

Notes

I just have this bag and a laptop.

just means *only* in this example. Other examples:

I just need five minutes.

I just need to check your visa.

... the bag will have to go in the hold.

Problems with hand luggage:

It can go under my seat.

Can I put it in the overhead lockers?

It's too large to go in the cabin.

It's fragile.

... I'm not going to get to the meeting on time.

On time means exactly on time.

Compare:

I'll be there in time for lunch. (just before lunch)

I won't be there in time for Petra's talk. (but I will be there)

... I've just missed my connection.

Catching another flight:

When's the next flight?

Where is the check-in desk?

How far is it to the gate?

I'll let you know if I don't manage to catch the flight, ...

Notice how we can use *manage*:

I just managed to catch the flight.

I hope you manage with all your luggage – it looks heavy.

Can you manage? Can I help you?

... there will be a minibus waiting at the gate ...

Making sure you catch the flight:

I'm worried I won't make the connection.

Are you sure I'll make it?

You'll have to hurry.

I'll keep my fingers crossed.

If you want to wish someone else good luck say:

Fingers crossed!

Good luck!

I asked for a non-smoking room ...

Other complaints:

The TV doesn't work.

The air-conditioning doesn't work.

It's very smoky in the room.

The room is very dusty/dirty/noisy.

... the bed hasn't been made.

Note the use of the present perfect passive:

The room hasn't been cleaned.

The bins haven't been emptied.

Compare with the simple past passive:

The room was cleaned this morning.

The bins weren't emptied yesterday.

... we need some identification ...

Some responses:

What kind of identification do you need?

I don't have my passport on me.

I've left my documents behind.

... I don't have enough cash.

Problems:

I've only got twelve thousand yen.

I've spent all my money.

I'm sorry to ask, but can you lend me some money?

... we do accept credit cards ...

do is used here for emphasis – don't overuse it. We would normally say:

We accept credit cards.

British/American differences

British

the hold

overhead lockers

The bins haven't been emptied.

I've left my

documents behind

cancelled (p66)

American

the cargo compartment

overhead bins

The wastebaskets haven't been emptied.

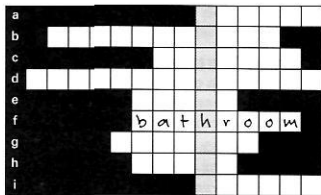
I left my documents behind

(American English usually uses the simple past tense.)

canceled

Practice

- 1 Complete the sentences with words used in the dialogues and notes. Write the words in the grid to identify the European capital city in the shaded vertical row.



- a Sorry, I wanted a return ticket, not a
- b I have a in the name of Tiller.
- c I'm keeping my fingers that I'll make my flight connection.
- d We need to see some – a passport, a driving licence.
- e If I'm very I'll catch the flight.
- f I thought the room was en suite. I'd prefer not to share a
- g I have a superb room with a south-facing bathroom
- h I asked for a window seat, not an seat.
- i It took so long to clear passport control that I my flight.

- 2 Write what you would say in these situations. Refer to the dialogues and notes.

EXAMPLE: You are at the flight check-in desk. The check-in assistant insists that your hand luggage needs to go in the hold?

Is that necessary? It's very light/small etc.

- a Tell the airline check-in clerk your seating preferences.
.....
- b Phone a hotel and book a double room.
.....
- c You arrive at your hotel. What do you say to the receptionist?
.....
- d Phone a colleague to say that your flight has been delayed.
.....
- e You have a tight flight connection. Explain your problem to the cabin attendant.
.....

3 Complete the sentences with a preposition.

EXAMPLE: I don't have my passport me.

- a Please fill the registration form.
- b Was the booking made the name of Kerry?
- c Is there room for your bag your seat?
- d The flight leaves half an hour.
- e I'd like to hire a car a week.
- f If we leave now, we should be there time.
- g I asked for a room a bath.
- h Unfortunately, I don't have any identification me.

4 Match the two parts of the sentences.

- | | |
|--------------------------|---------------------------------|
| 1 Someone will help you | a cash on me. |
| 2 I don't have enough | b I won't make the connection. |
| 3 I'll let you know if | c by 3 p.m. |
| 4 I'm worried that | d with your luggage. |
| 5 I won't be arriving | e a non-smoking room, please, |
| 6 I'm hoping to be there | f I manage to catch the flight. |
| 7 I'd like to pay | g until 3 p.m. |
| 8 I would like | h by credit card. |

5 Write alternative expressions. Refer to the dialogues and notes.

EXAMPLE: Is it necessary to reserve a seat?

Do I need to reserve a seat?

- a Does the price include a seat reservation?
.....

- b I'll arrive at 11 p.m. or later.
.....

- c I'd rather pay in cash.
.....

- d A car will be waiting for you outside the terminal.
.....

- e I'll call you if I don't manage to catch the flight.
.....

6 Rewrite these sentences in the passive.

EXAMPLES: No-one has made the bed.

The bed hasn't been made.....

No-one told me about the flight delay.

I wasn't told about the flight delay.....

a They put my luggage in the hold.

.....

b No-one has cleaned the room today.

.....

c Someone has already filled in the form.

.....

d Someone booked the taxi last night.

.....

e They cancelled my flight.

.....

f They gave me a first class ticket.

.....

7 Match the statements and questions with the responses.

- | | |
|--|------------------------------------|
| 1 Can I have your name, please? | a A single or a double? |
| 2 I'd like to book a room for Tuesday night. | b When's the next flight? |
| 3 I hope you catch the flight. | c I'll send someone to look at it. |
| 4 I've missed my connection. | d Yes, of course. |
| 5 Can I pay by credit card? | e It's Ahmed Salem. |
| 6 The TV in my room doesn't work | f Can I see your passport, please? |
| 7 What kind of identification do you need? | g Here, please. |
| 8 Where do I need to sign? | h Thanks. Wish me luck! |

8 Emailing



Some useful phrases.

Listen to the recording and repeat.

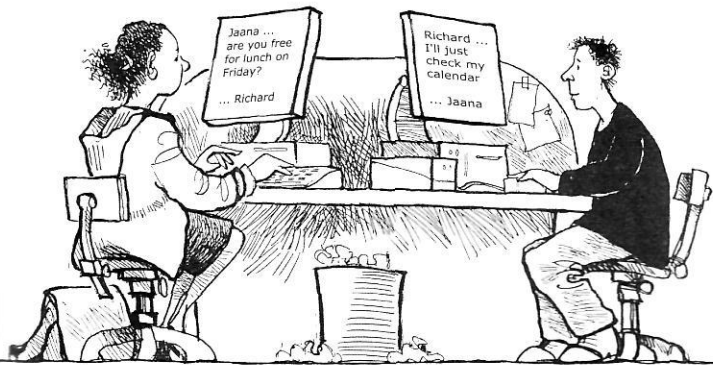
Hi, Jaana. Hope you're feeling better.
I'm afraid I won't be able to see you on Thursday.
Let me know when you're next going to be in town.
Look forward to hearing from you.
Speak to you later.

Your training manager has asked me to write to you.
It's about organising language training.
I'll call you at the end of the week.
If you have any queries, please call me.

Many thanks for helping out with the conference.
I would like to apologise for the problems we had.
Let's hope we have better luck next time.

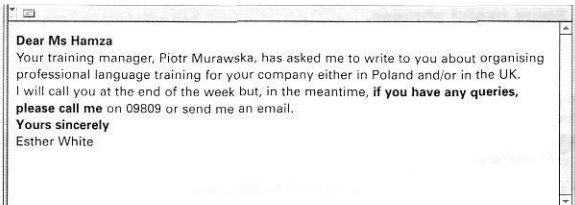
I would like to invite you to lunch next week.
Are you free for lunch on Friday?
Let me know if you can come.
Many thanks for the invitation.
I'd love to come.

We are sorry to inform you that Raj Singh has left the company.
I was very sorry to hear about Raj.
Please pass on my best wishes.

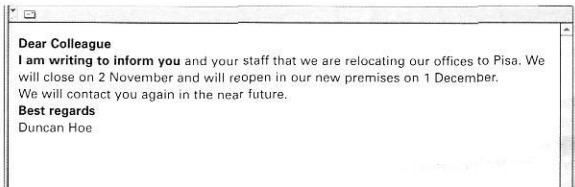


Messages 1

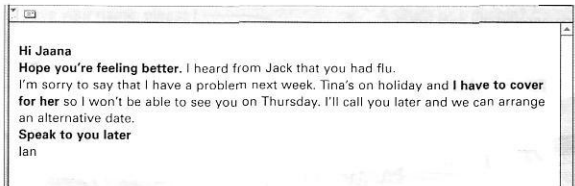
A first contact



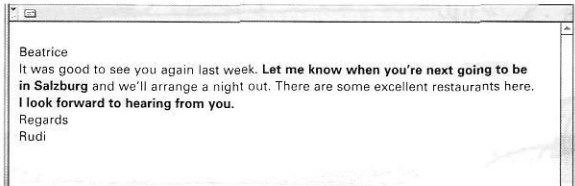
A formal message



Everyday matters



A future meeting



Notes

Dear Ms Hamza

Use *Dear* with the person's title and surname when you have not written to the person before or when you have a formal relationship. If you are in doubt, it is better to be more, rather than less formal.

... if you have any queries, please call me ...

This phrase is quite often used at the end of an email. Also:

If you have any questions, please call me.

Yours sincerely

In formal emails, we can use the formal letter-writing phrases:

Start: *Dear Ms/Mr/Mrs Pringle*

End: *Yours sincerely*

Start: *Dear Sir/Madam*

End: *Yours faithfully*

Dear colleague

The use of a word like *colleague* is used when writing to an identifiable group in more formal correspondence. It can be singular or plural. Note also:

Dear friend(s), Dear member(s), Dear All, Dear Sir/Madam (when you do not know the name of the person you are writing to)

I am writing to inform you ...

Full verb forms (e.g. *I am writing*) are often used in formal communications. Note the less formal (and more common) alternatives:

I am writing (I'm writing) to inform you ...

I am sure (I'm sure) that we can be of help ...

I will call (I'll call) you at the end of the week.

We will (We'll) contact you again.

Best regards

(*With*) *best regards* is a very common way to end an email and can be used in formal and informal contexts. There are many other ways to end, e.g.:

Regards, Best wishes, Yours, All the best

Hi Jaana

The common informal way to begin an email. You can also simply use a person's name at the beginning of a message (see **A future meeting** example on page 68).

Hope you're feeling better.

Some other opening phrases:

Just to let you know that ...

Sorry to hear about ...

Thanks for the message.

... I have to cover for her ...

to cover for means to do someone's job while the person is away.

Who's covering for you?

We're so short-staffed that there is no-one to cover for me.

Speak to you later

Phrases to indicate that you will be in contact later:

I'll send you a message later.

Call me when you get this message.

Let me know when you're next going to be in Salzburg ...

A friendly note to end. Some alternatives:

You must visit us again soon.

It was great to see you.

See you again soon.

I look forward to hearing from you.

Note that we say:

I look forward to hearing from you. Although quite formal, this phrase is very often used in emails. Also common:

I look forward to meeting/seeing you.

British/American differences

British

If you have any queries ...

(The term *queries* is not used as frequently in American English as it is in British English.)

Yours sincerely

American

Sincerely

Messages 2

Saying thank you (1)

Fred
Many thanks for helping with the conference. I'm very sorry that so few people came on Saturday – let's not organise the final session in the middle of a **public holiday** next year.
Anyway let's hope we have better luck in Yokohama.
Take care
Lucy

Saying thank you (2)

Dear Mr Reza
I am writing to thank you for your active participation in our conference. You really helped to make the event a great success.
I would like to apologise for the poor attendance at the Saturday afternoon session. When we planned the conference, we did not realise that **it clashed with the World Cup finals!**
Once again, many thanks and I look forward to seeing you in Yokohama next year.
Best regards
Lucy Lo Kit

An invitation

Hi John
I would like to invite you to be our guest at the Brazilian Grand Prix in March. The event is being held at Interlagos and **we would like you to join us for lunch** at the track and for an evening dinner in Sao Paulo. **Let me know if you can attend.**
Look forward to hearing from you.
Best regards
Pedro

Accepting an invitation

Dear Pedro
Thanks for the invitation. I'd **love to come** and I look forward to seeing you then.
Please send me details of the event when you have them.
Best regards
John

Declining an invitation

Dear Pedro
Many thanks for your kind invitation to attend the Grand Prix. **Unfortunately, I'll be abroad** on that day and I won't be able to make it. **I hope the event goes well for you** and I look forward to seeing you soon.
With best regards
John

Notes

Many thanks for helping ...

Friendly informal thanks. Note also:
Once again, many thanks.
Very many thanks!

... a public holiday ...

In the UK, public holidays are called *bank holidays*.

Anyway let's hope we have better luck in Yokohama.

Anyway is often used when we want to make a different point, to move away from what we have just said:
Anyway, I don't want to think about it anymore.
Anyway, that's all I wanted to say.

Take care

A phrase normally only used when talking to good friends. We do not use this phrase or others such as *Be good, Have fun!, Lucky you!* with our more formal business contacts!

I am writing to thank you for ...

Fairly formal language for saying thank you.
Note also:
We really appreciate all your help.
We're very grateful for your help.

I would like to apologise ...

A formal way to apologise. A more informal phrase:
I'm very/really sorry about it.

... it clashed with the World Cup finals!

When two appointments in a diary *clash*, they happen at the same time.

... we would like you to join us for lunch ...

Note the other formal language used in this email. To be less formal, say:
Can you come to the Grand Prix?
I hope you can come to lunch.
Please come.

Let me know if you can attend.

A less formal way to say this is:
Let me know if you can make it.

I'd love to come ...

An informal enthusiastic response to an invitation. Some others:
That would be great.
That's a great idea.
I'll really look forward to it.

Please send me details of the event ...

An event is a special occasion.
It's going to be a very special event.
It took a long time to plan the event.

Many thanks for your kind invitation ...

Using a word such as *kind* emphasises the warmth of the thank you:
It was very kind of you to invite me.
Other ways of saying thank you:
Thank you for your excellent presentation.
Many thanks for the beautiful flowers.

Unfortunately, I'll be abroad ...

You can avoid saying *sorry* by using *unfortunately*:
Unfortunately, I'm going to miss the presentation.
I won't be there, unfortunately.

I hope the event goes well for you ...

A friendly remark when you cannot attend a meeting or event:
I hope it all goes well.
Good luck with everything.
I hope I'll be able to come next time.

British/American differences

British

realise
bank holiday
apologise

American

realize
legal/national/public holiday
apologize

Messages 3

Problems

Dear Serge

I have just heard from our French office that **they are having problems arranging the meeting** in Paris next week. There is a problem with accommodation as there is a large trade fair on at that time. All the hotels are full. **Do you have any suggestions?**

Best regards
Ian

Good news

Dear Eveline

Good news! We've got the RX contract! Thanks for all your hard work on this. **It would be good to get together sometime next week** to talk through some details. I'm free all day Tuesday and Wednesday afternoon.

Let me know a time that suits you and I'll **set up a meeting.**

Regards
Eresema

A general announcement

Dear Friends and Colleagues

This is to let you know that Will Pick is leaving the company on Wednesday 3 April. As many of you know, Wilfred has worked for us for more than twenty years. **I'm sure that you will want to join us in wishing Wilfred good luck in his new job.** We will be organising a reception for him in the canteen after work on his last day and we very much hope that you will be able to come.

Yours sincerely
Tara Gozo

For information

Dear Rosa

I am sorry to inform you that I will be off work for two weeks, as I have to go into hospital for a routine operation. I expect to be back in the office on 30 March. Helena Rallis will be covering for me while I am away, so please contact her if you need anything.

Best regards
Stavros

Passing on good wishes

Dear Helena

I was sorry to hear about Stavros. I am sure that he is keen to get back to work but tell him to take his time!

Please pass on my best wishes.

Regards
Rosa Fuente