

FALSE FRIENDS

- advokat
- akcija
- aktualen
- avans
- avtomat
- blok
- centrala
- deska
- ekološki
- evidenca
- fascikel
- fizičen
- folija
- globalen
- informatika
- informativen
- inventura
- investicijski
- kabina
- kabinet
- kader
- kapitalski
- klasičen
- komercialen
- koncept
- konkreten
- kontrolirati
- kredit
- kurir
- list
- mapa
- masa
- maksimalen
- medij
- minimalen

- nekvalificiran
- nepakiran

- neprofitno
- novela
- orientacijski
- paketen
- participacija
- parlamentaren
- perspektiva
- plakat
- potencial
- praktikant
- predsednik
- problem
- problematika
- proces
- program
- projekt
- propaganda
- prospekt
- revizija
- revija
- revizor
- ritem
- salon
- serijski
- systemski
- socialna država
- soliden
- stimulacija
- stimulirati
- struktura
- subvencija
- šofer
- taksa
- tarifa
- tehnik
- tehnika
- tendenca
- termin

- tipski
- univerzalen
- vizitka

8 A, p 22

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 is 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 AF2000.

- | | |
|--------|--------|
| 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 plane 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 itinerary for Sri Lanka. Please that I have included everything you want in it.

- A check C control
B agree D confirm
-

8B, p 23

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

1. Here's the report – hope you like *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 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 forget send the attachment.
9. I attach my report like promised.
10. Here's 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.

8C, p 23

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

E-mail 1

Please attached my report.it's not too late.
me know if you have any questions.

E-mail 2

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

E-mail 3

.....agreed, I'm sending the pre-meeting notes. Let me know if
there is anythingwe can do from thisbefore we meet.

E-mail 4

Sorry, Ito send the attachment!it is. Please get
.....to me if you can't open it.

E-mail 5

Ibe grateful if youcomplete the attached form and
return it asap. Pleasethat I have changed my email address.

9A p 24

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

1. What time would be *convenient for/be convenient/suit* you?
2. Are you free *sometime/anytime/one time* this week?
3. Could we *meet on/-/at* Thursday *during/on/in* the afternoon?
Perhaps *on/-/at* 3pm?
4. Yes, I think I *shall/should/would* be able to make next Friday morning.
5. I'll *email/return to/get* back to you later today to confirm it.
6. I'm out of the office *for/until/till* 2pm on that day. Anytime after that *could be/is/would be* fine.
7. I'm afraid I'm *busy/occupied/tied up* all day next Tuesday.
8. *Pardon me, /Sorry, /I'm afraid* I can't *make/control/manage* it on that day.
9. Sorry, I've already got *an arrangement/an appointment/a promise* on that day.
10. *What if/what about/How about* Wednesday *instead/in place of/as* an alternative?

11. Would you *mind/matter/object* if we put the meeting *back/off/away* to the following week?
 12. I'm very *sorry/regret/apologise again* for any inconvenience caused.
 13. I look forward to *see/seeing/speaking* to you next week.
 14. Give me a *call/telephone/ring* if you have any problems.
 15. Give my *regards/best wishes/compliments* to Herr Schrempp.
-

10A, p 26

Look at the phrases in *italics* in the three emails below. One phrase in each pair comes from a company with a formal culture, the other phrase comes from a company with an informal culture. Underline all the phrases from the formal company.

E-mail 1

Dear Mary/Hi Mary

I'm writing to invite you/We would be very pleased if you could come to a meeting here on 14 May. It has been arranged/I've arranged it to bring together all our colleagues working in central Europe to/in order to share experiences about working in this market. Your attendance will be very welcome/It'd be great to see you.

The meeting will last all day and will have informal agenda – you won't need to/it will not be necessary to write a report for it or make a presentation. Refreshments will be provided/There'll be plenty to eat and drink during the day.

Hope to see you in May!/Your presence at the meeting will be very useful. Please let me know if you will be able to attend/can make it, asap/as soon as possible.

Best regards, John Saunders/Stephanie

E-mail 2

Thanks a lot for the invite/Thank you for your kind invitation. I would be delight to attend/'d love to come to the meeting. It sounds like a great idea/I'm sure it will be very useful. Please let me know if there is anything I can do to help from this end.

Will it be okay/Would it be possible to bring Martina Rutka as well. She is a new member of our team and is very involved with the Central Europe market. Thanks again/Thanks one more for your invitation, and I look forward to seeing you/see you on 14 May.

E-mail 3

Thanks a lot for the invite/Thank you for your kind invitation.

Unfortunately, I have another appointment on that day. I'm very sorry that I will miss the meeting/Please accept my apologies. In any case send my regards to everyone at the meeting, and please let me have a copy of any report arising from the discussion/email me and let me know how it went.

I hope we can meet up soon/we will have the opportunity to meet on another occasion in the near future. Good luck with the meeting!/I'm sure that the meeting will be a great success.

10 B, p 27

Complete the phrases by writing one word in each gap. Several answers may be possible.

1. We.....be very pleased if you.....come to meeting here on 28 July.
2. Your.....at the meeting will be very..... I hope you can.....it.
3. Please.....me.....if you can attend,soon as possible.
4. Thank you for your.....invitation. I would be.....to attend. I look forward to.....you on the 28th.
5., I will not be able to come. I have another.....on that day. Please accept my.....
6. I hope we will have the.....to meet on another occasion in the.....future. I am sure the meeting will be a great.....

11A, p 28

Underline the correct word.

1. *Can/Shall* you give me some information about...?
2. I *will/would* be grateful if you *should/could* give me some information about...
3. Do you think you *would/could* send me more details?
4. We *necessary to/need* to discuss this before we go any further.
5. How do you think we *should/shall* deal with this?
6. I *will/would* appreciate your advice.
7. We *would/should* be prepared to give you a discount if you...

8. That *can/could* be possible.
9. That *shall/should* be possible.
10. That *might/would* be possible – I need to ask my line manager.
11. No – problem that *might/would* be possible.
12. I think we *must to have/need to have* a meeting to discuss this in more detail.
13. Let me know what time *should/would* suit you best.
14. I'm sorry that we *couldn't/wouldn't* use your services this time.

12C, p 31

Rewrite the sentences below with the correct word order to make typical email phrases. Start each sentence with a capital letter.

1. Sorry, you forget to send to attachment. you can again send it.
.....
2. mean you to send this did? i didn't want the attachment to open in case it's a virus got.
.....
3. about that are you sure? i thought was in Istanbul the conference.
.....
4. I'll check and get back to later today.
.....
5. you do mean which conference?
.....
6. I don't this point understand sorry. can you in a little detail more explain it?
.....
7. I'm sure not what mean you by this. you could clarify?
.....
8. I thought on Thursday was the meeting, but I wrong may be.
.....
9. sorry, my last email forget. You're right. not Friday, it should Thursday be.
.....
10. what was mean I Gatwick, not Heathrow. the situation this clarifies I hope.
.....

16 A, p 38

Correct the mistake in which sentence.

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

16 B, p 38

Each phrase below has one word missing. And the missing word.

1. With reference *to* your email sent 6 June, ...
2. Thank you sending me the catalogue I requested.
3. We are writing to inform that ...
4. We are able confirm that ...
5. I apologise the delay.
6. I would appreciate if you could ...
7. Please get back me if there's anything else.
8. What time would convenient for you?
9. If you like any more details, just let me know.
10. Anyway, that's enough, I think I stop writing now.
11. It was good to meet you the conference in Paris.
12. I look forward to hearing you soon.

13. I've attached a copy the latest sales figures.
14. Thank you for the invitation visit your company.
15. With reference your enquiry, I've attached all the information you need.

24 A, p 54

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

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

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

24 C, p 55

Complete each phrase with one word. Some letters have been given to help you.

1. to write in *connection* with sth.
 2. to need sth. ur.....y
 3. to take the matter fu.....r
 4. to demand a full re.....d
 5. to draw sb's at.....n to sth.
 6. to be below the expected st.....d
 7. to complain in the strongest possible te.....s
 8. to express strong dis.....ion with sth.
 9. to demand an immediate repl.....t
 10. to cause sb. considerable inc.....e
-

24 D, p 55

Linking words and phrases are used in complaints to explain your case clearly and carefully. Complete the table with the words/phrases from the box.

Above all As a result Even through Finally Firstly Furthermore
However In addition In conclusion In fact In particular In reality
In spite of the fact that Nevertheless Taking everything into
consideration Therefore

- | | |
|------------------------------------|----------------------------------|
| Adding another point (like and): | 1..... <i>Furthermore</i> /..... |
| Listing points: | 2...../..... |
| Making a contrast (like but): | 3...../..... |
| Making a contrast (like although): | 4...../..... |
| Giving the consequence (like so): | 5...../..... |
| Giving the most important example: | 6...../..... |
| Saying what the real situation is: | 7...../..... |
| Introducing the final paragraph: | 8...../..... |

Which two phrases are NOT followed immediately by comma, and can come in the middle of a sentence as well as the beginning.

...../.....

25 A, p 56

Email 1 below is a formal apology, email 2 is an informal apology. Complete the emails by choosing the correct alternatives below. The phases are in the same order as they appear in the emails.

- 1/11 for / on behalf of
- 2/12 unprofessional conduct / unfortunate behaviour
- 3/13 Please except my sincere apologies for / I'm really sorry for
- 4/14 You can be sure that / You have my assurance that
- 5/15 sort out the problem / resolve the matter to your satisfaction
- 6/16 I'll / We will
- 7/17 To compensate for the inconvenience caused / As a friendly gesture
- 8/18 about what happened / regarding the incident
- 9/19 If you have any further questions / If there is anything else
- 10/20 please call / do not hesitate to contact me

Email 1: formal

I'm writing *on behalf of* Promotional Products in relation to your recent complaint. I was very concerned to learn about the problems you experienced and the.....of our sales stuff.everything that happened, and thank you for bringing it to my attention.I will.....
.....send replacement items immediately, at our expense, and I will personally make sure that the order is correct. We will also send you a credit note to be used against any items in our catalogue. I have already spoken to the sales staff involved.....and we are making sure that in the future all customer complaints are dealt with in a polite and helpful manner.
Once again, I hope you will accept my apologies for the inconvenience caused. I very much hope you will continue to use our services in the future..... ,
..... On my direct line give below.

Email 2: informal

Laura I'm writing *for* all our family to say thank you very much for letting us stay at your seaside house at the weekend, we really enjoy it.

By now you have probably heard from your neighbours about the..... of my teenage son Harry and his friends when we come back from the pub late on Saturday night. all the noise they made, and for the damage they caused to your neighbour's garden.I will do everything possible tocontact your neighbours directly and offer to pay for any damage.I will also send them some flowers and a box of chocolates. I've already spoken to my son.....and he promises it won't happen again. Once again, I am really sorry. ,- I'll be home at the weekend.

32 A, p 70

Put the parts below into the correct order to make a complete email for someone applying for a job.

- a) the summer programme where I worked last year. I am available for the interview in Naples any weekday afternoon, and you can email
- b) as a Word document. You will notice that I have supervised children on a range of sports and cultural activities as well as dealing
- c) Dear Sir/Madam // With reference to your reference on the JobFinders.com website, I am interested in applying
- d) as I enjoy working with your people. I have a lot of energy and enthusiasm and am also responsible and reliable. I have attached my CV
- e) First certificate grade A. I would be grateful if you would consider my application. You will see
- f) the travel industry. During the last few summer holidays I have
- g) for the post of tour leader for Italian school students. I am 26 years old and am currently studying
- h) me or telephone me on the number below. I look forward to hearing from you soon. Yours faithfully
- i) for a diploma in Tourism and Naples University. After that I hope to follow a career in
- j) In the job of tour leader, taking students to London. I feel I would be well-suited for this job

- k) to do something more varied and challenging, for this reason I am interested
- l) with transport arrangements and tickets. You will also notice that my English is good and I have
- m) from my attached CV that two people can be contacted as references, one is a university professor and the other is from
- n) worked as a youth leader in Italy, and I enjoy the work very much. Next summer I would like

1...c... 2..... 3..... 4..... 5..... 6..... 7.....
... 8..... 9..... 10..... 11..... 12..... 13.....
... 14.....
