

Being a SECRETARY – job profile

What does a secretary do?

Secretaries and administrators help to keep an organisation running smoothly, taking care of the administrative and organisational tasks that make the organisation function. The job title ‘administrator’ and ‘secretary’ can be used interchangeably to describe the same role, or ‘secretary’ can be another, more old-fashioned name for a personal assistant or executive assistant.



1. Complete the sentences with the words below.

- greeting
- meeting
- answering
- typing
- taking
- arranging

What is **filing**?
Filing is the activity of putting documents, electronic information, etc. into files.

Typical responsibilities of the job include:

- a) calls, messages and handling correspondence.
- b) meetings.
- c) and preparing reports.
- d) Filing.
- e) Acting as a receptionist and/or and clients.

What is on and around a secretary’s desk?



- a.) What does a secretary use to make copies of a document?
- b.) What does a secretary use to make phone calls?
- c.) What does a secretary use to take notes at a meeting?

What character features should a secretary have?

1. Study the following adjectives and put them into the correct categories below:

- | | | |
|------------|---------------|--------------|
| • arrogant | • decisive | • punctual |
| • bossy | • hardworking | • respectful |
| • tidy | • incompetent | • rude |
| • careless | • responsible | • strict |
| • creative | • productive | |

(+) Qualities:

(-) Flaws:

2. Describe each person below using the adjectives above. Some of the workers can be described with two adjectives.

- a) Clara is always at her desk when I arrive. She is never late for work.
- b) Zara is always very polite with the company's visitors but she makes lots of mistakes in her emails.
- c) Abdul is able to do more work than the rest of the staff in the same amount of time.
- d) Michelle never hesitates when she has to make an important decision.
- e) Brian likes to give orders to everybody in the office. He also thinks he is better than everybody else.
- f) Paolo works hard, but he doesn't have the skills necessary to do his job properly.

3. Now match the adjectives on the left with their opposites on the right:

- | | |
|----------------|-------------|
| 1. hardworking | a. hesitant |
| 2. arrogant | b. lazy |
| 3. productive | c. messy |
| 4. decisive | d. modest |
| 5. rude | e. polite |
| 6. careless | f. shy |
| 7. neat | g. slow |
| 8. outgoing | h. thorough |

4. Think about these people for a minute. What character features should/shouldn't they have in particular?

- | | | |
|---------------|-----------------|--------------|
| • a boss | • a salesman | • a marketer |
| • a secretary | • an accountant | |

5. Discuss.

- a) What qualities should a good secretary have?
- b) What are a secretary's main duties?
- c) Do you consider being a secretary is stressful?
- d) How do you think the role of a secretary has changed over the last 50 years?
- e) Which computer applications does a secretary use at work?
- f) Do you consider being a secretary a typically female occupation? Why? Why not?

TELEPHONING SKILLS

Introducing yourself

Good morning/afternoon/evening. This is Mike at (company name)/Mike from (department name). Could I speak to (person you're calling for)?

Good morning/afternoon/evening. This is Mike at (company name)/Mike from (department name). I'm calling about/because...

When the person you want to speak to is unavailable

Can I leave a message for him/her?

Could you tell him/her that I called, please?

Could you ask him/her to call me back, please?

Okay, thanks. I'll call back later.

Dealing with bad connections

I think we have a bad connection. Can I call you back?

I'm sorry, we have a bad connection. Could you speak a little louder, please?

I'm sorry, could you repeat that please?

Ending the call

Thank you very much. Have a good day.

Thanks for your help. Have a good day.

Answering the phone

Company ABC, this is Mike. How may I help you?

Good morning/afternoon, Company ABC. How may I help you?

Purchasing department, Frank speaking.

Note: If we are taking an external call and talking to a customer, "How may I help you?" is common. If we are taking an internal call, we normally do not say "How may I help you?" For internal calls, saying your name and your department is usually sufficient.

Getting the name of the caller if he/she doesn't give it to you

May I have your name please?

Who am I speaking with?

May I ask who's calling?



Responding to a caller's request

Sure, let me check on that.

Let me see if she's available.

Sure, one moment please.

Asking someone to wait on the line

Can I put you on hold for a minute?

Do you mind holding while I check on that? (or "handle that for you," "check to see if he's available," etc.)

Taking a message

He's/she's not available at the moment. Would you like to leave a message?

He's/she's out of the office right now. Can I take a message?

Dealing with bad connections/wrong numbers

I'm sorry, we have a bad connection. Could you give me your number and I'll call you right back?

I think we have a bad connection. Could you speak a little louder, please?

I'm sorry, could you repeat that?

I'm sorry, you have the wrong number.

Ending the call

Is there anything else I can help you with?...Okay, thanks for calling. Have a great day.

Is there anything else I can do for you?...Okay, have a good day.

1. Read these telephone conversations.

Ms. Anderson (sales representative Jewels and Things): ring ring...ring ring...ring ring...

Secretary (Mr. Smith): Hello, Diamonds Galore, this is Peter speaking. How may I be of help to you today?

Ms. Anderson: Yes, this is Ms. Janice Anderson calling. May I speak to Mr. Franks, please?

Mr. Smith: I'm afraid Mr. Franks is out of the office at the moment. Would you like me to take a message?

Ms. Anderson: Uhm...actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Franks mentioned. Did he leave any information with you?

Mr. Smith: As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions...

Ms. Anderson: Great, I'd love to see this problem resolved as quickly as possible.

Mr. Smith: Well, we still haven't received the shipment of earrings that was supposed to arrive last Tuesday.

Ms. Anderson: Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the earrings will be delivered by tomorrow morning.

Mr. Smith: Excellent, I'm sure Mr. Franks will be pleased to hear that.

Ms. Anderson: Yes, the shipment was delayed from France. We weren't able to send along your shipment until this morning.

Mr. Smith: I see. Mr. Franks also wanted to schedule a meeting with you later this week.

Ms. Anderson: Certainly, what is he doing on Thursday afternoon?

Mr. Smith: I'm afraid he's meeting with some clients out of town. How about Thursday morning?

Ms. Anderson: Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?

Mr. Smith: No, it looks like he's free then.

Ms. Anderson: Great, should I come by at 9?

Mr. Smith: Well, he usually holds a staff meeting at 9. It only lasts a half an hour or so. How about 10?

Ms. Anderson: Yes, 10 would be great.

Mr. Smith: OK, I'll schedule that. Ms. Anderson at 10, Friday Morning...Is there anything else I can help you with?

Ms. Anderson: No, I think that's everything. Thank you for your help...Goodbye.

Mr. Smith: Goodbye.

Michelle: Hello, you've reached the marketing department. How can I help?

Male: Yes, can I speak to Rosalind Wilson, please?

Michelle: Who's calling please?

Male: It's Richard Davies here

Michelle: Certainly. Please hold and I'll put you through.

Male: Thank you.

Michelle: Hello, marketing. How can I help?

Male: Could I speak to Jason Roberts please?

Michelle: Certainly. Who shall I say is calling?

Male: My name's Mike Andrews.

Michelle: Just a second - I'll see if he's in. Hello, Jason, I've got Mike Andrews on the phone for you ... OK - I'll put him through. Hang on a moment, I'm just putting you through.

2. **Phrasal verbs - The phrasal verb on the left in the table below are all used in telephoning in English. Match each verb with a suitable definition from the column on the right.**

- | | |
|---------------------------------|-----------------------------|
| 1) to put through | a) to disconnect |
| 2) to hang up | b) to discover |
| 3) to ring up | c) to wait |
| 4) to take down | d) to lift |
| 5) to look up | e) to connect |
| 6) to cut off | f) to replace |
| 7) to get through | g) to write down |
| 8) to find out | h) to call again |
| 9) to put down | i) to be connected |
| 10) to hang on / to hold on | j) to replace the receiver |
| 11) to pick up | k) to find information |
| 12) to ring back / to call back | l) to make a telephone call |

3. Use the phrasal verbs from exercise 2 to complete the sentences.

- a) I didn't know his number so I had to it up.
- b) We were during the call so I had to
- c) The man on me because he lost his temper.
- d) I tried to to your office this morning but the line was engaged.
- e) the embassy and ask them to you to the press department.
- f) When I phoned the bank I had to for nearly 10 minutes.

4. Complete the dialogues.

Michelle: Hello, you've the marketing department. How I help you?

Male: Yes, can I speak to Rosalind Wilson, please?

Michelle: Who's, please?

Male: It's Richard Davies here.

Michelle: Certainly. Please and I'll put you

Male: Thank you.

Michelle: Hello, marketing. How may I help you?

Male: I speak to Jason Roberts, please?

Michelle: Certainly. Who shall I say is calling?

Male: My name's Mike Andrews.

Michelle: Just a second - I'll see if he's in. Hello, Jason, I've Mike Andrews the phone for you ...
 Okay - I'll put him through. Hang a moment, I'm just putting you through.

Helen: Midtown Computer Solutions, Helen How can I help you?

Ryan: Hello, this is Ryan Bardos. May I speak Natalie Jones, please?

Helen: One please - I'll put you

Helen: Mr. Bardos? I'm sorry, Natalie's in a meeting at the moment. leave a message?

Ryan: Yes, could you ask her to call me as soon as possible? It's pretty urgent.

Helen: Of course. Does she have your number?

Ryan: She has my office number, but let me also give you my cell - it's 472-555-8901.

Helen: Let me read that back to you - 472-555-8901.

Ryan: That's right.

Helen: And could you spell your last name for me?

Ryan: B as in Boston - A - R - D as in dog - O - S as in September

Helen: Okay, Mr. Bardos. I'll give her the message.

Ryan: Thanks a lot. Bye.

5. Choose suitable words for the telephone dialogue below:

sure message hold afraid this help repeat through call

- Operator: Hello, Frank and Brothers, How can I you?
- Peter: This is Peter Jackson. Can I have extension 3421?
- Operator: Certainly, please and I'll put you
- Frank: Bob Peterson's office, Frank speaking.
- Peter: is Peter Jackson calling, is Bob in?
- Frank: I'm he's out at the moment. Can I take a
- Peter: Yes, Could you ask him to me at 9147 6320. It's urgent.
- Frank: Could you the number please?

- Peter: Yes, that's 9147 6320, and this is Peter Jackson.
- Frank: Thank you Mr Jackson, I'll make Bob gets your message.
- Peter: Thanks, bye.
- Frank: Good bye.

6. What would you say to a client / customer on the phone if...

- a) you couldn't understand their name?
- b) you answered your colleague's phone and he/she was out at lunch at that moment?
- c) you had called him/her and the line was very bad (i.e. it was very noisy and you couldn't hear them well)?

7. Fill in the missing expressions in these phone conversations. .

SCENARIO 1: (The person is available.)

- Mary Smith: Good morning. IBM Slovenia, Mary Smith
- CALLER: Good morning. This Bob Sills from IskraTel. I to Mr Jones
- Mary Smith: Just, please. I'll you.
- CALLER: Thank you.
- Mary Smith: You're

SCENARIO 2: (The person is not available.)

- Mary Smith: Good morning. You have reached IBM Slovenia, Mary Smith
- CALLER: Good morning. This is Bob Sills from IskraTel. I to Mr Jones,
- Mary Smith: Just, please. (after 5 seconds) I'm sorry at the moment. a message?

8. Choose the best response.

- a) I'd like to speak to Mr Gibbs, please. → *Yes. / I'm afraid he's not here at the moment. / Well, you can't.*
- b) Can I speak to Mr Gibbs, please? → *Hold on, please. / Don't go away. / All right.*
- c) Who's speaking? → *I am Peter Miller. / This is Peter Miller here. / Peter Miller speaking.*
- d) Could I speak to Mr Gibbs, please? → *May I ask who's calling? / Who are you? / What's your name?*
- e) Can I ring you back later? → *Yes, ring me. / Yes, please do. / Of course ring, yes.*
- f) When can I reach you? → *One hour. / When you want. / I'll be in all evening.*

9. Translate these phrases into English.

- a.) Janez Novak pri telefonu.
- b.) Kličem vas zaradi ...
- c.) Ali bi lahko govoril z gospodom Smithom?
- d.) Ali me lahko vežete h gospodu Smithu?
- e.) Ali bi lahko govoril s poslovođjo?
- f.) Poklicali ste Slovenske nepremičnine. Ajda pri telefonu.
- g.) Kako vam lahko pomagam?
- h.) Kdo kliče?
- i.) Lahko ponovite, prosim?

- j.) Lahko črkujete svoje ime, prosim?
- k.) Samo trenutek, vežem.
- l.) Oprostite, linija je zasedena.
- m.) Boste počakali ali naj vas pokliče nazaj?
- n.) Lahko za trenutek počakate?
- o.) Gospod Vidmar je trenutno nedosegljiv.
- p.) Mu kaj sporočim?
- q.) Boste pustili sporočilo?
- r.) Hvala za klic.
- s.) Povejte mi, če lahko še kaj storim za vas.
- t.) Lahko govorite malo glasneje, prosim?
- u.) Lahko prosim ponovite?
- v.) Lahko prosim črkujete?
- w.) Oprostite, nisem slišal, kar ste povedali.
- x.) Se opravičujem, zveza je bila prekinjena.

Making an appointment

1. Prepositions of time.

	An exact time	<i>The meeting starts at 8 AM.</i>
AT	Times of meals and the weekend	<i>I'm meeting a coworker at lunchtime.</i> <i>What are you doing at the weekend?</i>
IN	Parts of the day	<i>May I call you back in the afternoon.</i> <i>I'll call you back in the evening?</i>
	Months, seasons, years, centuries	<i>The festival is in May.</i> <i>He was born in 1994.</i> <i>They founded the company in the nineteenth century.</i>
ON	Dates and days	<i>We have a meeting scheduled on 5 May.</i> <i>My interview is on Thursday afternoon.</i>



Note:

- a.) We say **at night**, NOT in the night: *X The supermarket is open in the night* ✓ *The supermarket is open at night.*
- b.) **No preposition.** We don't use a preposition with
- **this (morning, week, etc.):** What time did you have breakfast this morning?
 - **last (month, year, etc.):** The new theatre opened last month.
 - **next (week, year, etc.):** My English course starts next week.

- **every (day, weekend, etc.):** There are special events every day. ! X Kevin’s exam was on last Tuesday. ✓ Kevin’s exam was last Tuesday. X There’s a festival here in every February. ✓ There’s a festival here every February.

2. Put these time expressions into the correct column by the preposition they take.

the 1980’s, 1997, the last financial year, last year, this month, July, 1st May, Monday, Friday evening, New Year’s Eve, tomorrow, next week, the day before yesterday, Christmas, the weekend, 6 p.m, 16:35 on Monday, the evening, the early morning, night, lunchtime, the summer, the beginning of December, the end of April, midnight, my birthday, our wedding anniversary, every Thursday, the 20th Century, Christmas Day

AT	ON	IN	NO PREPOSITION

3. Complete these phrases with the correct preposition. Leave blank where no preposition is needed.

- a) Our new office opens the 15th.
- b) the moment
- c) We close the office early Christmas Eve.
- d) I had a call from him last week.
- e) half-past eleven
- f) I'm busy this morning / this afternoon / this evening / tonight.
- g) 2.30 p.m.
- h) I sent the information Monday morning.
- i) Deborah works late Wednesdays and Fridays.
- j) ten o'clock
- k) She spoke to me yesterday afternoon.
- l) The power supply is switched off night.

4. Put the phrases in the right group.

next week / when you are free / after work /next time you come / at the weekend / on Monday / yesterday / three days ago / tomorrow / in 2009 / last month / in October

in the past	in the future	in the past or future

5. Complete the sentences.

get / Monday / I’m coming / the evening / at / week

Dear Nadia,

..... to the 'Teaching for Change' conference next I'm glad you are going, too. I'm arriving on afternoon. I'll text you when I to the hotel. Perhaps we can meet in? Are you free to go out for a mealabout 7:30?

Hope to see you soon.

Lisa

Arranging an appointment - vocabulary



- If possible, I **would like to arrange** a meeting with Mr Pierce, please.
- I **would like to make an appointment** with Mr Roberts in about a week, please.
- Is next Monday **convenient** for you?
- I was wondering if we could **get together** on Tuesday?
- **How about** Tuesday?
- **Are you free** next Tuesday afternoon?
- What time would you like to meet?
- When **would be convenient** for you?
- If possible, I would like to **come by** and see you tomorrow?
- **Could we meet** at 1 PM on the fifth of January?
- Are you **available** next Tuesday at 2 PM?
- Jane Doe speaking. I'm **calling about an appointment** with Dr House on next Tuesday at 10.
- Good morning. Is it possible **to cancel** (or postpone/ push back) my appointment?
- I'm afraid I must **postpone/ cancel** my appointment/ I'm afraid I have another meeting.
- Sorry, could I **reschedule** my appointment?
- I'm sorry, I won't be **able to make it** on Monday. Could we meet on Tuesday instead?
- I'm afraid I **can't on / am not available** the 3rd. What about the 6th?

Organize the phrases into the correct category:

Arranging an appointment	Asking the other person when they are available	Rescheduling an appointment	Cancelling an appointment	Postponing an appointment

1. Translate to Slovenian.

- | | |
|-----------------------|----------------------|
| a.) Arrange | e.) Cancel |
| b.) Appointment | f.) Postpone |
| c.) Meeting | g.) Reschedule |
| d.) Convenient | |

2. Read the dialogues.

Michelle: Mr Hibberd’s office!

Peter: Hello, **can I speak to Brian Hibberd, please?**

Michelle: **I’m afraid he’s in a meeting** until lunchtime. Can I take a message?

Peter: Well, **I’d like to arrange an appointment** to see him, please. It’s Peter Jefferson here.

Michelle: Could you hold on for a minute, Mr Jefferson. **I’ll just look in the diary.** So **when’s convenient for you?**

Peter: Some time next week if possible. I gather he’s away the following week.

Michelle: Yes, that’s right, he’s on holiday for a fortnight.

Peter: Well, I need to see him before he goes away. So **would next Wednesday be okay?**

Michelle: Wednesday . let me see . he's out of the office all morning. But he's free in the afternoon, after about three.

Peter: Three o'clock is difficult. But **I could make it** after four.

Michelle: **So shall we say 4.15 next Wednesday,** in Mr Hibberd's office?

Peter: Yes, that sounds fine. Thanks very much.

Michelle: Okay, then. Bye.

A: Hello, Mr. Zain? This is Henry Chu over at Hitachi.

B: Hello Henry, how may I help you?

A: I was wondering if we could get together on Tuesday to talk about the details on the relays you ordered.

B: Tuesday sounds fine to me, what time is convenient for you?

A: How about 2 p.m.?

B: I’m sorry, I’ve got to meet with Mr. al Ghazi then, but any other time is fine.

A: How about 3 p.m. then?

B: That’s perfect, see you then.

A: Thank you Mr. Zain, I’ll see you Tuesday then, at 3 p.m.

3. Match the endings of the sentences to the beginnings.

next Saturday. / convenient for you? / to seeing you tomorrow. / to meet? / free next Tuesday afternoon?

- a) What time would you like
- b) I look forward
- c) I'm coming to London
- d) When is
- e) Are you

4. Read and fill in the spaces.

Pam and Bob work in different departments of ABC incorporated. Bob is calling Pam.

are you free speaking I'll see you about help on at in

Pam: Hello, Pam Robertson

Bob: Oh hello, Pam, it's Bob here.

Pam: Hello Bob. How can I you?

Bob: I’m calling about the new advertising budget meeting. on Tuesday afternoon?

Pam: Let me see. Sorry I'm visiting the new factory all day Tuesday. How Wednesday two p.m.?

Bob: Yes. I'm meeting a customer..... the morning, but the afternoon is fine.

Pam: Good. So on Wednesday, then. Good bye.

Bob: Good bye.

5. Read and fill in the spaces.

reschedule able convenient available

Mr. Swanson is calling Mr. Jaworski's office to reschedule a meeting.

Hi, this is Adam Swanson calling for Ron Jaworski. - Ron, I had something come up at the last-minute, so I won't be to meet with you and Pete Schilling on Monday as we had planned. I'd like to for later in the week, if that works for you and Pete. I'm late Tuesday and Thursday afternoons, but early morning Wednesday or Friday would actually be best for me. We could still meet at Pete's office, as we planned, or I'd be able to meet somewhere else if it's morefor you. Sorry about the cancellation. Please call me as soon as you can after hearing this. My cell is 886-2468, or you can call my office at 351-9823 and leave a message with my secretary, Crystal Gains. Thanks, Ron. I'll talk to you soon.

6. Translate into English.

- Rad bi se dogovoril za sestanek z gospodom Smithom.
- Vam naslednji torek ustreza?
- Kdaj bi vam ustrezalo?
- Ste na voljo naslednji ponedeljek ob dveh?
- Bojim se, da bomo morali odpovedati sredin sestanek.
- Bojim se, da bomo morali preložiti sredin sestanek.
- Pozdravljeni, rada bi prestavila naš ponedeljkov sestanek na torek, če je to mogoče.

CORRESPONDENCE – email, letters



1. Read the following conversation between Peter and Juan, two work colleagues, about emails in English. From the context, try to guess what the meaning of the words/phrases in bold are. Then do the quiz at the end to check if you are right.

- Juan: 'Peter, I have to write an email. It's the first time I've had to write an email for work. Could you help me with some doubts I have?'
- Peter: 'No problem, what do you want to know?'
- Juan: 'What's the difference between **Dear Sir/Madam** and **Dear Mr** Smith?'
- Peter: 'Well, we start an email with both, 'Dear Sir/Madam' is when you haven't had any contact with the person before and 'Dear Mr...' (or 'Dear Mrs...' etc...) is when you have. Both are very formal.'
- Juan: 'OK. And when do you finish an email with **yours faithfully** and **yours sincerely**?'

- Peter: 'Normally, 'yours faithfully' is used with 'Dear Sir/Madam' and 'yours sincerely' with 'Dear Mr.'
- Juan: 'And with titles of people, I suppose Mr is for a man, Mrs is for a married woman. But I've also seen, **Miss** and another one, **Ms**. What's the difference between these two?'
- Peter: "'Miss' is for an unmarried woman. 'Ms' is used when you don't know if she's married or not.'
- Juan: 'I have another question. When I tell people my email address, I don't know how to say the symbols. It's really difficult when somebody tells me theirs. Normally, I have to ask them to write it down.'
- Peter: 'Well, mine is Peter.Jacks_red@gmail.com. You say it like this Peter **Full Stop** Jacks **Underscore** red **At** gmail **Dot** com. Remember that when the '.' is before the '@' you always say full stop and when it is after the '@', it's always dot.'
- Juan: 'Thanks Peter.'

2. Fill in the blanks.

- a.) The title for an unmarried woman, is
 - b.) When you start an email with 'Dear Sir/Madam', you finish it with
 - c.) The '.' after the @ in an email address is called
 - d.) When you finish an email with 'yours sincerely', you start the email with
 - e.) The '@' symbol, is called
 - f.) If you don't know if a woman is married or not, you can use
 - g.) When you finish an email with 'yours faithfully', you start it with
 - h.) The '.' before the @ in an email address is called
 - i.) When you start an email with 'Dear Mr Smith' or 'Dear Ms Smith', you finish it with
- The '_' symbol, is called

3. Read and learn the vocabulary from the table.

CONTEXT	PHRASES
Salutations	<ul style="list-style-type: none"> • Dear Mr Smith • Dear Ms Smith • Dear Sir / Madam
Previous contact	<ul style="list-style-type: none"> • Regarding our last email ... • With reference to our phone call ... • In reply to your email, here are ...
Reasons for writing	<ul style="list-style-type: none"> • I am writing to <ul style="list-style-type: none"> - inform you ... - clarify ... - confirm ... - follow up on ... - let you know ... - reply to ... - request ... • I am writing in connection with ... • I am writing with regard to ...
Making enquiries	<ul style="list-style-type: none"> • I am interested in receiving/finding out ... • I would like to receive ... • We would be grateful if ... • Could/Can you please send me ... ? • Please send me ... • Would you be able to (help) ... ?

	<ul style="list-style-type: none"> • I'd appreciate a reply asap.
Replying to an enquiry	<ul style="list-style-type: none"> • Thank you for your interest. • I'm pleased to send you ... • I'm sending you ... (in an attachment) • Please find the requested information attached.
Confirming arrangements	<ul style="list-style-type: none"> • I am writing to confirm ... • Tuesday is good for me.
Changing arrangements	<ul style="list-style-type: none"> • I'm sorry but I can't do/make Thursday. • This is to let you now that I've had to postpone our meeting... • I'm writing to cancel our appointment... • I'm afraid I can't make/manage Friday. How about ... instead?
Polite ending	<ul style="list-style-type: none"> • I look forward to your reply. • Do not hesitate to contact us if you need any assistance. • Feel free to get in touch ... <ul style="list-style-type: none"> - if you have any other questions - if you need more help. • Let me know if you need anything else.
Attachments	<ul style="list-style-type: none"> • Please find attached ... (email) • I'm sending you ... as a pdf file. (email) • Please find enclosed ... (letter) • I have enclosed ... (letter)
Close	<ul style="list-style-type: none"> • Yours sincerely (if we know the name of the recipient) • Yours faithfully (if we don't know the name of the recipient) • Kind/Best regards

Example of a formal letter:

	NewTech Ltd 21 Clifton Road Portsmouth PR4 7PY
Mr Karl Zorn Production manager, TSP Technologies Georgenstrasse 132 Berlin 3287 Germany	5 June 2019
Dear Mr Zorn	
With reference to our telephone conversation, I would like to confirm my next visit to Berlin. I hope to be in Berlin on May 5, 6 and 7, and I would be very pleased if we could meet to discuss our production requirements for next year. Please let me know when it would be convenient for you.	
I look forward to hearing from you.	
Yours sincerely	
<i>Chris O'Connell</i> Chris O'Connell	

4. There are 6 underlined mistakes in the letter below. Correct them.

718 Castle Peak Rd,
Tsuen Wan NT, Hong Kong
Tel: 2345 6789
Fax: 2345 6781

Michael Wong
Sales Manager
Startup Ltd
123 Middle Road
TST Kowloon
Hong Kong
CHINA

22. 6. 2018

To Michael Wong

With reference to our telephone conversation yesterday, I am writing for inform you that we will post six boxes of the required labels Ref. No. 101. They will arrive at your company on 20 June, as you requested.

I have put a copy of the invoice. Please let me know if you need more help.

I look forward about your reply.

Bye,
Arnold Brown
Arnold Brown
Global Paper Ltd Sales Manager

Corrected mistakes:

- | | |
|---------|---------|
| 1. | 4. |
| 2. | 5. |
| 3. | 6. |

7. Fill in the blanks.

..... Mr Stevens,

I like to confirm your appointment with John Fond tomorrow, September 21st 2 pm.
Please me if you have any

Yours,
Ava Stone,
Secretary, Fond & Associates

8. Fill in the blanks.

Dear Sir /

With to our telephone conversation, I am writing request an appointment with Mr. Fang June 5th 3 pm.

I look to your reply.

Yours,
Mike Smith

9. Write to a business contact to arrange a meeting. Use the information below.

Your name & company:

Michael / Mary Smith
Micro Solutions LTD
73 Station Rd
GL13 2TD
Purton

Your business contact:

Sally Jones
Sicrowave LTD
101 Bridge Street
EX23 0NS
Gooseham

Arrange a meeting to discuss collaboration between the two companies. You would like the meeting to be held on Tuesday, May 5th 2019, at your office.

10. Write to a business contact to arrange a meeting. Prepare the situation using the questions below. The information can be real or imaginary.

- a) What is your company's business? What products/services do you offer?
- b) What is the meeting about? Why is it happening.
- c) Who are you writing to? Why do they need to be at the meeting?
- d) What day, time and place will you suggest? (e.g. your own office)
- e) Do you need to include a reference to where your office is, or how to find it?
- f) Do you want them to take any action before the meeting? Ideas: bring something; prepare something; tell you about possible agenda items.
- g) Ask for a quick reply.

Now write the email.