing from you. We look forward to your answer / reply.	V pričakovanju vašega odgovora

9. Elektronska sporočila uporabljajo še več okrajšav: c.c., e.g., i.e., a.s.a.p., - ki se že tudi piše skupaj brez pik (asap), če ne delamo presledkov.

- c.c. ali cc = copies to = v vednost
 - Enc ali Encl = enclosures = priloge
 - e.g. = exempli gratia = na primer
 - i.e. = id est = to je
 - a.s.a.p. = takoj, nemudoma
 - p.p. = per procuratorem = po pooblastitvi, za (če se podpisemo v imenu nekoga drugega) pišemo na vabilo
 - c/o = care of = na tem naslovu
- 10. Pojavil se je celo glagol: I will c.c. you a copy (Poslala vam bom kopijo v vednost).**

- 11. Presledki med okrajšavami se ne uporabljajo dosledno.**
- 12. Zelo vljudne fraze se opuščajo: we remain yours.**

2. Naslavljanje

FORMALNO:	
Dear Mr Peterson	Spoštovani gospod Peterson
Dear Sir	Spoštovani gospod / gospa - uporaba za podjetja
Dear Sir or Madam	Se opušča
Dear Sir / Madam	Je v uporabi
To Whom It May Concern	Spoštovani! (ponavadi v priporočilih)
Dear Sirs	Spoštovani (zelo formalno, uporablja se za institucije, banke)
Dear President	Spoštovani predsednik (bolj priporočljivo)
Dear Mr President	Spoštovani gospod predsednik
NEFORMALNO:	
Dear Natasha	Draga Nataša

2a. Pogosto uporabljene fraze

In response to your request, we are sending you...	Na vašo željo Vam pošiljamo...
We are pleased to inform you... / We are glad to inform you...	Z veseljem Vam sporočamo
We regret to inform you... / We are sorry to note that...	Žal Vam sporočamo... / Žal ugotavljamo, da...

We are sorry to learn that you will be unable to attend the opening.	Obžalujemo, da se ne boste mogli udeležiti otvoritve.
Thank you for your email of / dated 20 December	Zahvaljujemo se Vam za Vaš email z dne...
I would like to thank you for...	Zahvaljujemo se Vam za... (I would like je bolj vljudno kot I'd like)
I am writing to inform you... / I am writing to you to inform you....	Pišem Vam v zvezi z... / Sklicujemo se na... / Narobe: I am writing you....
I am writing to invite you to the opening...	Vabimo Vas na otvoritev... (You pišete z malo, čeprav v slovensčini pomeni Vi)
Referring to... / With reference to... Further to our telephone conversation... In connection with...	Skladno z... / V zvezi z našim telefonskim pogovorom...
I am sending you the contract concerning/regarding the lease of our...	Pošiljam vam pogodbo, ki se nanaša na lizing vašega...
We acknowledge receipt of ...	Potrijujemo prejem...
Enclosed please find	V prilogi vam pošiljamo
We are sending... under separate cover	V posebnem pismu pošiljamo
Could/would you please send us....	Ali bi lahko
You are requested to ...	Prosimo vas
Please send me	Prosim pošljite mi
Please reply	Prosim odgovorite
Please reply by the end of the week	Prosimo odgovorite do konca tedna
Please contact	Prosimo obrnite se na....
Please confirm in writing	Prosim potrdite pismo
We would like to remind you	Radi bi vas opozorili
In case of any further / extra / additional information please do not hesitate to contact us / me by phone / email	V primeru dodatnih informacij me prosim pokličite po telefonu / email-u
We look forward to hearing from you. Looking forward to hearing from you. We look forward to...	V pričakovanju vašega odgovora

8 Attachments

A In each gap there are *two* possible answers from A, B, C or D. Write both answers. The first one has been done for you.

1 Please *B/C* my report. Hope it's useful.

- | | |
|-------------------|-----------------|
| A find attachment | C find attached |
| B find enclosed | D see attached |

2 Here is my report. If there are any problems, me know.

- | | |
|--------------|-----------------|
| A please let | C please to let |
| B make | D just let |

3 This report has just arrived. I'm it to you. Hope it's not too late.

- | | |
|--------------|------------|
| A moving | C replying |
| B forwarding | D sending |

4 I'm sending various forms for you to complete. Please special attention to AF200.

- | | |
|--------|--------|
| A give | C make |
| B pay | D take |

5 Please complete the attached forms, and return them to me 3 June.

- | | |
|---------|----------|
| A by | C before |
| B until | D to |

6 As agreed, I'm sending the pre-meeting notes. Let me know if there's anything else we can do before we meet.

- | | |
|-----------------|---------------|
| A from our part | C on our side |
| B from this end | D on this way |

7 I'm attaching the Business Plan Review. Please that several alterations in dates have been made.

- | | |
|-----------|------------|
| A look | C note |
| B appoint | D be aware |

8 Please find attached my report. if there are any problems with deadlines etc.

- | | |
|--------------------|------------------|
| A Get back with me | C Get back to me |
| B Get in touch | D Make a touch |

9 Please find attached my report.

- | | |
|-------------------------------|-------------------------------|
| A Let me know what you think. | C Let me have what you think. |
| B Let me have any comments. | D Make me have any comments. |

10 Here is the itinerary for Sri Lanka. Please that I have included everything you want in it.

- | | |
|---------|-----------|
| A check | C control |
| B agree | D confirm |

B There is one mistake in each of these sentences. Correct it.

- 1 Here's the report – hope you like ^{it}~~it~~.
- 2 Attached are the two questionnaires – please return them me by 24 September.
- 3 I sending the report as an attachment.
- 4 I'm sorry you couldn't open the document – I have attach it again.
- 5 Hope you'll be capable to open the document this time!
- 6 Please check the attached document careful and let me know if you have any questions.
- 7 I be grateful if you could complete the attached form and return it asap.
- 8 Sorry, I forgot send the attachment!
- 9 I attach my report like promised.
- 10 Here's a copy of Leslie's report – what you think?
- 11 Thanks for sending me the report – I let you know what I think.
- 12 I'm returning your original document with my comments inserted with red.

C Complete the emails by writing *one* word in each gap. There may be several possible answers.

Email 1

Please ⁽¹⁾..... attached my report. ⁽²⁾..... it's not too late. ⁽³⁾..... me know if you have any questions.

Email 2

I'm ⁽¹⁾..... various forms for you to complete. Please pay special ⁽²⁾..... to the expenses claim form. I need them back ⁽³⁾..... 16 February at the latest.

Email 3

⁽¹⁾..... agreed, I'm sending the pre-meeting notes. Let me know if there's anything ⁽²⁾..... we can do from this. ⁽³⁾..... before we meet.

Email 4

Sorry, I ⁽¹⁾..... to send the attachment! ⁽²⁾..... it is. Please get ⁽³⁾..... to me if you can't open it.

Email 5

I ⁽¹⁾..... be grateful if you ⁽²⁾..... complete the attached form and return it asap. Please ⁽³⁾..... that I have changed my email address.

45

Emails – basics

Marija Novak is looking for a job through an online recruitment agency. She sends an email with her CV and a few comments:

Dear Sir or Madam

¹I'm writing with regard to job vacancy ref. no. LON009627 on your website. As requested, I attach my CV.

²I feel confident that my skills and achievements are a very good fit for this job profile.

³Please feel free to contact me if you have any questions.

⁴I look forward to hearing from you.

Marija Novak

A recruitment consultant replies:

Dear Marija

¹Thank you very much for sending your CV. We will look through it carefully and contact you again if necessary.

²Please be aware that the job market is extremely competitive and that we receive many applications for our vacant positions.

³If I can offer any further advice or assistance, please don't hesitate to contact me.

Kind regards

Lotja Mueller

The emails above use polite, formal language. Compare them with the emails between Marija and a friend on the right.

Steven

¹Hi! I hope you're well.

²This is just a quick note to ask for some help. I've been applying for jobs in London using online agencies, but I've had no luck at all. They just send back these standard emails - it's really depressing.

³Anyway, I was wondering if you could help me? I thought you might know of some London recruitment agencies that have jobs in the finance area. Can you send me some names? I'd really appreciate it.

⁴Thanks for your help.

⁵Best wishes to Tessa.

Marija

¹Hi Marija, great to hear from you again. I'm fine - just got back from vacation in Morocco. Amazing!

²Anyway, thanks for your email. I'm happy to help - I'll ask a few people and try to think of some agencies you could try.

³Shall I also send you a copy of the London 'Yellow Pages' in the mail? Sometimes it's better than online - it's very comprehensive and lists loads of agencies and other information all in one place.

⁴Good luck with the job hunting!

Steve

These last two emails are friendly and informal, but note how Marija starts paragraph 3 of her email to Steven - she uses polite, formal language with her friend because she's asking for a favour.

The phrases you need

	More formal	More informal
First line	<i>Dear Sir or Madam / Dear (name)</i>	<i>Hi ... / (just the name) / (nothing at all)</i>
Friendly open	<i>It was a great pleasure to meet you in ...</i>	<i>How's it going? / I hope you're well Great to hear from you again!</i>
Previous contact	<i>Thank you very much for sending ... Further to our earlier conversation, ...</i>	<i>Thanks for your email. Following your call, ...</i>
Reason for writing	<i>I'm writing with regard to ... I'm writing to find out more information about ...</i>	<i>This is just a quick note to say / ask for ... Re your email below, ...</i>
Request	<i>I was wondering if you could ... I would be grateful if you could ...</i>	<i>Please ... Can you ...?</i>
Offer help	<i>Would you like me to ...? If you wish, I would be happy to ...</i>	<i>Shall I ...? Do you want me to ...?</i>
Final comments	<i>If I can offer any further assistance, please don't hesitate to contact me. Please feel free to contact me if you have any questions.</i>	<i>If you need any more information, just let me know. Just give me a call if you have any questions.</i>
Friendly close	<i>I look forward to hearing from you. Give my regards to ...</i>	<i>See you soon. / Thanks for your help. Good luck with ... / Best wishes to ...</i>
Last line	<i>Yours sincerely / Kind regards / Best wishes</i>	<i>Best wishes / All the best / (just the name)</i>

Exercises

45.1 Cover the opposite page with a piece of paper. Now make phrases by matching an item from each column.

(first two emails)

- | | |
|-----------------------|--------------------------------|
| 1 I'm writing | to hearing from you. |
| 2 Please feel free | further assistance, please ... |
| 3 I look forward | to contact me if ... |
| 4 Thank you very much | with regard to ... |
| 5 If I can offer any | for sending your CV. |

(second two emails)

- | | |
|----------------------|-------------------------|
| 6 I hope you're | you could help me. |
| 7 This is just a | hear from you again. |
| 8 I was wondering if | well. |
| 9 I'd really | send you a copy of ...? |
| 10 Great to | quick note to ... |
| 11 Shall I | appreciate it. |

45.2 Look at the numbered paragraphs in the four emails opposite. Write one of the paragraph types in the box on each line below. The paragraph types can be used more than once.

Body of email	Final comments	Friendly close
Friendly open	Offer help	Previous contact
Reason for writing	Request	

First email

- 1st para _____
 2nd para Body of email
 3rd para _____
 4th para Friendly close

Second email

- 1st para _____
 2nd para _____
 3rd para Final comments

Third email

- 1st para Friendly open
 2nd para _____
 3rd para _____
 4th para Friendly close
 5th para _____

Fourth email

- 1st para _____
 2nd para _____
 3rd para Offer help
 4th para _____

Notice how the body of the email (including requesting and offering help etc) is framed on either side by the opening and closing paragraphs. It is rare to have only the body of the email with no framing.

45.3 Complete the three emails below with words from the box.

an attachment as requested don't hesitate
 do you want further assistance get back grateful for
 great pleasure hearing from please re-
 relation to. useful discussion very impressed
 wondering if with regard

Send To... Abu Abdullah
 Subject: Investment fund for India

Dear Mr Abdullah

It was a ¹ _____ to meet you and your team in Dubai last month. Your hospitality was very generous and I was ² _____ by your new offices.

I'm writing ³ _____ to your plans to set up an investment fund for India. After our very ⁴ _____ on this issue I now need a little more background information.

I was ⁵ _____ you could send me a copy of the consolidated accounts for your group of companies? Also, I would be ⁶ _____ any information that you have about regulation of the Dubai Stock Exchange.

I look forward to ⁷ _____ you soon.

Sanjay Gulati

Send To... Sanjay Gulati
 Subject: Dubai info

Dear Sanjay

Many thanks for your email and for your kind words. It was a pleasure for us to welcome you here in Dubai.

⁸ _____, I'm sending you a copy of our accounts as ⁹ _____ in ¹⁰ _____ the Exchange, their website is www.difx.ae and this has all the information you need.

Please ¹¹ _____ to contact me if I can be of any ¹² _____.

Best wishes
 Abu Nasser Abdullah

Send To... Mukesh
 Subject: Accounts to check (Dubai)

Mukesh - ¹³ _____ your email, I contacted Mr Abdullah and he sent me their accounts. They're attached here ¹⁴ _____ have a good look and ¹⁵ _____ to me if there are any issues. I'm leaving this to you. I have no clue how to read accounts ¹⁶ _____ me to call a meeting with Bleskar in a week or so to discuss all this?

Good luck with the accounts!

Sanjay

See page 151 for some writing tasks.

50

Emails – review

50.1 Fill in the gaps with verbs from the box.

appreciate contact do feel hesitate know note
offer postpone remind shall take wonder would

- Please _____ free to _____ me if you have any questions.
- _____ we reschedule the meeting for Monday?
- I _____ if you could give me some information?
- If I can _____ any further advice or assistance, please don't _____ to contact me.
- Just a quick note to _____ you that it's the end of the quarter and the sales figures are due.
- Let me _____ if there's anything else I can _____.
- I _____ like to _____ the opportunity to tell you about an important staff change.
- I would _____ your help with this.
- Please _____ that I will be away from the office for the whole of next week.
- I'm sorry to tell you that I have to _____ my visit to your offices next week.

Continue as before.

accept acknowledge assure click discuss insist
notice offer resolve send take welcome

- Can I call you in a day or two? I would _____ the opportunity to _____ your needs in more detail.
- Please _____ copies of the shipping documents and invoice directly to me.
- Please _____ urgent action to _____ this matter.
- I _____ on your website that you can personalize desk and wall calendars.
- I can _____ you we are doing everything we can.
- We do _____ quantity discounts for large orders.
- I must _____ that you give this matter your urgent attention.
- For further information please _____ on the link below.
- Please _____ receipt of this order.
- Please _____ my sincere apologies for any inconvenience caused.

50.2 Write the numbers of sentences 1–10 from exercise 50.1 in the boxes below.

- Three phrases used to give information (a fact or some news)
- Two phrases used as part of a request
- Two phrases used for making arrangements
- Three final, friendly comments

Now do the same for sentences 11–20.

- One phrase used in a customer's initial enquiry
- Three phrases used in the supplier's reply to this initial enquiry
- Two phrases used by the customer after they have decided to buy
- Two phrases used by a customer as part of a complaint
- Two phrases used by a supplier as part of a reply to a complaint

50.3 Complete this internal email and the reply with the words in the box.

attached attend circulate co-operation done
event finalized get back make sure note
put re remind tell

Send To... Subject:

Just a quick ¹ _____ to all line managers to ² _____ you that the arrangements for the Online Marketing seminar have now been ³ _____. It will take place on 28 April – full details are ⁴ _____ as a pdf. This ⁵ _____ is part of our ongoing staff development program – please encourage people to ⁶ _____.

I need to know approximate numbers asap – ⁷ _____ to me on this by the end of next week if possible.

Thank you for your ⁸ _____.
Miguel Hernandez

Send To... Subject:

Miguel – thanks for the info ⁹ _____ the seminar. You've ¹⁰ _____ a lot of work into organizing this. Well done!

I'll ¹¹ _____ the pdf to everyone concerned and ¹² _____ that everyone knows about it.

Can you ¹³ _____ me if there is any limit on numbers? I'm sure there will be a lot of interest in our department.

Thanks again. You've ¹⁴ _____ a great job!

50.4 Match each formal phrase 1-14 with an informal phrase a-n.

- 1 I'm writing with regard to your last email.
- 2 Further to our earlier conversation, ...
- 3 I would like to apologize for ...
- 4 I would be grateful if you could send me ...
- 5 Is next Friday convenient for you?
- 6 Please don't hesitate to contact me if ...
- 7 Thank you for the kind invitation.
- 8 I was wondering if you could ...?
- 9 I would be very pleased to come.
- 10 I would like to remind everyone that ...
- 11 I will contact you again in the near future.
- 12 We wish you every success in the future.
- 13 Please find attached ...
- 14 I would like to thank you very much for I really appreciate it.

- a Thanks for asking me.
- b Good luck with everything!
- c Can you ...?
- d Please contact me if ...
- e Re your last email, ...
- f I'll get back to you very soon.
- g Sorry about ...
- h Following up your earlier call, ...
- i Let me know if you can make it next Friday.
- j I'd love to come.
- k Thanks again for all your help. Much appreciated.
- l Just a quick note to remind you that ...
- m I've attached ...
- n Please send me ...

50.5 Fill in the gaps with words from the box.

about at at back by for for for for
from in in in in in in of on
on over to to to with with

- 1 I'm writing with regard to job vacancy ref. no. TH729.
- 2 I'm writing in relation to job vacancy ref. no. TH729.
- 3 Many thanks for all your help.
- 4 I would be grateful for any information you have on this.
- 5 Have a good look at the report and get back to me if you have any questions.

- 6 I'm sure that I can count on your continuing commitment over (= during) future months.
- 7 We will contact you again in the near future.
- 8 I have been looking at your website and am interested in ordering some office supplies.
- 9 In particular, I need paper and cartridges suitable for Canon photocopiers.
- 10 I'm writing to complain about the poor service we've received from your company.
- 11 In the meantime, please don't hesitate to contact me if you have any questions.
- 12 We are still waiting for delivery of these parts.
- 13 The goods must be delivered to Busan port by 24 April at the latest.
- 14 Please call me on my direct line, 123 456 7890.
- 15 Good luck with everything.

50.6 Complete the sentences by putting a verb in the box into either the -ing or the -ed form.

attach buy cause concern do follow forward
get go hear make request use wonder

- 1 You can find further details by going to our website.
- 2 I was wondering if you could help me?
- 3 As you are away, I'm sending you a copy of our accounts.
- 4 This has caused us considerable inconvenience.
- 5 Following our recent conversation, please find attached our order.
- 6 We look forward to getting more business with you in the future.
- 7 I was it clear when I spoke to you last week that we hold you responsible.
- 8 I look forward to hearing from you.
- 9 We recommend using DHL, UPS or FedEx as your carrier.
- 10 I was very pleased to learn about the late delivery of the parts you ordered from us.
- 11 Thank you for getting back to me so quickly.
- 12 We are interested in buying from Fairtrade organizations such as yourselves.
- 13 I have attached a copy of our brochure.
- 14 Your email was useful to us.

Test 3

Verb tenses: connecting past and present (units 5-6)

Test 3.1 Underline the correct or most likely answers.

- 1 I'm waiting/I've been waiting here for ages.
- 2 I'll join you in the restaurant. I'm waiting/I've been waiting for my colleagues.
- 3 The markets have had/had a sharp fall last week.
- 4 The markets have had/had a sharp fall this week.
- 5 If you need the instruction manual, I've left/I left it on your desk.
- 6 I've left/I left the instruction manual on your desk yesterday.
- 7 A: How long are you working/have you been working here?
B: About two years. I joined the company when they opened this branch.
- 8 A: How long are you working/have you been working here?
B: About two weeks. Then it's on to Chicago. Head Office send me all over the world.
- 9 We can't supply the goods because they haven't paid/didn't pay the deposit.
- 10 We couldn't supply the goods because they haven't paid/didn't pay the deposit.
- 11 I'm waiting for Sue. When have you last seen/did you last see her?
- 12 I'm waiting for Sue. Have you seen/Did you see her?

Test 3.2 Cross out the mistake in each sentence and write the correction at the end.

- 1 She is sending emails all week but hasn't placed an order yet. _____
- 2 We have started this course three weeks ago. _____
- 3 A: 'What have you been doing all morning?' B: 'I've been written letters.' _____
- 4 When have you arrived? _____
- 5 You have ever been to India? _____
- 6 Paula has been organized the press conference for Friday at nine. _____
- 7 Sales have been rising since three months. _____
- 8 I live in this city since I was born. _____
- 9 I wait here a long time. Where have you been? _____
- 10 I didn't give a presentation before, so I'm a bit nervous. _____
- 11 At last! I'm waiting for this phone call all morning. _____
- 12 How long do you work here? _____

Test 3.3 Complete the sentences with the time expressions in the box. Several answers may be possible but one solution uses each expression in the most appropriate way.

yet for since often ever never already so far just always

- 1 I've lived in my city-centre flat since 2009. I love it there.
- 2 Thanks for the present! I've _____ wanted a gold Rolex!
- 3 We've _____ interviewed four candidates this morning, and none of them is really suitable for the job.
- 4 Have you _____ worked abroad?
- 5 I've _____ heard that we've won the contract! Congratulations everybody!
- 6 Hurry up! Haven't you finished _____ ?
- 7 Nina has worked in this company _____ over five years now.
- 8 I've _____ been to a karaoke bar before. It's certainly an interesting experience!
- 9 I've _____ passed this building, but this is the first time I've been inside.
- 10 We've been very busy on the stand this morning. _____ we've given away over 200 brochures.

Test 3.4 Complete the second sentence so it has a similar meaning to the first sentence. You may need a new verb, or a time expression like those in Test 3.3. Use contractions where possible.

- 1 Jan doesn't work at this company now.
Jan _____ this company.
- 2 This is the first time I've been to the United States.
I _____ to the United States before.
- 3 That's strange! My copy of *Business Grammar Builder* isn't here!
That's strange! My copy _____ disappeared.
- 4 I saw a friend of yours a few moments ago.
I _____ a friend of yours.
- 5 I'm still writing this report.
I _____ this report yet.
- 6 We started working here three years ago.
We've been _____ three years.
- 7 Is this your first visit to Serbia?
Have you _____ before?
- 8 It's a long time since I spoke to Goran.
I _____ to Goran for a long time.
- 9 Is Anna still out of the office?
Has _____ back yet?
- 10 I'm sorry, but Rachel Dawson isn't here.
I'm sorry, but Rachel Dawson has _____ out.
- 11 I last saw David in 2008.
I _____ since 2008.
- 12 I came to live here three months ago.
I've been _____ three months.
- 13 How stupid of me! My laptop is still in the car. I hope it's still there!
How stupid of me! I _____ my laptop in the car. I hope it's still there!
- 14 I'm still reading this report.
I _____ reading this report yet.
- 15 Ronan left the building a moment ago.
Ronan has _____ the building.
- 16 Have you been to Scandinavia at any time?
Have you _____ to Scandinavia?
- 17 I've had English lessons at my company since January.
I've been _____ English at my company since January.
- 18 It's ages since we last had an order from CWP.
We _____ an order from CWP for ages.
- 19 This is the first time I've eaten reindeer steak.
I've _____ reindeer steak before.
- 20 I started playing tennis about six months ago.
I've been _____ about six months.
- 21 I don't remember Helen's phone number.
I've _____ Helen's phone number.
- 22 The last time I saw Marguerite was Monday.
I haven't _____ Monday.

Test 15 Adjectives and adverbs (units 36–40)

Test 15.1 Cross out the mistake in each line and write the correction at the end.

- | | |
|---|-------------------|
| 1 I'm really interesting in the area of innovation in online retailing. | <u>interested</u> |
| 2 They say they'll finish the new shopping mall until the end of the year. | _____ |
| 3 Peter has been working very hardly on the C-Plan project. | _____ |
| 4 I bought a blue lovely silk tie. | _____ |
| 5 We had a great time on holiday. The people were too friendly. | _____ |
| 6 This magazine article is extremely excellent – it's worth reading. | _____ |
| 7 On the whole I thought the meeting went very good. | _____ |
| 8 Using my PC for a long time makes my eyes feel tiring. | _____ |
| 9 Never we give discounts on these products – we just don't need to. | _____ |
| 10 Are you interesting in extending the warranty? | _____ |
| 11 There is too much new information that I'm still a little confused. | _____ |
| 12 It was so a risky project that we decided to cancel it. | _____ |
| 13 In my opinion their management team is not enough experienced. | _____ |
| 14 I don't have time enough to do it now – can it wait until next week? | _____ |
| 15 Their company is larger as ours. | _____ |
| 16 Their company is just as large than ours. | _____ |
| 17 It's the better price I can offer. | _____ |
| 18 I've been working in this company since three months. | _____ |
| 19 The negotiation was such tense we had to call a short break. | _____ |
| 20 When I will get back, I'll give you a ring. | _____ |
| 21 I have to go out to mail this package until the post office closes. | _____ |
| 22 You work much harder as they do – you deserve the promotion. | _____ |
| 23 In my opinion our prices are so high in relation to our competitors. | _____ |
| 24 Last week's meeting was very productive, but this one was little useful. | _____ |
| 25 Golf isn't as good for fitness and health than swimming. | _____ |
| 26 I'll wait here by six, then I'll assume you're not coming. | _____ |

Test 15.2 Complete the sentences with a time adverb or preposition. Choose from: *in, on, at, for, since, during, while, ago, afterwards, after, then.*

- Shall we all go out for a meal my birthday?
- He started working here four years _____.
- He's been working here _____ four years.
- He's been working here _____ leaving university.
- The flight arrives _____ Tuesday afternoon _____ four thirty _____ the afternoon.
- I arrived at the meeting _____ time to chat with some of the other participants.
- Let's try to start the meeting _____ time.
- My presentation will finish at midday, so we could meet for lunch _____.
- I'll give my presentation, _____ I'll need a little time to relax.
- Don't worry! _____ your presentation you'll be able to relax.
- I've been waiting _____ more than an hour.
- We make up our accounts _____ the end of every quarter.
- We have three shifts in the factory, including one that works _____ night.
- I haven't heard from them _____ three weeks.
- I haven't heard from them _____ last week.
- _____ my presentation the projector suddenly stopped working.
- _____ I was talking the projector suddenly stopped working.
- _____ the summer we usually have a sale. (two answers)

Test 15.3 Complete the second sentence so it has a similar meaning to the first sentence and contains the word/s in brackets.

- 1 Your speech was really excellent. (spoke)
You gave a really excellent speech.
- 2 We started working on the project in January. (working/since)
We have been working on the project since January.
- 3 Retail banking isn't as profitable as investment banking. (more)
Investment banking is more profitable than retail banking.
- 4 She's a very careful worker. (works)
She works very carefully.
- 5 I've never seen worse service than this. (ever)
This is the worst service I've ever seen.
- 6 Monica left Paris in July (stayed)
Monica stayed in Paris until July.
- 7 Do you find opera interesting?
Are you interested in opera?
- 8 The meeting had a positive finish. (finished)
The meeting finished positively.
- 9 This last week has been hard work for you. (worked)
You have worked hard this last week.
- 10 Lee is a bad golfer. (plays golf)
Lee doesn't play golf well.
- 11 Lee is a good golfer. (plays golf)
Lee plays golf well.
- 12 Could you not talk so fast, please? (slowly)
Could you talk more slowly, please?
- 13 The Chinese market is bigger than the Indian market. (as)
The Indian market isn't as big as the Chinese market.
- 14 Alain sells the same number of products as Thierry. (just)
Alain sells just as many products as Thierry.
- 15 The other members of the team are more experienced than Romy. (least)
Romy isn't as experienced as the other members of the team.
- 16 While they were interviewing me I noticed a stain on my shirt. (the interview)
During the interview I noticed a stain on my shirt.
- 17 I started this job in 2008. (doing/since)
I have been doing this job since 2008.
- 18 Diane is on holiday. She's back next week. (away on holiday)
Diane is away on holiday next week.
- 19 The train arrived exactly when it was supposed to. (time)
The train arrived at the right time.
- 20 His intervention was too late to save the negotiations. (time)
He didn't intervene at the right time.
- 21 I need your report on Friday at the latest. (by)
I need your report by Friday at the latest.
- 22 We tried hard but finally we gave up. (end)
We tried hard but eventually gave up.
- 23 We've been building this prototype for four months. (started/ago)
We started building this prototype four months ago.
- 24 It's twelve and I've been waiting for you since ten. (two)
I've been waiting for you for two hours.

Test 16 Prepositions (units 46–49)

Test 16.1 Complete the sentences with a preposition. Choose from: *at, in, on, over, to, under.*

- 1 My brother works at the airport.
- 2 Can you call me back? I'm in the middle of a meeting.
- 3 The taxi dropped me off at my hotel in the city centre.
- 4 We flew over the new sports stadium as we were landing.
- 5 He had a suitcase in one hand, and his golf clubs in the other.
- 6 Go down the corridor and my office is at the right.
- 7 There's a fire escape at the back of the building.
- 8 She wasn't feeling well and the doctor sent her to hospital.
- 9 She's speaking on the phone right now – can I ask her to call you back?
- 10 He had a portrait of himself hanging on the wall.
- 11 The author's name is at the bottom of the page.
- 12 In the old days, before the tunnel was built, you had to drive over the Alps.
- 13 I have six junior managers working for me.
- 14 I'll be working at home for most of tomorrow.
- 15 Hello. This is Ulrike speaking. I'm in Paris, at the Hotel Versailles.
- 16 Susanna's just rung. She's at the restaurant having a drink.
- 17 Susanna's just rung. She's at the bus stop.
- 18 Jim gave me a lift to the station in his car.
- 19 I met Kati on the bus yesterday.
- 20 Stratford is on the river Thames.
- 21 Who is going to be in the chair at the next meeting?
- 22 Our offices are on the fourth floor.

Test 16.2 Decide which preposition from the box goes with each verb.

about (x2) against for (x3) from (x2) in (x2) into of (x2) on (x3) to (x3) with (x2)

- 1 I must apologize for being late.
- 2 Welcome to Cologne!
- 3 I'd just like to add something to what Jawad just said.
- 4 Is the factory insured against fire damage?
- 5 The cost? Well, it depends on what you're looking for.
- 6 The whole package consists of the main unit plus these four accessories.
- 7 I've divided my presentation into three main parts.
- 8 We need to diversify to prevent us from becoming too dependent on just one product.
- 9 Please, let me pay for this.
- 10 We can supply your outlets with a full range of sizes.
- 11 We specialize in catering equipment for the restaurant and hotel sectors.
- 12 Do you know anything about the market in the Gulf states?
- 13 He congratulated us on getting the contract.
- 14 Lisbon reminds me a bit of San Francisco: the bridge, the hills, the weather.
- 15 Please remind me of her birthday nearer the time.
- 16 I agree with you.
- 17 Does this bag belong to anyone here?
- 18 In the next meeting I think we should focus on the planning schedule.
- 19 I invested all my savings in stocks in 2007, and a few years later I had almost nothing left.
- 20 We had a temporary cash-flow problem and had to borrow money from the bank.

Test 16.3 Underline the correct word in these adjective + preposition combinations.

- 1 Are you certain *to/about/from* that?
- 2 I hope their workers don't go on strike. We're dependent *off/on/by* them for our parts.
- 3 This line is very popular *for/to/with* customers looking for value for money.
- 4 Our country is lacking *in/off/for* energy resources – we have to import all our oil and gas.
- 5 Our country is rich *in/off/for* energy resources – we export a lot of oil and gas.
- 6 Are you aware *to/by/of* just how serious this problem is?
- 7 Are you interested *in/for/of* long-term capital growth or regular income?
- 8 I'm annoyed *with/for/about* them *with/for/about* being so inflexible.
- 9 What guarantees can you give about your quality? It's important *to/for/by* us.
- 10 Our network solution will keep you safe *against/for/from* hackers and viruses.
- 11 My job is very unpredictable – you have to be ready *for/about/to* anything.
- 12 I felt sorry *for/about/to* Edi when he got the results from the hospital.
- 13 Let me use a calculator. I'm not very good *at/for/by* maths.
- 14 It's often good *at/for/by* your career if you work abroad for a few years.
- 15 I'm responsible *for/to/of* a team of six consultants.
- 16 If anything goes wrong, I'm directly responsible *for/to/of* the CEO.

Test 16.4 Complete the sentences with a noun from list A and a preposition from list B.

A: advantage advice compliance increase investment lack matter
 pessimism price reason reply solution substitute trouble

B: about for for in in of of of on to to with with with

- 1 At the moment the price of oil is about \$75 a barrel.
- 2 Can you tell me the _____ the delay? We've been waiting a long time.
- 3 The main _____ proposal B is that it's much cheaper.
- 4 The _____ proposal A is that it's very expensive.
- 5 What's the _____ Jill? She looks rather upset.
- 6 Have they sent a _____ your last email?
- 7 There's a _____ experience at senior management level.
- 8 I'm sure we can find a _____ this problem, but it may take some time.
- 9 Clever advertising is no _____ good quality at a reasonable price.
- 10 This year we're making a major _____ new technology.
- 11 Can you give me some _____ the best way to invest my savings?
- 12 Everyone's worried about the future. There's a lot of _____ the economy.
- 13 The tender has to be an open and transparent process, in _____ EU regulations.
- 14 Last year there was an _____ operating costs of 4%.

Test 16.5 Complete the text with the prepositions in the box.

across at (x3) down inside near next to off on (x3) opposite to

Liz left early to go to her job interview. She got ¹ _____ the bus, paid her fare to the driver and went ² _____. She sat down ³ _____ a friendly-looking woman and started chatting. They discovered they were both going ⁴ _____ the same stop. 'I've got an interview ⁵ _____ a place called Park House,' said Liz. 'Is it ⁶ _____ the stop where we get off?' 'Yes, it's not far. You walk ⁷ _____ the park, ⁸ _____ Forbes Road, and it's ⁹ _____ the right, ¹⁰ _____ the end of the road,' the woman replied. 'In fact, I live ¹¹ _____ the other side of the road, just ¹² _____, so I can show you the way.' When they arrived ¹³ _____ their stop they got ¹⁴ _____ together.

NEGATIVE PREFIXES

Translate:

1. neudoben stol
2. neprimerno vprašanje
3. nevljudno pismo
4. cenen izdelek
5. nepotrpežljivi učenci
6. nemogoč načrt
7. nelogičen odgovor
8. neprimeren čas
9. nezaklenjena vrata
10. nepošten gost
11. neodgovorno osebje
12. nepremegljiva skušnjava
13. nezadovoljni gostje
14. nepoznano mesto
15. netočen vlak
16. neodvisna država
17. nenadomestljivo umetniško delo
18. negotov občutek
19. nepotrpežljivi gledalci
20. nehvaležan otrok

1. Ne strinjam se z njim.
2. Napak smo izračunali vsoto.
3. Ne zaupam mu.
4. Narobe si črkoval ime.
5. Podatki so izginili.
6. Ne verjamem mu.
7. Ostal sem brez besed.
8. Ta tekočina je brezbarvna.
9. Operacija je bila brez bolečin.
10. Sem čiso brez denarja.
11. To je neverjetna zgodba.

B

Name: _____

A. Synonyms. Find another expression for:

5 p

- a) regarding -
- b) put off -
- c) pick up -
- d) delivery -
- e) cancel -

B. Correct the mistakes.

10 p

- a) You have to pay on advance.
- b) We are apologise for the delay.
- c) The manager is on a meeting.
- d) Please replay by the end of the week.
- e) I didn't see him for two years.
- f) Congratulations for your marriage.
- g) We are sending you the latest price list.
- h) Further with your telephone call yesterday ...
- i) I look forward to hear from you.
- j) We would regret to tell you that ...

C. Find the prepositions.

10 p

- a) Friday morning
- b) a meeting
- c) 2001
- d) night
- e) Dunajska 8
- f) Bled
- g) summer
- h) by Thursday the latest
- i) writing
- j) phone

D. Translate.

20 p

a) Prosim, odgovorite do konca tedna.

.....

b) Žal vašega plačila še nismo prejeli.

.....

c) Sestanek je odpovedan zaradi bolezni.

.....

d) Želela bi potrditi svojo rezervacijo.

.....

e) Lahko pustim sporočilo za gospoda Hilla?

.....

f) Potrjujem prejem vašega dopisa.

.....

g) Koliko je šolnina?

.....

h) Kdo vodi današnji sestanek?

.....

i) Kje so prostori Visoke komercialne šole Celje?

.....

j) Me lahko vežete z interno 34?

.....

E. Find the missing words.

15 p

- a) A chair leads a
- b) The mistake was due a clerical error.
- c) If you need any further information, do not to contact me.
- d) The meeting is because of illness.
- e) Thank you for your enquiry 6 June.
- f) Looking forward to you soon.
- g) Today there are seven on the agenda to discuss.
- h) Could you please tell me the of today's meeting?
- i) We receipt of your order dated 15 June.
- j) I am writing to confirm the reservation of Mr Ronson.
- k) We are glad to you know of the good news.
- l) Does Tuesday you for the appointment?
- m) Where from?
- n) During the meeting the secretary keeps the
- o) I look forward to from you.

F. Read the answers and ask questions.

10 p

a)

Mr Hill wants to speak to you.

b)

I was born in **Ljubljana**.

c)

I called you **yesterday**.

d)

He came **on Sunday**.

e)

I started working at this company **seven years ago**.

G. Choose the correct word to complete each sentence.

10 p

- a) I go to work **by** / **with** car.
- b) Thank you for your letter **from** / **dated** 3 Nov.
- c) In the letter please find **attached** / **enclosed** the latest catalogue.
- d) If you need any more information contact me **in** / **by** writing.
- e) The customer **denied** / **refused** to pay for the goods.
- f) I **call** / **am calling** to postpone my appointment.
- g) This is an **interesting** / **interested** contract.
- h) What's **on** / **at** the agenda?
- i) Where **do you come** / **are you coming** from?
- j) I am **in job** / **at work** eight hours per day.

H. Choose the best responses.

5p

- 1. Can you give me a quotation?
 - a. This price is competitive.
 - b. We haven't got any in stock.
 - c. They cost 20 euros each.
- 2. Are those your lowest prices?
 - a. No, we have plenty more.
 - b. No, we can reduce them.
 - c. Yes, they are very important.
- 5. We are thinking of buying your products.
 - a. Share prices have been falling lately.
 - b. Business is doing well at present.
 - c. Then take advantage of our introductory offer.
- 3. Can I speak to the manager?
 - a. Hang on.
 - b. Stay a moment.
 - c. Wait.
- 4. I was asked to call Mr Thomas this morning.
 - a. But there is no person of that name here.
 - b. Do you know his area code?
 - c. Sorry, but I think you've got the wrong number.

I. Telephoning. Fill in the missing expressions.

20 p

Assistant: Office Supplies. How

Caller: Good morning. Debra Brighton speaking. I'd like toto your sales manager my order.

Assistant: a moment. I'll you

Sales: Margaret Noon

Caller: Good morning. I'm regarding my order 18 Sep. I would like ask you to cancel it.

Sales: I'm but we can't cancel it.

Caller: I would be very grateful if you help me.

Sales: Well, I'll see what Can I you back, Ms Brighton?

Caller: Oh,

Sales:, please?

Caller: My telephone number is 2 521 5598.

Sales:?

Caller: Yes, of course. My is 8.

Sales: I'll call you half an hour to tell you if anything can be done about your order.

Caller:

Sales: You're welcome.

J. What is the English expression for?

10 p

vezati		odpovedati	
nemudoma		naslov	
prejetje		počakati na zvezi	
preložiti		zapisnik	
biti odgovoren komu		v imenu (mojega šefa)	

K. Write number with words.

5p

25.03.2008 –
 0.408 –
 1,235 –
 7 am –
 325 –

L1. Complete this letter.

14 p

..... Sir / Madam

We are interested in your products as advertised 23 Oct 2007

..... your monthly newspaper for furniture. Could you please send us your

..... catalogue and price list the furniture presented on page 67?

In case any, please do not to contact me

writing or telephone.

We forward to you soon.

Yours

Tanya William

L2. Write a letter.

18 p

Write a formal letter of complaint to Harvey Norman, 5 Oxford Street, Sydney, Australia.

You complain about the poor quality of your HI FI. Explain what is wrong with it and ask for compensation or return of the appliance by post or to the shop in Ljubljana. It's a formal letter, which must be 90-100 words long!

A. Read the answers and ask questions.**10 p**

a)

She is responsible for quality control.

b)

Doris Day starts work at 9 a.m.

c)

We have been living here since 1991.

d)

It takes me 20 minutes to get to work.

e)

The shops open at 9 a.m.**B. Fill in the correct verb.****10p**

Hi, July. I _____ (write) to let you know that I _____ (get) you e-mail yesterday but I still _____ (not be able) to open the attached report yet. You'll have to tell me which program you _____ (use) when you _____ (do) it. I _____ (try) to open up the document with different programs, but none of them _____ (work) so far. I also think we need to discuss one or two things before the meeting. I agree with you what you _____ (say) in your e-mail about the department training budget being far too small. I told Chris that ages ago but he still _____ (not do) anything about it. Anyway, I _____ (write) to you again tomorrow to report you about what's new.

C. Negate the sentences using negative prefixes.**5p**

1. He ____ spelled his name.
2. Are you ____ literate?
3. If you are ____ satisfied with the design, send it back.
4. Her angry outburst was ____ typical; she usually isn't like that.
5. The figures are ____ accurate.

D. Translate.**20p**

1. Koliko točk je na dnevnem redu?
2. Pišem Vam v zvezi z Vašim dopisom z dne 13. marec 2007
3. Česa se bojiš?
4. Nisem opravil sprejemnega izpita.
5. Ali si prebral zapisnik prejšnjega sestanka?
6. Prostori našega podjetja so na Dunajski cesti.
7. Samo izbrani kandidati so povabljeni na razgovor.
8. Predsedujoči je prešel na točko razno.
9. Hvala v naprej.
10. Podatkov še nismo preverili.

E. Correct the mistakes.**10p**

1. This is typical for Slovenes.
2. We need more informations.
3. The analysis are accurate.
4. I am writing in connection with your letter from 10 May 2008.
5. James Dobson is on a meeting.
6. I'm dealing with a very unsatisfied customer.
7. Can you lend me pencil?
8. He congratulated me for my recent success.
9. Please send us your newest price list.
10. I'd like make an arrangement.

F. Fill in the correct preposition.**10p**

1. I'm good ____ basketball but I'm bad ____ other sports.
2. You have to pay ____ advance.
3. I like it when people sing ____ Christmas Day.
4. Peter is coming ____ Tuesday ____ 3 o'clock.
5. Jackson is not available ____ the moment. He is ____ a meeting.
6. How can you let me down? I was counting ____ you.
7. Please, be there ____ time. I hate delays.

G. Write these numbers.**5p**

65% _____
 3.456 _____
 8,632 _____
 3+5=8 _____
 12th _____

H. Complete this letter.**10 p**

....., Ms Lessing

I am writing in connection with the interviews for the¹ of IT manager. They are happening next week, and Personnel have just sent me information² all the candidates. I thought we should get together to discuss the CVs and the questions we are going to focus³ in the interviews.

In my⁴ there is a need for someone with a good knowledge⁵ systems integration, because the⁶ with our current IT system is that all the parts work separately. I hope we can find a candidate who has shown success⁷ dealing with all the processes in their previous job, but Personnel have already warned me that there is a⁸ of really strong candidates.

What do you think? It is up to you – I am free for a meeting most mornings next week.

With best

Franc Žlafadur

A. Read the answers and ask the questions.**10p**

a) _____

David has been living here since 2003.

b) _____

The restaurant opens at 11 a.m.

c) _____

She is responsible for answering the phone.

d) _____

John Garland works at the faculty.

e) _____

I paid \$2000 for the car.**B. Put the verbs into the correct tense.****10p**

Hi, John. It's Maggie. I _____ (get) you e-mail yesterday, but I _____ (be not) able to open the attached report yet. You'll have to tell me which program you _____ (use) when you _____ (do) it. I _____ (try) to open up the document with different programs, but none of them _____ (work) so far. I also think we need to discuss one or two things before the meeting. I agree with you what you _____ (say) in your e-mail about the department training budget being far too small. I _____ (tell) Chris that ages ago but he still _____ (not do) anything about it. Anyway, I _____ (write) to you again later to let you know what's happening.

C. Fill in the correct preposition.**10p**

1. I work _____ the faculty.
2. I never spend too much money _____ cars.
3. I am writing _____ reply _____ your letter.
4. That lift is _____ of order.
5. Peter is very much afraid _____ big snakes and spiders.
6. She send us a letter _____ 22 February, 2009.
7. The chair demands the report _____ Monday _____ the latest.
8. Why didn't you borrow the book _____ somebody.

D. Write these numbers:**5p**

85% _____

5,553 _____

6.532 _____

77³ _____

4X5=20 _____

E. Translate.**20p**

1. Se zanimate za naše izdelke?
2. Komu ste odgovorni?
3. Prosim, potrdite rezervacijo pisno.
4. Koliko točk je na dnevnem redu?
5. **A:** Interno številko 425, prosim. **B:** Linija je zasedena.
6. Poročilo morate oddati najkasneje do torika.
7. Nisem še šel delati izpita iz angleščine.
8. Kako dolgo mora biti sprejemno pismo?
9. Kličem vas, da prestavim sestanek v četrtek.
10. Rad bi pustil sporočilo za gospo Brown.

F. Fill in the sentences using negative prefixes.**5p**

1. When did Slovenia become ____ dependant?
2. The reasoning was extremely ____ logical.
3. Don't be so ____ patient. You'll get what you need soon.
4. Have you learnt the list of ____ regular verbs yet?
5. The aircraft is designed to be ____ visible to radar.

G. Correct the mistakes.**10p**

1. I look forward to receive your reply.
2. How many information did you give them?
3. This is typical for Slovenes.
4. What's the solution for our problem?
5. Friday doesn't suits me.
6. Please confirm in written.
7. I work for Petrol for 12 years.
8. He congratulated me for the success.
9. I think this is illegal.
10. Stephanie is very good in designing new jewellery.

H. Complete this letter.**10 p**

(1) Mr Barton

(2) to your letter (3) 24 May 2007, we (4) to (5) you that the photocopier DCS98 you ordered is currently out of stock. May I suggest you consider upgrading to the DCS 100?

Please find (6) our latest catalogue with the above mentioned DCS100 and other types we have in stock. If you are (7) in any of them, I would be happy to send you further details.

Please (8) me know if you need any (9)

Yours (10)

J. Garland

Jane Garland

Customer Services Department

10.4 Revision

1. Translate:

- a) ob 14.00
- b) pred pol ure
- c) med 18. in 20. uro
- d) po 14. uri
- e) med sestankom
- f) točno
- g) za veliko noč
- h) 29. januarja
- i) 2007
- j) ob koncu feb.
- k) na Čopovi 15
- l) v 3. nad.
- m) v sejni sobi
- n) brez zamude
- o) v Celju

2. Answer:

1. What's the time?
2. What's the date today?
3. What's the day today?
4. What do you do?
5. Where do you work?
6. How long have you been working here?
7. What are you doing at the moment?
8. How are you?
9. What is your citizenship?
10. Where do you come from?

anju
ali
dijev,
i hiter,
sa, da

gre za
radbi
tročnike,
na dela.

ikem
ro
tekoče m
li majhna
ra
pretno
avno
u to malo

jasno in
opise ali
logično
arja na
ovortanja
i

i,
la,
isma,
z
norajo
ralca
nemine
ke in
1th del.

3. Write at/on/in

- | | | |
|----------------------------|----------------------|-------------------|
| 1.....6 June
morning | 7.....24 September | 13.....Friday |
| 2.....the evening
night | 8.....Thursday | 14.....Saturday |
| 3.....half past two | 9.....11.45 | 15.....night |
| 4.....Wednesday
the day | 10.....Christmas Day | 16.....the end of |
| 5.....1987
weekend | 11.....Christmas | 17.....the |
| 6.....September | 12.....the morning | 18.....winter |

4. Too many words: v vsakem stavku je ena beseda odveč. Poiščite jo.

1. Would you like a coffee?
2. I thank you for meeting me.
3. Did you have had a good journey?
4. Can I to go to my hotel first?
5. I'm sorry I'm in late.
6. To what time did you arrive?
7. How long was your flight?
8. My name is Peter Bell.

5. Vstavite ustrezno vprašalnico.

- | | |
|-----------------------------|-------------------------|
| 1.are you going? | To Paris. |
| 2.are you visiting? | Our main French client. |
| 3.are you going to do? | To discuss prices. |
| 4.are you leaving? | On Monday. |
| 5.are you staying? | Two days. |
| 6.are you traveling? | By train. |
| 7.are you returning? | On Tuesday. |

6. Uporabite vljudnejši način (pogovor po telefonu)

1. Who are you?
2. What do you want?

3. He is not here.
4. Wait.
5. What?
6. What's your name?

7. Uporabite Present Continuous za dogovorjena dejanja v prihodnosti:

Peter Brown and his colleague Anna work for Euro Hotels. They..... (visit) the Canary Islands next month for a four-day business trip.

They(arrive) in Grand Canaria at 10.15 a.m. and(give) presentation on the company's plan to local managers in the afternoon. On day two Peter (travel) to Tenerife and (visit) the company's hotel there. Anna (not accompany) him.

8. Explain:

- | | |
|----------|-------------|
| a) c/o | f) OSCE |
| b) Attn. | g) VAT |
| c) a.m. | h) R.S.V.P. |
| d) cc | i) i.e. |
| e) encl. | j) e.g. |

9. Translate:

exchange rate	contract
unemployment rate	most convenient
interest rate	premises
a fare	a break
signature	to remind
to sign	

10. Translate

- a) Z veseljem vam sporočam, da . . .
- b) Na žalost vam moram sporočiti, da . . .
- c) Prosim, da potrdite rezervacijo pisno.
- d) V zvezi z najinim pogovorom vam sporočam, da . . .
- e) Želela bi povratno vozovnico za London, 14. februarja 2006.

- f) Pišem vam, da vam sporočim naš novi naslov.
 g) V roke nabavnemu oddelku.
 h) V pričakovanju vašega odgovora vas lepo pozdravljamo.

11. Write at/on/in

1. Goodbye! See youon.....Friday.
2. Where were you28 February?
3. I got up.....8 o'clock this morning.
4. I like getting up early the morning.
5. My sister got married.....May.
6. Diane and I first met1979.
7. Did you go out.....Tuesday?
8. Did you go out.....Tuesday evening?
9. Do you often go out.....the evening?
10. Let's meet.....7.30 tomorrow evening.
11. I often go away.....the weekend.
12. I'm starting my new job.....3 July.
13. We often go to the beach.....summer.
14. George isn't here.....the moment.
15. Julia's birthday isJanuary.
16. Do you workSaturdays?
17. The company started.....1969.
18. I like to look at the stars.....night.
19. I'll send you the money.....the end of the month.

12. Underline the correct word in each sentence.

- a Jan and Karmen *live/lives* in Madrid.
- b Jože *watch/watches* television every evening.
- c I usually *go/goes* to school by bus.
- d It never *snow/snows* in this city.
- e Suzana *live/lives* in that house.
- f Katja *get/gets* up early every day.
- g All the buses *leave/leaves* from this bus-stop.

13. Write a question or a negative sentence.

- a Jan – get up at 7.00.....
Does Jan get up at 7.00.....?
- b Ana and Miha - walk to work.....?
- c Jan- leave home at 8.00.....?
- d Ana and Miha – relax in the evening.....
- e Ana and Miha – not/like tennis*Ana and Miha don't like tennis*.....
- f Jan – not/where school uniform.....
- g Ana and Miha – not/use computers.....
- h Jan – not/do his homework.....

14. Ana in Bojan meet in a bar. Bojan usually says the wrong thing. Correct his mistakes.

- ANA: Good evening.
BOJAN: Good day.
ANA: How are you?
BOJAN: Terrible. I've got a bad cold and ...
ANA: It's my birthday today.
BOJAN: Congratulations.
ANA: Would you like a drink?
BOJAN: No, thank you. Coke.
ANA: With ice?
BOJAN: No, please.
ANA: Here you are. Cheers.
BOJAN: Bless you.

10.4.1 Mock Exam 1

A. Translate the following sentences.

1. Rad bi govoril z g. Millerjem, prosim.

.....

2. Gospoda Millerja trenutno ni.

.....

3. Lahko me vežete z g. Adamsom, prosim?

.....
4. Torek mi ne ustreza.

.....
5. Podpišite tukaj, prosim.

.....
6. Opravičujemo se za morebitne nevednosti.

.....
7. Želela bi potrditi naročilo št. 25/B.

.....
8. V zvezi z vašim dopisom z dne 15. feb. 2003 vam sporočamo.

.....
9. Poslali vam bomo našo podrobno ponudbo.

.....
10. Kakšen poseben popust lahko ponudite za večja naročila?

.....
11. To je naša najnižja ponudba.

.....
12. Opravičujemo se zaradi zamude v odgovoru na vaš dopis.

.....
13. Z obžalovanjem ugotavljamo, da je v naši fakturi napaka.

.....
14. Prosimo navedite količine, ki jih potrebujete.

.....
15. Želel bi nekaj informacij o vaših izdelkih.

.....
16. Sem študent/ka VKŠ Celje.

.....
17. Ali si moral delati sprejemni izpit?

.....
18. Ne, ni mi bilo treba.

.....
19. Koliko je šolnina ?
.....

20. Angleščino imamo v predavalnici 210.

.....
21. Katere tuje jezike se učiš?

.....
21. Kje so prostori VKŠ Celje?

.....
22. Ali so predavanja obvezna?
.....

B. Correct the mistakes.

1. Mr Brown works in Intereuropa.
2. He is doctor.
3. Catherine live in London.
4. How often you travel to Germany.
5. I call to arrange a meeting with Mr Smith.
6. Thank you for your letter from 4 April.
7. I work here for 5 years.
8. I'm writing to place an order for
9. We would be appreciate it if you could . . .
10. This is owing to the government has increased sales tax.
11. Are you looking for someone?
12. I need to speak to Mr Miller.
13. They are wanting some more time think it over.
14. I'm agreeing. I think it's a good idea.
15. Helen deals with John's clients whlile he's on holiday.
16. I think about changing my job.
17. He can't answer the phone. He has a shower.
18. Which beer are you preferring?
19. That's ridiculous – we're not believing it.
20. I'm sorry, I don't understand what you say.

C. Put in the prepositions.

- | | |
|------------------------|-------------------------------|
| 1) the afternoon | 5) a business trip |
| 2) night | 6) a meeting |
| 3) Thursday | 7) Friday at the latest |
| 4) May 1 | 8) 3 o'clock |

D) Form questions .

- 1) Mr Collins is writing *a letter of complaint*.
-

- 2) We started our business *5 years ago*.
-

- 3) On Monday he called *twice*.
-

- 4) *Mr Miller* signed the contract.
-

- 5) I didn't call you back *because I was too busy*.
-

E) Fill in the missing words.

- 1) The leads the meeting.
- 2) During the meeting the secretary keeps the
- 3) Could you please tell me the date and of the meeting?
- 4) The meeting will take place on 15 May instead of 13 May. It has been
- 5) Today there are five items on our to discuss.
- 6) Ms Brown will contact you directly to arrange a time for her visit.
- 7) I look forward to from you soon.
- 8) Thank you for your enquiry 12 June.
- 9) With to your recent advertisement in PC HIT, I would be grateful if you could send me details of your business software.
- 10) We receipt of your order dated 17 September 2001 for . . .

F) Choose the correct word to complete each sentence.

- 1) We are *delighted* / *friendly* to hear that the conference was a success.
- 2) Please find the *attached* / *enclosed* euro prices as requested.

- 3) This is Peter Smith **speaking / talking**.
- 4) He is in charge **of / for** receiving visitors.
- 5) **Would / Could** I have your name again, please?
- 6) **Excuse me / Sorry** for being late.
- 7) I would like to apologise **about / for** the delay.
- 8) Please let me know if you **want / need** any further information.
- 9) Most of the items are **on / in** stock.
- 10) **I just / I have just** finished the report.

G) Telephoning. Fill in the missing expression.

- Assistant: Galaxy Computer Supplies.
- Caller: 277, please.
- Assistant: on. I'll you
- Sales: Overseas Sales. Linda Noon
- Caller: Good morning. I'm interested your firesafe cabinets.
you have a sales office in Spain?
- Sales: I'm we don't, but I can arrange for a sales visit from
our agent.
- Caller: No, no. That's not necessary. you quote me a price for
20 BZ11 cabinets?
- Sales: Could you your name, please?
- Caller: Oh, Jose Rosales.
- Sales: , please?
- Caller: That's R-O-S-A-L-E-S.
- Sales: ?
- Caller: My fax number is 1 430 6687.
- Sales: ?
- Caller: It's Telefonica Espania.
- Sales: Telefonica Espania.
- Caller: Right.
- Sales: I'll work out the price and fax it you.
- Caller:
- Sales: Bye.

H) Synonyms. Find another expression for:

- 1) connect you -
- 2) postpone -

- 3) forthcoming -
- 4) further details -
- 5) shipment -

I) What is the English expression for:

provizija		udeležiti se	
dobavitelj		oklevati	
predstavnik		v imenu	
blago		čimprej	
prejeti		zaseden	

J) Choose the best responses.

1. I'd like to speak to Mr Gibbs, please.
 - a. Yes.
 - b. I'm afraid he's not here at the moment.
 - c. Well, you can't.

2. Can I speak to Mr Gibbs, please?
 - a. Hold on, please.
 - b. Don't go away.
 - c. All right.

3. Miss Lucas asked me to call this morning.
 - a. Sorry, your number is the wrong one.
 - b. Do you know the area code?
 - c. But there is no person of that name here.

4. Could I speak to Mr Gibbs, please?
 - a. Who's calling?
 - b. Who are you?
 - c. What's your name?

5. Can I ring you back later?
- a. Yes, ring me.
 - b. Yes, please do.
 - c. Of course ring, yes.

K. Letter writing

Fill in the prepositions.

ALL SPORTS
LTD

St Patrick's Rd. 32
Amsterdam 5AG

Nederlands

23 March 2001

The Sales Director
VELA ITALY
Corso Vannucci 46
Pisa
ITALY

Dear Sir

We read your advertisement the current edition »*Sailors for fun*« and are interested your products, particularly sailing boats' equipment.

We are a large retail company shops throughout Northern Europe and would like your catalogue and price list, quoting Amsterdam prices.

Please let us know your terms trade, including quantity discounts, delivery dates, and any credit facilities you are prepared to offer large orders.

We look forward hearing you soon.

Yours faithfully

A. Synonyms. Find another expression for:

5 p

- a) immediately -
- b) postpone -
- c) wait -
- d) answer -
- e) in accordance with -

B. Correct the mistakes.

12 p

- 1) I like to thank you for your help.
- 2) This mistake is typical for Germans.
- 3) I congratulate you for your promotion.
- 4) I confirm receive of your letter.
- 5) I am apologise for the mistake.
- 6) Do Friday suit you?
- 7) I am look forward to seeing you.
- 8) Please reply by the end of the week in the latest.
- 9) He is at a business trip.
- 10) Thank you on advance.
- 11) Please response as soon as possible.
- 12) Contact me in written.

C. Find the prepositions.

12 p

- a) Please contact mephone.
- b) Do you start work 7 o'clock?
- c) We hope to see you April.
- d) My boss is a meeting.
- e) I will call you back..... half an hour.
- f) We need to know your answer least one week advance.
- g) I have been working here 1999.
- h) Our headquarters are Dimičeva.
- i) I'm not here for pleasure, but business.
- j) Please reply as soon possible.
- k) Mr Miller is a conference.

D. Translate.

18 p

a) Sestanek je bil odpovedan.

.....

b) Rad bi govoril z gospodom Whiteom.

.....

c) Pišem, da se opravičim za zamudo.

.....

d) Žal smo morali zvišati cene za 12 %.

.....

e) Prosim, potrdite rezervacijo pisno.

.....

f) V roke prodajni službi.

.....

g) Pišemo vam v zvezi z vašim oglasom v časopisu "DELO" z dne 22. maja 2008.

.....

h) Ali se lahko zanesem na vas?

.....

i) Če imate še kakšno vprašanje, ne oklevajte in pokličite.

.....

E. Find the missing words.

16 p

a) There has been a decrease in the price of raw materials 9 per cent.

b) Please find our latest catalogue.

c) We are extremely sorry losing your order.

d) People usually at the age of 60 or 65 and receive a

e) We a lot of business with the Japanese.

f) Good morning. I have an with Mr. Jones at 10 a.m.

g) How many are there on today's agenda?

h) I would be if you could send us details of your software.

i) I'm sorry. I didn't hear you. Could you that, please?

j) I would like to make a reservation of Laura Thomson.

k) We hope this has not caused you any

l) Please our apologies once again.

m) We require payment 30 days.

n), we have not yet received the goods

o) to our telephone conversation this morning. ...

F. Read the answers and ask questions.

10 p

a)
He is in charge of **quality control**.

b)
George Hamilton called us.

c)
They didn't come, **because they were busy**.

d)
Mr Huntington wrote **a report** on Monday.

e)
The banks in Kranj close **at 5 p.m.**

G. Choose the correct word to complete each sentence.

8 p

- 1) He is responsible **of / for** receiving visitors.
- 2) **Would / Could** I have your name again, please?
- 3) **Excuse / Sorry** for the mistake.
- 4) I'd like to **make / do** a reservation.
- 5) We are writing **to reply to / in reply to** your enquiry.
- 6) I am writing **in behalf of / on behalf of** Mr Miller.
- 7) Can you **do / make** me a favour?
- 8) I **am calling / call** to cancel the meeting.

H. Telephoning. Fill in the missing expressions.

20 p

Assistant: Office Supplies. How¹you?
Caller: Good morning. Hillary Newton². I'd like to³to your sales manager⁴ my order.
Assistant:⁵ on. I'll⁶ you⁷.
Sales: Kate Benson⁸
Caller: Good morning. I'm calling⁹ my order¹⁰2 May. I¹¹ like to cancel it.
Sales: I'm¹² but you can't cancel it.
Caller:¹³ I leave a¹⁴ for your sales manager then?
Sales: Yes, of¹⁵. Could you¹⁶ your surname, please?
Caller: Yes, my surname is Newton.
Sales:¹⁷, please?
Caller: My telephone number is 015556661. Please tell your manager to call me as soon as possible.
Sales: I'll make sure he¹⁸ your message.
Caller:¹⁹ you.
Sales:²⁰

I.Translate the verbs and make nouns.

10p

- 1) obvestiti
- 2) svetovati
- 3) potrditi
- 4) izbrati
- 5) prejeti

J1. Complete this letter.

10 p

Dear Ms Lane

Thank you¹ your letter² 19 March 2008,³ which you enquired
..... our Autocomm car phone.

We⁴ our latest catalogue and price list. We can give you a discount
.....⁵ 10% .

We would like to suggest that one⁶our representatives visit you to demonstrate the
exceptional quality of our product. Our regional representative will⁷ in
Philadelphia during the first half of April. If you need more information, contact me⁸
email.

Please do not hesitate to contact us to arrange a⁹ date and time
for a demonstration.

We look forward to¹⁰ business with you.

Yours sincerely

Sylvestor Danni
Managing Director

J2. Write a letter.

18 p

On 19 May you received a letter from James Miller asking you to send him your catalogue and latest price list. Reply telling him that you can send him the price list, but you cannot send the catalogue, because . . . (Think of a reason).