

9.4 Speaking and writing

GOALS ■ Ask for help and give advice ■ Write a formal covering letter

Listening & Speaking asking for help and giving advice

- 1 Work with a partner and discuss the questions.
 - 1 Is it easy to get an appointment to see a doctor, or do you usually have to wait a few days?
 - 2 Imagine you need to see a doctor when you are abroad. What kind of problems might you have?
- 2 With your partner, match problems 1–8 to advice a–h. There is more than one possible answer.

1 I've got a headache.	a Drink lots of water.
2 Something has bitten me.	b Don't walk on it.
3 I've hurt my back.	c Stay in bed.
4 I've got a sore throat.	d Take some painkillers/tablets.
5 I've broken my arm.	e Don't lift anything heavy.
6 I feel sick.	f Put some cream on it.
7 I've got a temperature.	g Take it easy.
8 I've sprained my ankle.	h Go to hospital for an X-ray.
- 3 **9.7**))) Listen to three people asking for medical advice. For each situation, answer the questions below.
 - 1 Where does each conversation take place?
 - a a chemist's
 - b the accident and emergency (A&E) department of a hospital
 - c a doctor's surgery
 - 2 Which problem from exercise 2 does each person have?
- 4a **9.7**))) Who said these sentences in the conversations? Write D (doctor), P (patient) or C (chemist). Then listen again and check your answers.
 - 1 You should take it easy.
 - 2 You mustn't lift anything heavy.
 - 3 Can I help you?
 - 4 Have you got anything for insect bites?
 - 5 You could try this cream, which should help.
 - 6 It's a good idea to keep your windows closed at night.
 - 7 He must try to keep still.
 - 8 I don't think you should feel bad.
- b **9.8**))) Listen and repeat the sentences.
- c Which sentences in exercise 4a give a) advice, b) very strong advice?
- 5 Work with a partner. Turn to the audioscript on page 163 and practise the conversations.

- 6 **TASK** With your partner, do a role-play in a doctor's surgery or in a chemist's, using the Language for speaking box to help you. Use the problems below or your own ideas.

a heavy cold a stomach ache
a sore throat insect bites

LANGUAGE FOR SPEAKING asking for help and giving advice

Giving advice

You must/mustn't (do)...
You should/shouldn't (do)...
I think/I don't think you should (do)...
You could try (doing)...
It's a good idea to (do)...

Note: We often use *I think/I don't think* before *should* to sound more polite.

Asking for help

Have you got anything for ...?
Could you give me something for ...?

Offering help

What can I do for you?
How can I help you?



Writing a formal covering letter

- 7 A covering letter is a letter that you send with documents (e.g. certificates, a CV, etc.) or with a package to give information about what you are sending. Have you ever sent a covering letter? What was it for?
- 8 Read the letter below and answer the questions.
- 1 Why does Julien write to Dr Cheung?
 - 2 What does he send with the letter?

1 Avenida Carrera 30#26
Bogotá, Cundinamarca 111321
Colombia

2 1st March 2015

3 Dr A. Cheung
Department of Chinese Medicine
Middlesex University
London NW4 4BT

4 Dear Dr Cheung,

I am writing to apply for the MA course in Chinese Medicine.

Please find enclosed my completed application form, and photocopies of my degree certificate and IELTS certificate.

5 I am happy to provide any additional information that you need.

6 I look forward to hearing from you.

7 Yours sincerely,

Julien Moreno

8 Enclosures: application form, degree certificates, IELTS certificate

- 9 Label the parts of the letter 1–8 using a–g below.
- a the date
 - b a list of documents he is sending
 - c address of the sender
 - d polite expressions to close a letter (x2)
 - e the greeting
 - f the ending
 - g address of the person he is writing to
- 10 Underline expressions in the letter which have a similar meaning to the expressions below.
- 1 further details
 - 2 as requested, I enclose
 - 3 Dear Professor King
 - 4 I hope to hear from you soon
 - 5 I wish to apply for

LANGUAGE FOR WRITING a formal letter

Greetings and endings

- In a formal letter, it is important to match the correct greeting to the correct ending.
- If we don't know the name of the person, we use:
Dear Sir/Madam → *Yours faithfully*
- If we know the name of the person, we use:
Dear Mrs Al-Sayed → *Yours sincerely*

Explaining the reason for writing

I am writing to ... (e.g. *apply for, request*)
I would like to ... *I wish to ...*

Explaining what you have sent

Please find enclosed ... *I enclose ...*
As requested, I enclose ...

Polite expressions to close a letter

I am happy to provide any additional information that you need.
I look forward to hearing from you.
I hope to hear from you soon.

- 11 Look at this covering letter. The words and phrases in *italics> are too informal. Replace them with more formal expressions from the Language for writing box.*

39 Poplar Road
Birmingham
B14 6DL

3rd March 2015

Professor D. Schmidt
School of Education
University of Birmingham
Birmingham B15 2TT

1 *Hi Prof Schmidt*

2 *Please can I have* some more time to do my assignment, because I was ill last month.

3 *Here's* a copy of my medical certificate.

4 *Let me know if you need anything else.*

5 *Can't wait to hear from you.*

6 *Take care*

Luisa Sanchez

7 Sent with this letter: medical certificate

- 12a **TASK** Work with a partner. Write a covering letter to your company or university to explain why you were away from work or college last week and to send a medical certificate.
- b Exchange your letter with another pair and check each other's letters.