

## Teacher's notes:

Here are the answers below:

pleasure	come	by	thanks	know	here
note	how	free	could	say/announce/report	

- a) *eg* It was a great ...*pleasure*... to meet you after the presentation last week.
- b) Just a short **note** about the reception we've planned for tomorrow.
- c) Sorry, something's **come** up. Do you think we could postpone the start time?
- d) **Could** you please pick me up from terminal 3?
- e) I'm not sure what you mean **by** 'substantial' – could you clarify this?
- f) **Here's** the report you requested.
- g) Please feel **free** to call our office if you have any queries.
- h) I'm pleased to **say/announce/report** that our sales improved by 12% last month.
- i) **Thanks** a lot for doing such a thorough job on the presentation, especially at such short notice. Our proposal went over very well.
- j) I'd like to **know** more about the range of products you offer.
- k) **How** about meeting up for a drink before the conference?

### 1. TASK: Match a **function** with one sentence above.

*eg* Friendly Opening - sentence A.

Reason for Writing ...B...

Making a Request ...D...

Apologising/Giving Bad News ...C...

Suggesting (a date/time/place) ...K...

Asking for Clarification ...E...

Thanking ...I...

Asking for Information ...J...

Attachments ...F...

Giving Good News ...H...

Closing Comments ...G...



2. *TASK: What can you remember from question 1? Complete the gaps in (a) with an appropriate **phrase** from question 1. Don't fill in (b) until question 4.*

## Friendly opening

- a) *eg -> ...It was a great pleasure...* to see you at the conference.
- b) **Great to hear** your team won the bid.

## Reason for Writing

- a) **Just a short note** about the upcoming Berlin Exhibition.
- b) **I'm writing about** the agenda for Tuesday's meeting.

## Apologising/Giving Bad News

- a) **Sorry, something's come up** and I won't be able to make it today.
- b) **Unfortunately we won't be able to** deliver the products until next Tuesday week.

## Asking for Clarification

- a) **I'm not sure what you mean** by 'luxury' – could you clarify this for us?
- b) **I'm not sure what you mean here.** Could you expand on this?

## Asking for Information

- a) **I'd like to know** more about which models are available in Prague.
- b) **Could you tell me** when the Xtron-U will be released?

## Giving Good News

- a) **I'm pleased to say/report/announce** that we've been awarded the contract.
- b) **I'm delighted to inform you all** that we've won the inaugural 'best sofa' award at the prestigious Finnish Luxury Furniture Awards.

## Making a Request

- a) **Could you (please)** send me a copy of the latest draft?
- b) **I was wondering if you could** edit the second page for me.

## Suggesting (a date/time/place)

- a) **How about** we meet in front of Marks & Spencer at 5pm?
- b) **Let's** try the café near the Smith Bookshop.

## Thanking

- a) **Thanks a lot for** doing such a great job on the Smith proposal.
- b) **Many thanks – I appreciate** all the work you did for us last week.

## Attachments

- a) **Here's** the file you requested.
- b) **I have attached** a copy of my proposal.

## Closing Comments

- a) **Please feel free to** contact us if you have any queries.
- b) **I'm really looking forward to** meeting you in Brno.

3. *TASK: Now add **one phrase** from the box to match the appropriate **function** in question (2b).*

I'm writing about..

Let's..

Great to hear..

I'm not sure what you mean here.

Unfortunately we won't be able to..

I'm really looking forward to..

Could you tell me..

I'm delighted to inform you all..

Many thanks - I really appreciate..

I have attached..

I was wondering if you could..

