

6 Letters

Business Letters 10: A Guide for the Modern Professional

As a professional, you must have the skills to write a clear and polite business letter. The example below will show you the elements of a good letter.

- Today's date
- Recipient's full name
- Recipient's Address
- Salutation or Greeting ("Dear Ms. Smith")
- Your reason for writing and the other information goes here
- Closing ("Thank you for your time," "I look forward to hearing from you," etc.)
- Ending ("Sincerely," "Yours truly," etc.)
- Sender's signature
- Sender's typed name
- Enclosures

After "Enclosures," list any documents that you are sending along with the letter. This includes photographs, forms, returned, receipts, etc.

Follow this simple guide, and you will be writing your business letters in no time.

Get ready!

- 1 Before you read the passage, talk about these questions.
- When is a letter an appropriate method of communication? When is it not?
 - In what ways do business letters differ from personal letters?

Dear...
(greeting)

I look forward to hearing from you.
(closing)

Yours truly,
(ending)



Reading

- 1 Listen and read the excerpt from a manual. Then, mark the following statements as true (T) or false (F). What did you learn from the text?
- Business letters never include a recipient's first name.
 - A signature is typed at the bottom of the letter.
 - List any attached documents as enclosures.

Vocabulary

- 1 Read the sentence pairs. Choose where the words best fit in the blanks.
- sender / recipient**
The sender types the letter and puts it in the post. When it arrives at its destination, it is opened by the recipient.
 - closing / signature**
A person's signature is handwritten beneath the closing. It is a good idea to thank the reader in the closing.
 - greeting / full name**
The greeting should begin with "Dear Mr or Ms." Write your full name, not just your first or last.

4 Choose the word that is closest in meaning to the underlined part.

1 M...
A...
C...
2 C...
A...
3 U...
A...
4 D...
A...
C...

Liste...
ma...
sta...
1...
2...
3...

Assist...
Mane...
Assist...
Mane...
Assist...
Mane...
Assist...
Mane...

1 Choose the word that is closest in meaning to the underlined part.

- Make sure to close my envelopes.
A closing B write to be sent later
C have enclosed note
- Choose a suitable ending for your letter.
A closing B note C sign
- Use the correct salutation in your letter.
A greeting B ending C remarks
- Don't forget to include the return address.
A email address B recipient's address
C sender's address

Listening

- 2 Listen to a conversation between an office manager and her new assistant. Mark the following statements as true (T) or false (F).
- The letter is intended to sign up a new client.
 - The letter will be a form as an enclosure.
 - The letter will include an envelope for a reply.

3 Listen again and complete the conversation.

Assistant: Okay. And is there a particular 1 you use with him?

Manager: Oh, just "Dear Mr. Smith" is fine.

Assistant: Got it. And what's the reason for writing to Mr. Smith?

Manager: He just opened a second office, so we need to 2.

Assistant: Should I include the update form with the letter?

Manager: Yes, please. And 3 so he knows to look for it.

Assistant: I'll put an envelope with our 4 and include that, too.

Manager: Good thinking. Please bring it to me when you have finished so I can add my 5.

Assistant: It'll be ready in just a minute.

Speaking

- 4 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Could you type...?
Should I include...?
Please bring it to me for my signature...

Student A: You need Student B to type a letter for you. Talk to Student B about:

- recipient
 - purpose
 - enclosures
- Make up a name for the recipient.

Student B: You are Student A's assistant. Talk to Student A about the letter.

Writing

- 5 You are an assistant. Use the conversation from Task 7 and the excerpt from the manual to write a business letter to a client. Use today's date. Make up a name for the sender. Include:

- The recipient's full name
- A greeting
- The purpose of the letter
- Any enclosures

7 Faxes

Get ready!

- Before you read the passage, talk about these questions.
 - How can a fax machine save businesses time and money?
 - Do you think the fax machine will be replaced by online technology? Why or why not?

How to Send a Fax

Make sure that your pages reach the right person. Follow these steps and your documents will be on their way.

Our fax number: (333) 555-2111

*Always include a cover sheet with the following information:

- Your name
- Your company's name
- Your telephone number
- The name of the person you are sending the fax to
- The date
- The number of pages
- The subject

*Insert the pages into the fax machine, printed side down.

*Enter the fax number you want to send to using the keypad.

*The pages will be scanned by the machine.

*The machine will give you a confirmation if the pages have gone through properly. If the fax does not go through, you will need to resend.

*First, telephone the other person and tell them that you are trying to fax something over.

*Repeat the earlier steps and wait for confirmation.

Reading

Listen and read the poster telling how to send a fax. Then, read the summary of the passage. Fill in the blanks with the correct words and phrases from the word bank. Tell the class how to send a fax.

Words

resend cover sheet go through
send a fax confirmation

The manual gives instructions about how to use the machine. It tells the information to include on the cover sheet. The sender is instructed to wait to see whether the fax will go through properly. If not, the sender should telephone the recipient. Next, he or she should try to resend the fax. If it and wait to see if it has worked.

Vocabulary

Write a word that is similar in meaning to the underlined part.

- Use the number buttons on the fax machine keypad. *keleplis*
- Did the machine give a notification that the document was sent? *fonl's data la*
- The telephone number goes on the back of the fax cover sheet. *qber zheer*
- Please send this through the fax machine. *bons a qu*
- Type the code for the recipient's fax number. *lix number*

4 Place a check (✓) next to the response that answers the question.

- Did Ms. Chen fax something over to the client?
 - A Yes, but it did not go through.
 - B Yes, we need to try to send it again.
- Do I need to resend the fax?
 - A Yes, you should try it again.
 - B She doesn't need to know.
- What is the subject of the fax?
 - A The fax number is right here.
 - B It's about the upcoming merger.
- Should the pages be inserted face down?
 - A No, I did not receive a confirmation.
 - B Yes, that is the correct way.
- Which documents need to be faxed?
 - A The ones that are in this folder.
 - B Please write this down.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

I think the fax machine is broken.
When I send the fax, my client gets blank pages.
I'm pretty sure I know what the problem is.

Student A: Help Student B find out why his or her fax is not going through correctly. Talk about:

- the problem
- fax number
- solution

Student B: You are having trouble sending a fax. Ask Student A for help.

Listening *No hay CD*

5 Listen to a conversation between a new secretary and an office manager. Mark the following statements as true (T) or false (F).

- The woman has tried sending the fax more than once.
- The fax machine is broken.
- The woman has seen this problem before.

No hay audio

6 Listen again and complete the conversation.

Secretary: Oh, so you're sure you have the right 1 _____?

Employee: Yes, I've gotten a 2 _____ each time. But it's always blank pages that get sent.

Secretary: I see. Well, I'm pretty sure I know what the problem is.

Employee: Great! What's 3 _____?

Secretary: You have to insert the pages 4 _____.

Employee: _____ I think you've been putting them in the 5 _____.

Employee: That would explain the blank pages. What an embarrassing mistake!

Secretary: Don't worry. It 6 _____.

Writing

8 You are a secretary. Use the conversation from Task 7 and the poster to write a sheet that helps people avoid mistakes with the fax machine. Talk about:

- Fax numbers
- Confirmation
- Inserting pages

8 Types of meetings

THURSDAY 18TH MAY

Morning

- Departmental Meeting: 10 am, room 194
- Update staff on new company structure
- Address staff problems from changes to company structure

Afternoon

- Lunch Meeting with Roy Johnson to discuss new products
- Staff-Governors Meeting: **POSTPONED** Now 2.30 pm, Level 3 Meeting Room
- Chat with Ceine Stange about information for new website
- Set up an induction meeting for all new employees. Ask Ceine for their contact details.
- Sales Team Meeting at 3:00
- Agenda: Discuss reasons for last year's poor sales. Brainstorm new marketing ideas.

Evening

- Dinner with the board of directors to discuss financial results relating to the new site, Legacy Restaurant.

Notes

- Remember to cancel the meeting with Tomoko Yuki (2nd) because it clashes with the company's AGM.
- Arrange a meeting with Clement Yee to discuss last year's sales.

Get ready!

1 Before you read the passage, talk about these questions.

- How has technology changed the way businesses have meetings?
- What can make a meeting successful or unsuccessful?

Reading

2 Listen and read the extract from the manager's planner. Then, choose the correct answer. What will the manager talk to the sales team about?

- Who will the manager NOT meet on Thursday?
 - A Roy Johnson
 - B Ceine Stange
 - C the sales team
 - D the board of directors
- What can be inferred about the company?
 - A it had good sales the previous year
 - B it recently hired new workers
 - C it is moving to a new site
 - D it makes safety equipment.
- When will the manager discuss financial issues?
 - A in the morning
 - B in the afternoon
 - C in the evening
 - D at lunchtime

Vocabulary

3 Read the sentences and choose the correct meaning of the underlined words.

- The company is having its AGM on Thursday.
 - A Associated Growers Meet
 - B Annual General Meeting
 - C Administration Governance Meeting
- New staff members must attend an induction meeting.
 - A a meeting to discuss employee problems
 - B a meeting to introduce staff to the company
 - C a meeting to brainstorm new ideas
- An hour is long enough to have a brief talk.
 - A brief talk
 - B formal meeting
 - C argument
- The problem was addressed by the relevant staff.
 - A discussed
 - B forgotten
 - C written down

Place a check (✓) next to the response that answers the question.

Can you arrange a meeting with the team?
 A Yes, I'll set it up.
 B Yes, I'll cancel it.

The appointment clashes with her board meeting.
 A OK, well we can postpone it.
 B Great! See you at the meeting!

Will you tell the staff about the changes?
 A Yes, I'll brainstorm some ideas.
 B Yes, I'll update them.

Listening *No hay CD*

1 Listen to a phone call between two co-workers. Then mark the following statements as true (T) or false (F).

- The woman cannot attend the morning meeting.
- The man will explain the new policies alone.
- The woman will explain her summaries to the staff.

No hay audio

2 Listen again and complete the conversation.

Employee 2: Hi Derek, it's Liz. Is there any way we can 1 _____ the meeting this morning?

Employee 1: I don't think so. We need to 2 _____ the staff on the new company policies.

Employee 2: I only want to postpone it until this afternoon. 3 _____ three o'clock?

Employee 1: No, I have another meeting then. Why do you want to change it anyway?

Employee 2: It 4 _____ my meeting with the board of directors. I'm sorry, I only just realized it.

Employee 1: Well, I guess I can 5 _____.

Employee 2: Is that okay? I can 6 _____ all of my summaries.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Is there any way we can ...
 Why do you want to change it?
 I'll stop by your office in a bit.

Student A: You need to change the time of a meeting. Talk to Student B about:

- setting a new time
- reason for change
- meeting material

Make up some personal details and a time to postpone the meeting until.

Student B: Talk to Student A about changing the time of a meeting and who will run it.

Writing

8 You are a manager. Use the conversation from Task 7 to write a memo to your team to postpone a meeting. Talk about:

- When and where the meeting was originally
- When and where the new meeting will be
- What you want to discuss in the meeting
