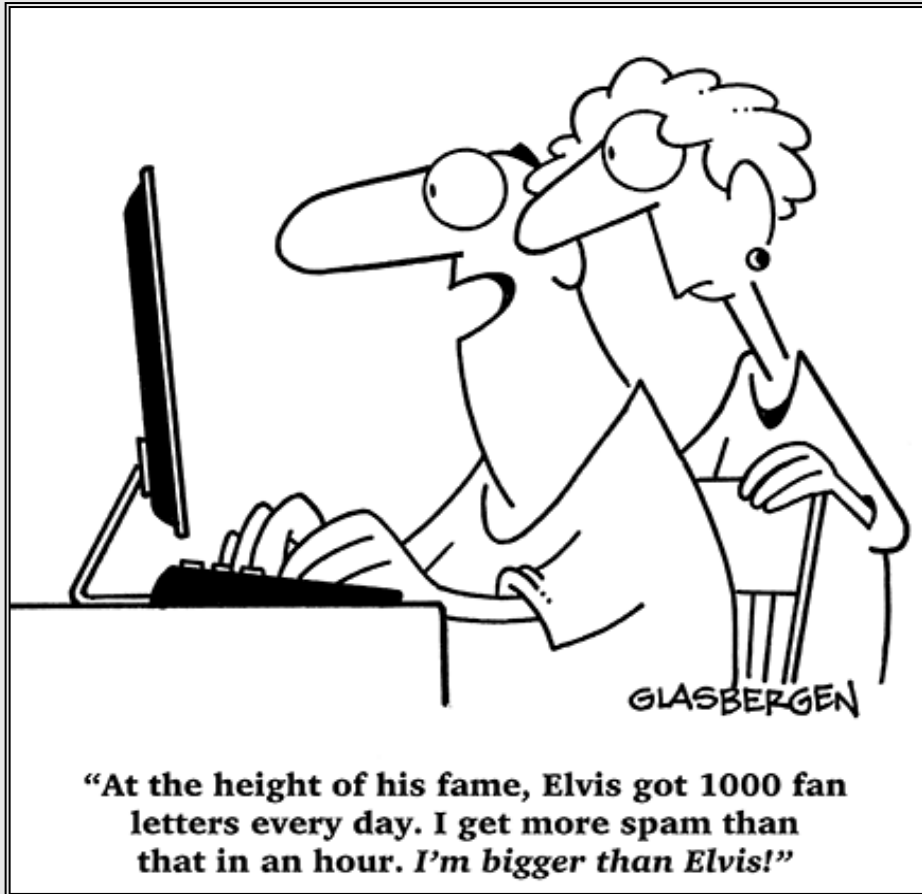




# **EMAILS AND TELEPHONING**

Unit 6

# Unit 6, page 165



- What are the advantages and disadvantages of emails and telephoning as modes of communication?



# READING

Page 166

- most commonly – **usually**
- nowadays – **today**
- widely – **broadly**
- Literate, adj. – n.: literacy (computer literacy) **opposite: illiterate**
- snail mail – **the traditional mail**
- netiquette – **the set of rules about behaviour acceptable on the Internet**
- Formal, adj. – **formality, n.**
- essential – **crucial, important**
- ***pick up*** the receiver
- ***dial*** a phone number
- rapport /ræp'ɔ:r/ – **a good understanding of someone and an ability to communicate well with them**
- be ***on*** hold



# **EXERCISES**

**PAGE 167**

# I Match the following words and abbreviations used in an email with what they mean:

1. attachment <b>E</b>	a. contains emails you are working on but are not yet ready to be sent
2. cc <b>D</b>	b. means to copy an email to someone so that other people you're sending the email to do not know you're sending this copy
3. fwd <b>C</b>	c. allows you to send an email you have received to someone else
4. bcc <b>B</b>	d. means "copy this email to.."
5. drafts <b>A</b>	e. is a document that you add and send with an email

**IIa** Look at the paragraphs below. Each paragraph is a part of a formal email. Put them in the correct order.

a. Thank you for your order of 24 April for 200 corporate umbrellas. <b>2</b>	b. Regards, Daniel Davis <b>5</b>
c. Dear Ms Brown, <b>1</b>	d. I'd appreciate it if you could check the logo size & color on the attachment. Please confirm by email if this is correct before we make up your order. <b>3</b>
e. Thank you for your custom. <b>4</b>	

**IIb** Now match the paragraphs to email elements in the list below.

- salutation     **C**
- opening sentence     **A**
- body     **D**
- friendly ending     **E**
- complimentary close     **B**

**III Guess the meaning of the following abbreviations that are often used in less formal emails. Write out the full meaning.**

1. c u – see you

6. w/e - **whatever**

2. asap - **as soon as possible**

7. w/ - **with**

3. attn - **attention**

8. at the mo - **at the moment**

4. rgds - **regards**

9. thx - **thanks**

5. pls - **please**

10. btw - **by the way**





# **EXERCISES**

**PAGE 168**

#### **IV Rewrite the following email to make it more polite.**

Dear Gerald

Jane at headquarters gave me your name and said you will help me. I need some information about the upcoming trade fair in Milan.

a)Who is attending from the Milan office?

b)How many hotel rooms have you booked?

Send me the information asap.

Rgds

Martin

PS I want you to send me your mobile number. I can't find it on the internal list

# Suggested answer

- Dear Mr. Gerald,
- Ms. Jane Smith at the headquarters was so kind to give me your name. She said that you are the right person who can help me. Namely, I need some information about the upcoming trade fair in Milan. I would *really/ sincerely/ greatly* appreciate it **OR** I would be very grateful if you could provide me with the answers to the following questions:
- 1. Who is attending from the Milan office?
- 2. How many hotel rooms have you booked?
- I am looking forward to your prompt reply.
- Best regards,
- Martin Evans
- P.S. Would it be appropriate if I asked for your mobile number? I was unable to find it on the internal list.

- VI When writing emails for business, using a subject line is mandatory. Look at the following excerpts from emails and write appropriate subject lines:

Subject: Order Confirmation

I am writing to confirm your order of 1000 coffee mugs with logo (see attached).  
Your order no. is 7483832. Please quote this number in all future correspondence.

Subject: Meeting Postponement

I have to change the meeting to 3 pm instead of 12.00. Sorry!

Subject: New schedule

Just a quick note to see if you've heard from Marketing about the new schedule. We need the info for tomorrow's meeting!

Subject: Lawnmower Handbook

Many thanks for your email. The new handbook for XL20 lawnmower is now available at [handygardensupplies.com](http://handygardensupplies.com)



# EXERCISE

PAGE 169

**VI Use the following words to fill in the blanks in the email below.**

inform out arrange contact require convenient addition enquire

**To:** Jane Bass

**From:** Simon Pilgrim

**Subject:** Product Enquiry

Dear Ms Bass,

I am writing to (1) enquire about your range of less exclusive products.

Our company has diversified and, in (2) addition to the professional equipment we have previously purchased, we now (3) require products for the hobby golfer.

Could we (4) arrange a meeting to see one of your sales reps who can (5) inform us about your products? The week of 15 May would be (6) convenient for us.

As I will be (7) out of the office from 2 to 11 May, please (8) contact my assistant, Jean Meyer directly.

Best regards,

Simon Pilgrim



# TELEPHONING

# Phone etiquette

1. What is phone etiquette?
2. Why is it important?
3. What does proper phone etiquette include?
4. Name common situations for making phone calls.



# Telephoning: start, middle, end

## Start

- **Check it's a good time** – *I know you're very busy. Is this a good time to talk?*
- **Small talk** – *How's everything over there in Madrid?*
- **Have an agenda** – *There are three things we need to discuss. The first thing I want to talk about is...*
- **Set a time limit** – *It should take around 15 minutes. Do you have the time now?*

## Middle

- **Ask questions** – *So what exactly is the main issue here?*
- **Summarize** – *So what we've agreed so far is...*
- **Email to confirm details** – *I'll send you an email to confirm the details.*

## End

- **Signal the end** – *Right. I think that's all.*
- **Confirm the key details** – *So, we're meeting next Thursday at 2pm at your office.*
- **Thank the other person** – *Thank you very much for taking the time to explain things.*
- **Refer to future contact** – *I look forward to seeing you then.*
- **Leave a good feeling** – *Nice talking to you. Bye. / Enjoy your weeked and give my regards to John.*



# EXERCISES

**I Complete these telephone conversations by putting one word in each place:**

**a**

A: Finance Department. (1) How can I help you?

B: Good morning. Can I speak (2) to/ with Alan May, please?

A: (3) Speaking.

B: Oh, hello. (4) This is Sandra Peters from Arts International.

A: Hello, Mrs. Peters. What can I do (5) for you?

B: Well, it's about an invoice you sent....

A: Oh, that's not my department, I'm (6) sorry, Mrs. Peters. That's Jane Ashley in Invoicing.

B: Ok, can I speak to her then, (7) if possible ?

A: Sure, I'll put you (8) through.

B: Thank you very much.

A: Not at (9) all.

**b**

A: Tracy Payne (1) speaking.

B: Oh, hello, Tracy. (2) This is Paola Beluchi. I've been trying to call Nigel Schmidt, but he's not answering the phone, and it's rather urgent...

A: Well, he's (3) in a meeting at the moment. Can I (4) take a message?

B: Can you ask him to call me as soon as (5) possible ?

A: Yes, of (6) course.

B: (7) Thank you very much. Bye.

A: Goodbye.

**II Complete the following telephone message with the correct word from the box:**

at to is at about  
it on at on

Hello, this (1) **is** Rob Owen from Smart Furniture Ltd. It's very urgent. Would (2) **it** be possible (3) **to** call me back (4) **at** my office (5) **at** 020 6899 6530 first thing (6) **on** Wednesday? Otherwise, you could call me this afternoon (7) **on** my mobile (8) **at** 07953 678 350. It's (9) **about** our order for metal furniture components. We still haven't received them! Goodbye for now!



# **EXERCISES**

**PAGE 171**

### III Match the words and phrases with similar meaning.

1. Is that all? <b>c</b>	a I'll put you through.
2. I'm ready. <b>f</b>	b Who's calling, please?
3. I'll connect you. <b>a</b>	c Anything else?
4. ... speaking <b>h</b>	d The line's busy.
5. Could I have your name? <b>b</b>	f Go ahead.
6. The line's engaged. <b>d</b>	g Hold on.
7. One moment. <b>g</b>	h This is ...

### IV In the following sentences, circle the correct alternative:

1. **Hold on** / Hang on / Hold up, please, while I transfer your call to my colleague.
2. – Did you speak to Mr Rosen?  
– No, I left a message asking him to *put back* / **call back** / ring again.
3. Veronica, could you please get **in touch** / touch / speaking with Bob this afternoon?
4. I'm sorry, he's *in meeting* / **in a meeting** / with a meeting right now, can he call you back?

- **V Put the following lines of a telephone conversation in the correct order.**
- 6 Thank you!
- 5 Hold on a moment, please. I'll put you through.
- 1 Cranfield Business School. Can I help you?
- 4 This is one of his ex-students, Len Murray, calling from Salamanca, Spain.
- 3 Yes, can you tell me your name, please, and I'll put you through?
- 2 Hello. Could I speak to Professor Rubenstein, please?

**VI Match the following terms related to telephoning with their definitions:**

1. landline <b>f</b>	a. a phone that you carry with you and can use anywhere if it is charged.
2. 3G phone <b>c</b>	b. a phone that is not attached by a wire that you can use when you walk around the house or outside
3. mobile phone (BrE) / cell phone / cellular phone (AmE) <b>a</b>	c. a mobile phone that connects you to the Internet at relatively high speeds
4. voicemail <b>g</b>	d. an installation in a company, office, hotel, etc., at which the interconnection of telephone lines is manually controlled
5. switchboard <b>d</b>	e. one of a number of phones on the same line, usually in an office
6. cordless phone/cordless <b>b</b>	f. a “traditional” phone plugged into the wall
7. extension <b>e</b>	g. a voice message that you can leave on someone’s mobile phone





# **WRITING TASK**

**I Use between 80 and 100 words to write the central part of the letter. Pay attention to the following: format of the letter, spelling, grammar, punctuation, word limit, etc.**

**Use the following words to help you (do not change the form of the words):**

***enrich opportunity currently  
appreciate expand  
objectives thoroughly prior  
to whereas in addition***

**Suzan Parent  
22 South Road  
London, UK**

**Dear Sir or Madam,**

**With this letter, I would like to express my interest in studying at the University of Bristol as an Erasmus student.**

**Thank you for considering my request. I look forward to your positive response.**

**University of Bristol  
7 Denmark Street  
790CX Bristol**