Notes

... they are having problems arranging the meetina ...

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 gettogether 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 he 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 American

go into hospital

How can we sort it out?

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

Dear Mr Green

Peter Pod

Best regards

Peter Pod

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

inform	п	iiss	know	must	hope
pass	join	call	get	thank	write

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

- a Your training manager has asked me to to you.
- b I'll you at the end of the week.
- c I.....you're feeling better.
- d You visit us again soon.
- e I'd like to you for all your hard work.
- f Please us for lunch on 19 November.
- g Can we together sometime next week?
- h I'm sorry Peter has left. We'll all him
- i We were very sad to hear about Hubert. Please on our condolences.
- j 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 -
- 2 I'll call you when I
- 3 Let me know when you are next
- 4 I'd like to thank you for
- 5 I look forward to
- 6 I hope that the party
- 7 Unfortunately, the event clashes with
- 8 It was very kind of you
- 9 I need to tell you what is

- a hearing all your news.
- b goes well.
 - all your help.
- d (going to be) in London.
- e will be out of the office next week.
- f to invite me.
- g happening next week.
- h get back to Cairo.
- i an important meeting.

6	Rewrite the phrases and sentences in a less formal way.					
	EXAMPLE: Dear Tomas					
		Hi Tomas, Hello.	Tomas, Tou	195		
	а	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.			er,			
	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'.			ers of the missing words spell a		
	а	It would be	great	if you could come to the party!		
	b	Please pass on my best		to everyone.		
	С	I would like to		for the problems with the arrangements.		
	d	Please	t	care!		
	е	We are organising a special		at the end of the year. You must come!		
	f	llook		to hearing from you.		
	g	I can't come to the party,				
	h	Let's hope we have better	1	next time.		

Glossary

1 Telephoning

•	rerephoning	
	Dialogues 1	Your language
	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.	
	1000	
	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.	
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.	

	Your language
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?	017142565498888888888888888888
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?	CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC
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.	
A CONTRACTOR OF THE PROPERTY O	
We cannot compete with them on price. We are well known in the market.	
Transport costs make it very unprofitable.	

3 Job information

Job Illiorination	
Dialogues 1	Your language
I'm responsible for new product development.	
I report directly to the CEO.	
What does that involve?	
It sounds challenging.	
I hear you studied in Finland?	
I did a degree in Engineering.	
I was very interested in the job.	
I usually cycle to work.	
Are the hours flexible?	
I like eating in the company canteen.	***************************************
Excellent communication skills are essential.	
Absolutely.	,,,
We should advertise with an on-line recruitment	
agency.	
Dialogues 2	
The atmosphere is very relaxed.	
Everyone is on first name terms.	
Don't you find it very hot there?	
I have no regrets about moving.	
\$50 000 a year plus commission.	
The cost of living in Kazakhstan.	
The level of local salaries.	
Neither have I.	
The company really looks after its people.	
I have free use of the company gym.	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Promotion prospects are excellent.	
How has the takeover affected the company?	
How has the takeover affected the company:	
About 300 people are going to lose their jobs.	

4 Presentations

Dialogues 1	Your language
It's good to see you all here.	
I'd like to talk about our future plans.	
First I'll describe our study programmes.	
That's all I wanted to say.	
That leads me to my next point.	
So, next year's budget.	
I'm afraid I can't say.	
I didn't catch the question.	***************************************
Could you bear with me?	
Sorry, where was I?	
You were just about to tell us some interesting	
news.	
As I mentioned earlier,	***********
I'd like to finish by thanking you all.	
You are very welcome to contact me.	
Dialogues 2	
The production of the contraction of the contractio	
Turnover rose in the year to April by 11 per cent.	
Profits jumped by 20 per cent.	
These results give a misleading picture.	
A 'one-off' profit.	
We're currently predicting a slow down.	*************************
Analysts are forecasting an upturn.	**************************************
We're looking at a growth rate of between 1	
and 3 per cent.	****************
As you can see from the graph, sales have	
increased considerably.	*******************************
Sales picked up in February.	
Sales reached a peak in August.	
The closure of our Lufwa plant in January	
accounts for the sharp fall.	
Sales have continued to decline.	
If you compare this six-month period, there	*****************************
has been yenr little change	

5 Meetings

3	
Dialogues 1	Your language
I'm trying to arrange a meeting for next week.	
Can you make Tuesday?	
Is Juan coming by the way?	*****************************
It should be finished by 3:15.	
Just in case the meeting overruns.	**************************
He didn't want to miss the meeting.	
I'd like to come over to Poznan next week.	*************************
Any day next week except Friday would suit me.	
Could you check with Alex and get back to me?	
I'll order some sandwiches.	
Otherwise I'll see you in the office at 12:30.	
Dialogues 2	
Could you take the minutes, please?	
I'd like to leave item four until the next meeting.	300000000000000000000000000000000000000
Can we look at item one?	**************************
estimate and the second	
What are your thoughts on this?	
I was asked to find out what the people in my	************************
department thought.	
The majority feeling was in favour.	
Of the fifty people I asked, only five did not like	*************************
the idea.	
Does everyone agree?	
Is that really necessary?	
I suppose you're right.	
The other point I want to make is this.	
We must really avoid this in the future.	
That's not true.	
Dialogues 3	
I'm just phoning to let you know.	\$200 B \$400 \$400 \$100 B
Bad news I'm afraid.	
What reasons did he give?	
short-sighted	
I thought I should let you know immediately.	