

5

Communication

Learning objectives in this unit

- Dealing with documents and correspondence
- Talking about a past event
- Checking actions
- Apologizing
- Solving problems

Case study

- Everyday tasks

Starting point

- 1 What types of correspondence do you use in your job?
- 2 How many hours a day do you spend on correspondence and paperwork?

Working with words | Documents and correspondence

1 Fujitsu provides IT and communications solutions. Read about its work with three companies.

- 1 What product or system does each company use?
- 2 What is the result?

Three ways FUJITSU helps clients to reduce paperwork and improve communication:

The nurses at PinnacleHealth use Fujitsu's pen tablets for patient information. They never print a **hard copy** so now they have more time for patients.

The recruitment firm, Spring Personnel, receives hundreds of **CVs**, letters, and **business cards**. But with the Fujitsu ScanSnap, the company can scan and save them electronically. It reduces 'paper filed in the office by 90%', says Lucy Taylor, branch co-ordinator.

The global delivery company, TNT, deals with 30,000 items every day. In 2002, each item needed 4 pieces of paperwork including an **order form** from the customer, an **invoice** to bill the customer, and a **delivery note** and **receipt** for when the item was delivered. Working with Fujitsu, TNT now has an electronic system called PACS. It reduces delivery times by up to 8 hours.



2 Does your company produce lots of paperwork? How does it reduce it?

3 What documents do you need in these situations? Match the words in **1**.

- 1 You want to apply for a job. _____
- 2 You want to place an order. _____
- 3 You make a payment. _____
- 4 You meet someone for the first time. _____
- 5 You send a customer a list of the items they ordered and the total price.

- 6 The delivery company brings you 20 boxes. _____
- 7 Your boss wants to read your report. You need to print it. _____

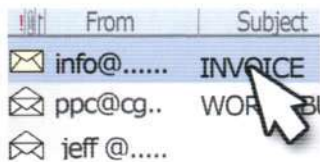
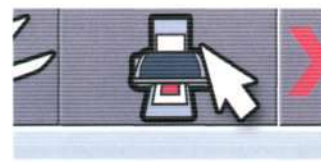
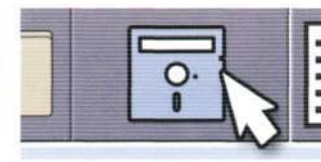

4 Which of the documents in **3** do you use at work? What other types of documents do you deal with at work?

5 27▶ Listen to a telephone conversation.

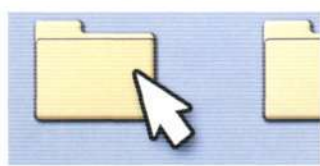

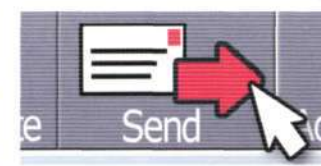
- 1 What is the problem?
- 2 What types of documents or correspondence do they mention?

6 27▶ Listen again and make verb + noun combinations from A and B. Then match the words to the pictures.

| A | | B | |
|---------------|---------------|---------------|---------------|
| receive _____ | attach _____ | a hard copy | an order form |
| print _____ | send _____ | an email (x2) | a document |
| save _____ | forward _____ | a folder | an invoice |
| open _____ | | | |

a receive an invoice b _____ c _____ d _____

e _____ f _____ g _____

7 What other verb + noun combinations can you make from **3** and **6**?

Example: receive / print / save / open / send / forward an email.

»» For more exercises, go to **Practice file 5** on page 86.

8 Work with a partner. Student A, turn to file 09 on page 105. Student B, turn to file 36 on page 111.

9 Work in small groups. Discuss these questions.

- 1 Do you write letters at work or do you always write emails?
- 2 How many emails do you receive a day at work? Are they always necessary?
- 3 Do you prefer to telephone or email to:
 - arrange to meet?
 - solve a problem?
 - find out information?



Language at work | Past simple: *be* and regular verbs

- 1 Do you ever have meetings at breakfast? Do you think this is a good time for meetings or presentations?
- 2 28▷ Listen to a conversation between Janusz and Carlos and underline the correct words in *italics*.

ALPHA MARKETING CONSULTANTS



Alpha Marketing Consultants welcomes you to a ¹presentation / meeting:

'Sobieski on Brands: The Branding of Eastern Europe'

VENUE:

The Century ²Restaurant / Hotel

SPEAKER:

Maike Sobieski

Buffet ³breakfast / lunch starts at 7.30. Presentation at 8.15.

- 3 28▷ Listen again and complete the conversation with *was*, *wasn't*, *were*, or *weren't*.

Janusz Sorry I'm late. I ¹_____ at the presentation on branding.

Carlos ²_____ that last week?

Janusz No, it ³_____ this morning at the Century Hotel.

Carlos Oh. ⁴_____ it interesting?

Janusz Yes, it ⁵_____, and there ⁶_____ lots of good questions at the end. The breakfast ⁷_____ good too! Anyway, why ⁸_____ you in the office yesterday?

Carlos There ⁹_____ terrible problems with flights from Rome, so I ...

- 4 Complete these rules for the past simple of *be* with *was*, *were*, *wasn't*, or *weren't*.

1 Use _____ or _____ in positive sentences.

2 Use _____ or _____ in negative sentences.

3 In questions, put the verb *before* / *after* the subject.

- 5 Work with a partner. Student A, turn to File 16 on page 107. Student B, turn to File 38 on page 112.

- 6 Read the two emails below.

1 When was the meeting?

2 What was the reason for the meeting?

3 Why didn't Piotr organize the next business breakfast?

Tip | *was not* / *wasn't*

When speaking, use *wasn't* / *weren't*:

*I **wasn't** at the meeting.*

In formal or written English, use *was not* / *were not*:

*The company **was not** able to invest.*

Subject: Next month's business event

Hi Piotr
Sorry I wasn't at the meeting last Monday. What **did** you **decide** to do about next month's business event?
Lydia
Alpha Marketing

Hi Lydia.
We **decided** to ask the management expert, Ron Peters, to give the next presentation on 25th.
I'm afraid I **didn't have** time to email Mr Peters or book the hotel last week and now I'm away for a week.
Can you organize it? Thank you.
Piotr



7 Look at the verbs in **bold** in 6 and complete these rules about the past simple.

- 1 Make positive sentences with verb + _____.
- 2 Make negative sentences with _____ + verb.
- 3 For questions and short answers, use _____ / *didn't*.

8 29▷ Lydia telephones Piotr about the presentation. Listen and tick (✓) what Lydia did on this 'to do' list.

9 29▷ Listen again and complete these sentences using the past simple of the verbs in brackets.

- 1 I just _____ to check ... (want)
- 2 ... if you _____ Ron Peters. (call)
- 3 What _____ he _____? (say)
- 4 Why _____ he _____ to speak then? (not / want)
- 5 I _____ the Century Hotel. (telephone)
- 6 _____ you _____ it? (book)
No, I _____. (not / do)

To do:
 Call Ron Peters
 Confirm the time of the presentation
 Telephone 'Century Hotel'
 Book the room

» For more information and exercises, go to Practice file 5 on page 87.

10 30▷ Sometimes the *-ed* adds an extra syllable to the verb. Listen and write the number of syllables in each verb.

- | | |
|--------------------------------------|----------------------------|
| 1 decide <u>2</u> – decided <u>3</u> | 4 call ___ – called ___ |
| 2 telephone ___ – telephoned ___ | 5 invite ___ – invited ___ |
| 3 want ___ – wanted ___ | |

11 Work with a partner. Student A, turn to File 11 on page 105. Student B, turn to File 39 on page 112.

12 Work with a partner. Ask and answer these questions.

- When was your last meeting?
- Where was it?
- What did you talk about?
- Was it interesting?
- Were many people there? Who were they?
- Were there lots of questions?
- What did you decide?

Practically speaking | How to apologize

1 31▷ Listen to three conversations.

- 1 How does the speaker apologize?
- 2 What reason does the speaker give?

2 Work with a partner. Take turns to apologize in these situations and give a reason.

- you're late for a job interview
- you didn't book the hotel for your boss
- you weren't at the department meeting this morning
- you didn't remember your colleague's birthday
- a customer didn't receive a delivery

Business communication | Solving problems



- 1** Do you have these problems at work? Who normally solves them?
- late deliveries
 - bad products or services
 - machinery or equipment not working
 - human mistakes
 - angry customers
- 2** 32▷ Listen to a telephone conversation. Which problems in **1** do they have?

3 32▷ Listen again and complete the conversation.

- 1 ... we _____ a problem with the order for Gosport.
2 We _____ all the baseball bats and T-shirts yesterday, so I _____ ship them tomorrow. But the logos on the caps _____.
3 We _____ fix the machine today and print them again.
4 OK. _____ worry.
5 I know the Purchasing Manager at Gosport, so I _____ to him ...
6 We _____ give another delivery date for this.
7 Sure. I _____ the factory now and I _____ you know as soon as I can.
8 That _____ be great. Thanks a lot.

»» For more exercises, go to **Practice file 5** on page 86.

4 Work with a partner. Read this email from your boss.

Dear both
I'm in meetings all day today so can you deal with these between you, please?
- who is on Reception this week? (where's Astrid?)
- Gosport telephoned. Purchasing says the invoice was wrong for the last order.
- the new printers don't work with our computers. What can IT do about it?
- did someone book my tickets for Moscow? Remember I go next Monday.
- Ellen in Sales leaves this week. Can we organize a leaving party on Friday?
And a present?

Now turn to your information files. Student A, turn to File 12 on page 105. Student B, turn to File 40 on page 112.

5 Think of a problem at work this week. Explain it to your partner. Take turns to try and solve your partner's problem and promise action.

Key expressions

Explaining the problem

I've / We've got a problem with ...

There are some problems with ...

I / We can't ...

We did X ..., but Y didn't work ...

Solving the problem

You / We need to ...

We can ...

Promising action

I'll ... (speak to ... / explain the situation / call ... / let you know as soon as I can)

Responding and thanking

Don't worry.

That would be great.

Thanks a lot for your help.

No problem.

»» Interactive Workbook
»» Phrasebank

»» Interactive Workbook »» Email and »» Exercises and Tests

Everyday tasks

Background

Tasks Everyday – get your tasks done

Tasks Everyday offers virtual office assistants to other companies to help with any task that can be done by phone or email, for example, making appointments or booking flights. The assistants work every day, 24 hours a day, and provide a personal service to the company that uses them. Some companies use them all the time; other companies use them during staff holidays.

Discussion

- 1 Where do the office assistants for Tasks Everyday work?
- 2 Do you like this idea for your company?
- 3 What problems can you see with this service?

Task

You work for Tasks Everyday. Your client, Nina, is an administrator for Balfour Furnishings and is on holiday for two weeks, so all of her emails and phone calls are re-directed to you. It is the 15th February.

| BALFOUR FURNISHINGS – ORDER FORM | | | |
|----------------------------------|---------------------------|--------------|-------|
| CLIENT NAME: OMEGA | ACCOUNT NUMBER: OG6548791 | DATE: 31 JAN | |
| Item code | Price | Quantity | Total |
| | | | |

What's the order?

We want to book a meeting room for an international meeting: 2nd April.
Please contact us: Human Resources in Budapest, and confirm the booking.
Thanks

Confirmation of your flight details:

Booking reference 02687986P
Ms K Adams
Frankfurt to Hong Kong
Flight number LH738
4th March
Depart 17.45
Arrive 10.30

PHONE MESSAGE

NAME: Tony

TIME: 7.30 a.m., 15/02

MESSAGE: At Milan airport. Plane is cancelled. Can't get to meeting this afternoon in London. Please find someone else to go.

PLEASE PRINT THIS OFF AND KEEP AS YOUR RECEIPT.

- 1 Work with a partner. Talk about the items above and decide what you need to do with each one.
- 2 Now decide on the two jobs you need to do first.
- 3 Make two phone calls. Student A, turn to File 13 on page 105. Student B, turn to File 42 on page 113.

Case study

File 09 | Unit 5

Working with words, Exercise 8, page 31

Student A

- 1 You are away on a business trip. Student B has two emails for you and telephones you for help. Ask what the emails are about and give the following instructions.
 - Email 1: Reply and attach electronic copy. It's in the folder marked 'Newbroch'.
 - Email 2: Forward it to HR and reply to the applicant.
- 2 Student B is on a training course. You check his or her email. Telephone B and explain the emails. Ask what to do. Make notes and check you understand.



File 10 | Unit 4

Business communication, Exercise 5, page 28

Student A

Role-play these situations.

- 1 You have a heavy box to carry to your office. Student B speaks to you.
- 2 Student B asks you for help. Respond.
- 3 Student B looks sick. Offer help.
- 4 You need to do 50 photocopies for a meeting starting now. Ask Student B for help.

File 11 | Unit 5

Language at work, Exercise 11, page 33

Student A

- 1 You received this telephone message. Ask your partner for the missing information. Use the question words in brackets.

Mr Simons called at _____ a.m. (When ...?)
He called about _____. (What ...?)
He didn't come to the meeting because _____. (Why ...?)
He wanted to know _____ of the next conference. (What ...?)
Please call him back if you want him to speak at the conference.

- 2 Now answer your partner's questions about the information in this telephone message.

From: Mr Koch
Time: 2.00 p.m.
Subject: Trip to Germany last week.
Message: Hans was sick – another meeting next month.

File 12 | Unit 5

Business communication, Exercise 4, page 34

Student A

Read more information about the problems in the email.

- Astrid, the receptionist, is sick today.
- You called IT about the printers, but no one answered.
- You didn't remember to book the tickets.
- You can buy Ellen a leaving present.

Now telephone your partner.

- 1 Explain and solve the problems together.
- 2 Promise action.

File 13 | Unit 5

Case study, Task, Exercise 3, page 35

Student A

Call 1

You are the Tasks Everyday assistant.

- Call Balfour Furnishings.
- Explain the problem about Tony.
- Ask your client to go to the meeting at 3.00 p.m.

Call 2

You work for Omega. You receive a phone call.

- Your boss isn't in the office.
- Take a message and promise to call back.

File 16 | Unit 5

Language at work, Exercise 5, page 32

Student A

1 You weren't at a presentation last week. Your partner was. Check if the report below is correct.

Example: *A Was it on Tuesday morning?*

B Yes, it was. / No, it wasn't. It was on Thursday morning.

Presentation: Future Plans

Time: Tuesday morning (?)

Present: Jan, Lydia, Janusz, Carlos (?)

Venue: The conference room (?)

Speaker: Managing Director (?)

2 Now answer your partner's questions about this report.

Presentation: Profits for this year

Time: Wednesday morning

Present: Jan, Lydia, Janusz, Carlos, Piotr

Venue: The conference room

Speaker: Financial Director

File 17 | Unit 8

Business communication, Exercise 6, page 52

Student A

You are Chen. Here's your calendar on Thursday.

| Thursday | |
|-----------|-----------------------------|
| 0900-1000 | Visit factory |
| 1000-1100 | Return at 11.10 |
| 1100-1200 | |
| 1200-1400 | 12.10-13.10 Lunch with Ania |

File 18 | Unit 6

Business communication, Exercise 7, page 40

Student A

Role-play these situations.

1 It's the first morning of an annual conference. It's your first time at the conference. The first session is in Room 125, but where is it? Student B speaks to you.

2 You are in Reception at your company. A visitor wants to see Sara Olsen who is on the third floor. Speak to him / her.

File 19 | Unit 9

Business communication, Exercise 5, page 58

Student A

You and your partner need to choose a new courier company for important deliveries, and a hotel for some two-day training seminars around the country.

- You have quotes from two courier firms.
- Your partner has quotes from two hotels.
- Take turns to ask and tell each other about the quotes, and then make a choice together.

Company: Speed Merchants

Price: €10 per kilometre

Online tracking: Uses up-to-date satellite technology to find a fast route. You can check your package online.

Location: Centres in over 20 cities.

- very friendly staff on the phone

- no discounts

Company: Go Fast

Price: €9.95 per kilometre

Guaranteed delivery: Money back if late.

Location: Centres in 18 cities.

- staff were slow to answer the phone

- no way to check packages online

- offered free delivery for every ten

File 33 | Unit 12

Business communication, Exercise 4, page 76

Student A

You are in charge of the schedule. You need to schedule the following stages:

- product details and price list
- design
- printing
- sending the brochures to customers

Find out from Students B and C how long each stage takes.

You want to send the brochure to clients by 1st November at the latest. Also find out when Students B and C have time off because this will change the schedule.

Discuss the final schedule and write down the stages with all the important dates.

File 34 | Unit 3

Business communication, Exercise 6, page 22

Student B

Call 1

You work in an office with Michelle McGoldrick. She is out. Answer the phone and take a message.

Message for: _____

From: _____

Phone number: _____

Calling about: _____

Please call back: Urgent:

Call 2

You are Henri Watunda. Telephone Youssuf Hussein about your meeting this evening. You are at the Arabian Garden Hotel in Dubai. Your room number is 701. The hotel number is 00971 4228663.

File 35 | Unit 3

Case study, Task, Exercise 1, page 23

Student B

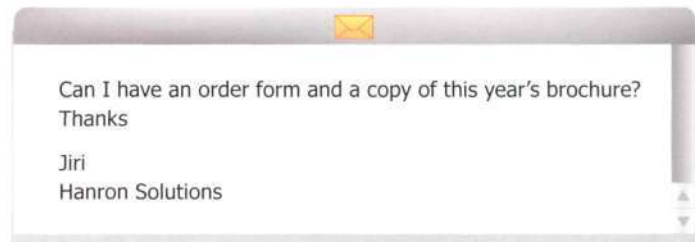
| | A | B | C |
|-----------------------|---|---|---|
| Location | | small town near the sea | |
| Other businesses near | | tourist shops, supermarket | |
| Transport | | walking distance to shops and beach | |
| Type of customers | | lots of tourists, local people, workers | |
| Parking | | yes | |

File 36 | Unit 5

Working with words, Exercise 8, page 31

Student B

- 1 Student A is away on a business trip. You check his or her email. Telephone A and explain the emails. Ask what to do. Make notes and check you understand.



- 2 You are on a training course. Student A checks your email and telephones you for help. Ask what the emails are about and give the following instructions.
 - Email 1: It's in a folder called 'Budgets'. Please print her a hard copy.
 - Email 2: Forward it to the right department – it's not my responsibility.

File 37 | Unit 3

Business communication, Exercise 3, page 22

Student B

- 1 Your partner calls to check these details. Correct any mistakes.
Ms Babayan Tel. 077 364 3300
Mr Jibowo Tel. 0033 771 5440
- 2 Telephone your partner and check these details.
Mr Kasebiggy Tel. 001 908 5220?
Ms Hrrarer Tel. 070 953 6227?

File 38 | Unit 5

Language at work, Exercise 5, page 32

Student B

- 1 Your partner wants to know if the report below is correct. You were at the presentation last week. Your partner wasn't. Answer his / her questions.

Example: *A Was it on Tuesday morning?*
B Yes, it was.

Presentation: Future plans
Time: Tuesday morning
Present: Jan, Lydia, Carlos
Venue: Room 305
Speaker: Managing Director

- 2 Now ask your partner questions about this report.

Presentation: Profits for this year
Time: Thursday morning (?)
Present: Jan, Janusz, Lydia, Carlos (?)
Venue: The conference room (?)
Speaker: Managing Director and Financial Director (?)

File 39 | Unit 5

Language at work, Exercise 11, page 33

Student B

- 1 Answer your partner's questions about the information in this telephone message.

From: Mr Simons
Time: 9.30 a.m.
Subject: Next month's conference.
Message: In Canada. Date of next conference?

- 2 You received this telephone message. Ask your partner for the missing information. Use the question words in brackets.

Mr Koch called at _____ p.m. (When ...?)
He called about the _____ last week. (What ...?)
Hans cancelled the meeting because _____. (Why ...?)
We arranged another meeting for _____. (When ...?)
Please call him back.

File 40 | Unit 5

Business communication, Exercise 4, page 34

Student B

Read more information about the problems in the email.

- Your assistant is not very busy today.
- We emailed the wrong invoice. You'll contact them after the meeting.
- The IT department has a training course today and tomorrow.
- You booked a restaurant for Ellen's leaving party.

Your partner telephones you.

- 1 Explain and solve the problems together.
- 2 Promise action.

File 41 | Unit 4

Business communication, Exercise 5, page 28

Student B

Role-play these situations.

- 1 Student A has a heavy box. Offer help.
- 2 The printer doesn't work. Ask Student A for help.
- 3 You are sick, but have lots of work to finish. Student A speaks to you.
- 4 Student A asks you for help. Respond.

File 42 | Unit 5

Case study, Task, Exercise 3, page 35

Student B

Call 1

You are a colleague of Nina at Balfour Furnishings.

- You can't go to the meeting – you have another meeting.
- Promise to call the customer and explain the situation.

Call 2

You are the Tasks Everyday assistant.

- Call Omega.
- Explain the problem with the order form.
- Ask if they want to order the products now over the phone, or send the order form again.

File 43 | Unit 6

Business communication, Exercise 7, page 40

Student B

Role-play these situations.

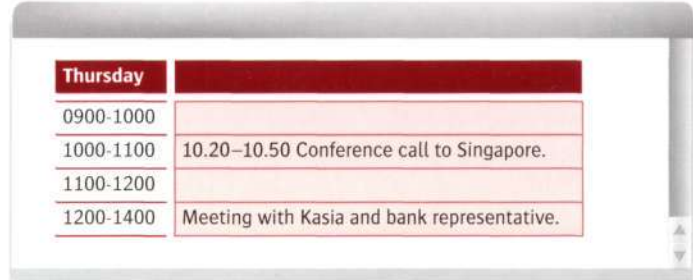
- 1 It's the first morning of a conference. You're one of the organizers. Room 125 is on the first floor. You think Student A has a problem. Speak to him / her.
- 2 You are a visitor at a company. It's your first time at the company. You are here to see Sara Olsen. Student A speaks to you.

File 44 | Unit 8

Business communication, Exercise 5, page 52

Student B

You are Dolores. Here's your calendar on Thursday.



| Thursday | |
|-----------|---|
| 0900-1000 | |
| 1000-1100 | 10.20–10.50 Conference call to Singapore. |
| 1100-1200 | |
| 1200-1400 | Meeting with Kasia and bank representative. |

File 45 | Unit 8

Activity, Stage 2, page 53

Student B



| |
|---|
| MONDAY Holiday |
| TUESDAY 11.30 – 13.30 meeting |
| WEDNESDAY 11.00 – 13.00 telephone duty at Reception |
| THURSDAY 10.00 – 12.00 go to customers |
| FRIDAY 08.30 appointment at bank |