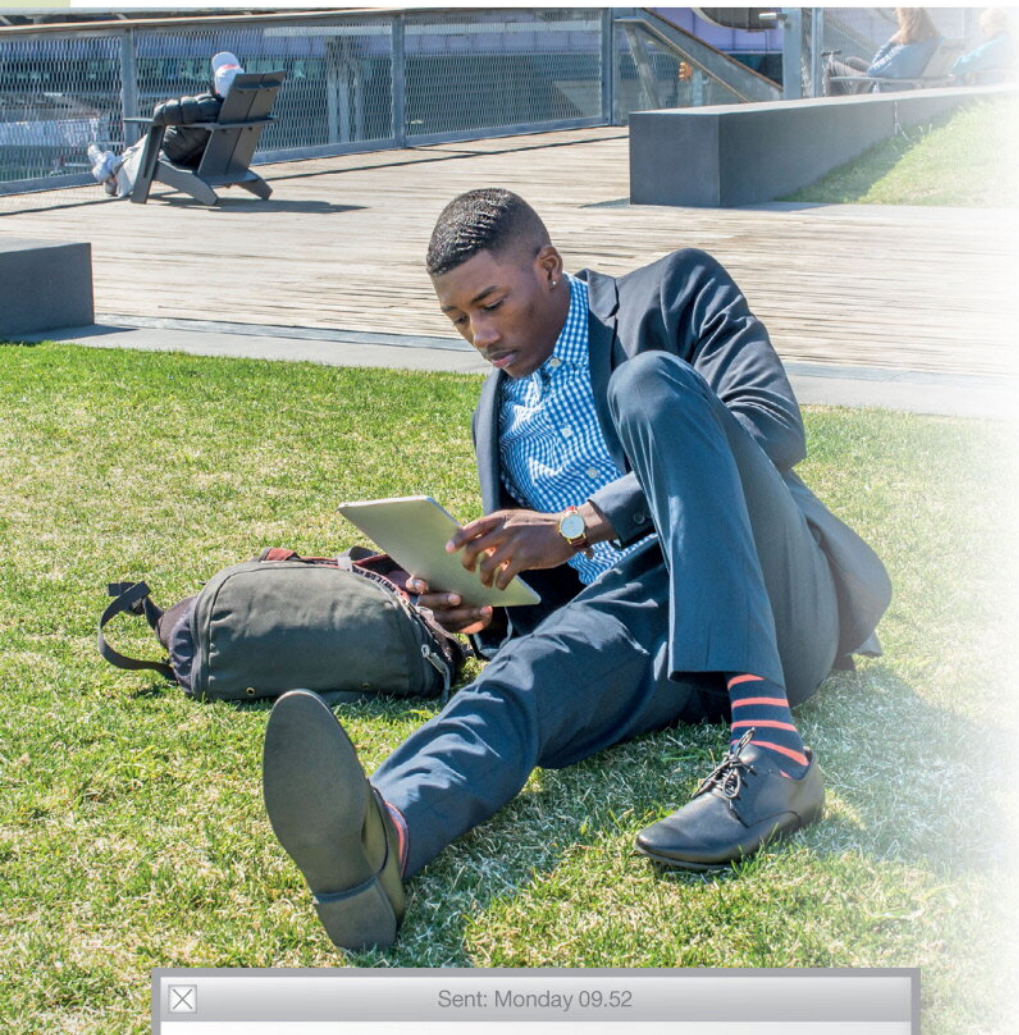


6.4 Speaking and writing

GOALS ■ Write a professional email ■ Change arrangements

Reading & Writing writing a professional email

- 1 Read the email from a student to a professor. How do you think the professor reacted? Why?



✕ Sent: Monday 09.52

To: prof.c.d.whitmann@rham.ac.uk
From: snookums@yahoo.com
Subject: Help!!!

Hi Prof W can u help me w/ essay u set thurs? i no u went over it in class but I missed class. Too much WORK!! lol. pleeease help :)

Danny

- 2 Read the Language for writing box and find at least five examples of inappropriate language in the email in exercise 1.

LANGUAGE FOR WRITING writing a professional email

Subject box

Put enough information in the subject box so that the recipient (the person receiving it) can see instantly who it is from and what it is about.

Subject: RE deadline for report

Addressing the recipient

Generally use the surname and title and 'Dear', not 'hi' or 'hello'.

Dear Dr Smart,

If you are on an equal level, you might use the first name.

Dear Chris,

Certain set phrases can be useful.

Thank you for your email.

I wonder if you could help me.

I would like to apologize for ...

Unfortunately, I will not be able to ...

Using abbreviations

The kinds of abbreviations you can use on social media are not appropriate.

Using too much punctuation

Avoid using exclamation marks (!) and emoticons, e.g. :)

Signing off

Always sign off with your name (full name if they might not know who you are) and one of the following.

Best wishes,

Many thanks,

Yours sincerely, (this is the most formal way)

- 3a Work with a partner. Rewrite the email in exercise 1 to make it appropriately professional.
- b Swap your email with another pair. Compare what you wrote.
- 4 Your boss has set you a deadline for a piece of work. You have been ill and will miss the deadline. Write a professional email to your boss, apologizing and explaining what has happened.

Listening & Speaking changing arrangements

5a 6.11 Listen to a phone conversation between two friends, Pedro and Sara, and answer the questions.

- 1 Why can't Sara meet tomorrow lunchtime?
- 2 Why can't Pedro meet after work?
- 3 What has Sara arranged to do on Thursday?

b Check your answers with a partner.

6a Complete extracts 1-6 from the phone conversation.

- 1 There's been _____.
- 2 I've got _____ tomorrow lunchtime.
- 3 How _____ after work instead?
- 4 I'm really sorry, but I _____ then.
- 5 I'm _____ playing tennis with my sister.
- 6 I'll speak to her, then _____ you.

b 6.12 Listen, check and repeat.

7 Replace three of the phrases in exercise 6 with these more formal alternatives, using the Language for speaking box to help you.

- 1 I'll confirm it with you.
- 2 I'm not available then.
- 3 Would you be able to ...?



Pedro

Sara

8a TASK Work with a partner. Choose one of these situations. You have arranged to ...

- go to the cinema.
- have a lunchtime meeting in a restaurant.
- work on a presentation in the library.

b Take turns to have a phone conversation, using the prompts, the phrases in exercise 6a and the Language for speaking box to help you.

LANGUAGE FOR SPEAKING
changing arrangements

Changing arrangements

I'm meant to ..., but ...
We had thought we'd ..., but now ...
How about getting together ...?
Would you be able to meet on ...?

Saying you are/aren't free

I'm (not) available then.
I can('t) make it then.
That's fine with me.

Confirming arrangements

I'll confirm it with you. I'll get back to you.

