

Notes

... **they are having problems arranging the meeting ...**

Problems and difficulties:
We're having some difficulties.
There's a problem.
It's difficult to arrange.

Do you have any suggestions?

Looking for a solution:
Any ideas?
Do you have any ideas?
How can we sort it out?
How can we 'solve' the problem?

Good news!

Some enthusiastic responses to good news:
What good news!
That's great news!
That's fantastic/excellent news!

It would be good to get together sometime next week ...

To get together means to meet. (A *get-together* is an informal meeting, maybe a party). Other ways to suggest a meeting:
Let's meet next week.
Let's meet up in the near future.
We must arrange to meet up soon.

... **I'll set up a meeting.**

Another way of saying this:
I'll arrange/organise a meeting.

This is to let you know that ...

Use *This is* in formal messages to refer to the message you are sending:
This is to inform you that the package will be late.
This is to remind you to call Vera.

Informal alternatives:

Just to let you know that the package will be late.
I'm just writing to say that ...

I'm sure that you will want to join us in wishing Wilfred good luck ...

Note the use of *join* in formal messages.
I hope you can join us for dinner.
Please join us in the evening if you can.

I am sorry to inform you that ...

Less formal:
Sorry to tell you that ...
I'm writing to let you know that ...
I'm afraid I have some bad news.

... **I will be off work for two weeks, ...**

Some alternative expressions:
She'll be on sick leave.
She'll be away from work.
She'll be at home.

I was sorry to hear about Stavros.

Expressions of sympathy:
I was very sad to hear the news.
Everyone was very upset about it.
We'll miss him.

Please pass on my best wishes.

Some other sympathetic phrases:
I'll be thinking of him.
We hope he gets well soon.
Please pass our sincere condolences to his family. (when someone has died)

British/American differences

British

go into hospital
How can we sort it out?

American

go into the hospital
How can we figure it out?

Expressions of sympathy

There are not really any major differences between British and American English when expressing sympathy. In both, the level of formality used will depend on how well you know the people concerned.

Practice

1 Complete the sentences with a preposition.

EXAMPLE: She's sick leave.

- a We will contact you again the near future.
- b I look forward hearing from you.
- c I'll call you the end of the week.
- d Please call me 456789.
- e Many thanks all your help.
- f Good luck everything.
- g I'm covering Raj while he is away.
- h He will be work for two weeks due to illness.
- i Please pass our best wishes to him.
- j We would like you to join us wishing Wu San a happy retirement.

2 Some of these phrases are used formally and some informally. Tick the correct column.

		formal	informal
a	1 Dear John		
	2 Hi John		
b	1 I am writing to inform you that ...		
	2 I'm writing to let you know that ...		
c	1 We're having a get-together.		
	2 We're arranging a meeting.		
d	1 I would like to apologise for		
	2 Sorry about ...		
e	1 Let me know if you can make it.		
	2 Let me know if you can attend.		
f	1 I would be very pleased to come.		
	2 I'd love to come.		
g	1 This is to let you know about ...		
	2 Just to let you know about ...		

3 Write the sentences in this letter in the correct order.

Dear Mr Green

- a Members of our sales team will present the service
- b After the presentation
- c We would like to invite you to the launch of
- d and there will be an opportunity to ask questions.
- e there will be dinner in the main restaurant.
- f our new courier service on 6 March
- g I very much hope that you can attend.
- h at the Grand Hotel at 6:30 p.m.

Best regards

Peter Pod

Dear Mr Green

Best regards

Peter Pod

4 Complete the sentences with the verbs in the box. Use each verb once only.

inform	miss	know	must	hope
pass	join	call	get	thank
				write

EXAMPLE: I'm writing to inform you that the conference has been cancelled.

- Your training manager has asked me to to you.
- I'll you at the end of the week.
- I you're feeling better.
- You visit us again soon.
- I'd like to you for all your hard work.
- Please us for lunch on 19 November.
- Can we together sometime next week?
- I'm sorry Peter has left. We'll all him.
- We were very sad to hear about Hubert. Please on our condolences.
- Just a short note to let you what's happening.

5 Match the two parts of the sentences.

- | | |
|---|--|
| 1 I am sorry to inform you that I | a hearing all your news. |
| 2 I'll call you when I | b goes well. |
| 3 Let me know when you are next | c all your help. |
| 4 I'd like to thank you for | d (going to be) in London. |
| 5 I look forward to | e will be out of the office next week. |
| 6 I hope that the party | f to invite me. |
| 7 Unfortunately, the event clashes with | g happening next week. |
| 8 It was very kind of you | h get back to Cairo. |
| 9 I need to tell you what is | i an important meeting. |

6 Rewrite the phrases and sentences in a less formal way.

EXAMPLE: Dear Tomas

Hi Tomas, Hello Tomas, Tomas.....

- a We will contact you in the near future.
.....
- b We would like to thank you for organising the conference.
.....
- c This is to inform you that we have changed the date of the meeting.
.....
- d Please let us know if you can attend.
.....
- e We trust that you will be able to join us for dinner.
.....
- f I will call you at the end of the week.
.....
- g We wish you every success in the future
.....
- h We are organising a party next week.
.....

7 Complete the sentences. The first letters of the missing words spell a word you will 'appreciate'.

- a It would be **g**reat..... if you could come to the party!
- b Please pass on my best to everyone.
- c I would like to for the problems with the arrangements.
- d Please **t**..... care!
- e We are organising a special at the end of the year. You must come!
- f I look to hearing from you.
- g I can't come to the party,
- h Let's hope we have better **I** next time.

Glossary

1 Telephoning

Dialogues 1

I'd like to speak to Max Reed, please.

Hi Max. Simon here.

I wanted to run through some of the arrangements.

Sorry to keep you waiting.

Would you like to leave a message?

I'll get someone to call you when they get back.

I understand that she is looking after Sales.

Marco Stam is on parental leave.

I'm afraid she's not here at the moment.

Have we covered everything?

Anyway, thanks for calling.

Dialogues 2

This is Ann Forsell's voicemail.

It's about the meeting next month.

I can't make it.

Can you talk?

I'm in a meeting.

I was just ringing to check the time for next week's meeting.

Sorry, I can't hear you very well.

I'll just go outside.

If you are calling about an order, please press 1.

Your language

2 A company visit

Dialogues 1

Could you tell me how to get to your office from here?

After about two kilometres, you'll see a garage on your right.

Park in one of the visitors' spaces.

I'm calling from a service station.

Take the first left after the service station.

Carry on for three kilometres.

I have an appointment with Hans Ekburg.

Do you know the building?

Mr Ekburg's office is the fifth on the right, along
the corridor.

Hello, John. Good to see you again.

I'd like you to meet Lera Berman.

Did you have a good journey?

Dialogues 2

We're in the label business.

We employ just over 5 000 people worldwide.

It's growing all the time.

Tell me more about your mailing business.

We're a private limited company.

How long have you been on this site?

When was the company set up?

Let me show you around the office.

An open plan area.

I'll introduce you.

Dialogues 3

We're the second largest manufacturer in
the country.

As well as supplying the car industry, we sell
glass for buses and aircraft.

We run a so-called 'shopping search' website.

You can compare prices from various shops.

In my view it's far more secure.

In terms of sales by region.

North America accounts for 15 per cent.

The Chinese economy is booming.

We cannot compete with them on price.

We are well known in the market.

Transport costs make it very unprofitable.

