

GETTING INTERNATIONAL.- Session 3.- A new day at the office.

Situation

Read the text and listen to the situation.



The girls are a little bit **overwhelmed** with all the changes: new city, new company, new colleagues.. They didn't expect it would be so hard to adapt to a new country and culture.

Susana seems to be particularly unhappy. **Lourdes** finally asks her: "What are you thinking, **Susana**? What's going on?"

Susana thinks for a few seconds and then finally replies: "Not much, **Lourdes**, I was just thinking that maybe it wasn't such a good idea to come all the way to England to do our **internship** after all. We are far away from our friends and family and we don't know any of these people... we don't have any friends here.. yes, there is Gema, but..."



Lourdes tries to cheer her friend up: "Don't worry! I'm sure things will get better soon, we'll meet new people, improve our English... you'll see."

A few minutes later, Mr. Parker approaches the girls: "Good morning, girls. How are you? I just wanted to let you know that your corporate email addresses are ready. Yours, **Lourdes**, is lourdes.serrano@britishcorp.co.uk, and yours, **Susana**, is susana.moreno@britishcorp.co.uk. Now you can communicate with everybody in the company and we'll be able to be in touch with you too. Also, most **employees** here don't know who you are or what you do and I'd like you to meet everybody and start working as soon as possible. I've had an idea: why don't you prepare a short **presentation**? You can talk about yourselves, your country, your education and past work experiences, etc., so that everybody here can get to know you. It'll be fantastic! I'll organise everything. If you need any help, come and see me. See you later."

Susana can't believe it: "We have to give a talk... in front of everybody... in English!"

Think about it

Write in the forum:

What about you? Have you ever written emails in English? Have you ever given a presentation in front of a lot of people? Have you ever given a talk in a foreign language? When was it? How did you feel?



Materiales formativos de FP Online propiedad del Ministerio de Educación, Cultura y Deporte.

[Aviso Legal](#)

1.- What to say: Getting in touch.

Quotation

"Nothing is a waste of time if you use the experience wisely."

Auguste Rodin

Situation

Mr. Parker also wants the girls to fill in a questionnaire:

"It's an informal online questionnaire", he says, "can you **fill it in** fill it in now please? It will help us to get to know you better and it might help you with your presentation."

"Aha, says **Lourdes**, there are some interesting questions here. For example..."

1. Can you briefly describe your education / work **background**?
2. Can you describe your experience learning English? When did you start learning it? Where did you learn it? Do you like it?
3. Who told you about us?
4. Why did you decide to do your training in the UK?"

Susana looks at the questionnaire for a few seconds and then says:

"You're right, **Lourdes**, let's start by answering these questions and then we'll continue with the presentation. Have I ever told you that I love **quizzes** and questionnaires? Even those in magazines. You know, like **Are you really in love?** or **Which Star Trek character are you?** "

The girls **can't help** **bursting out laughing**.



Think about it

Look at questions numbers 1-4. What is the word order in questions? Is there anything special about question number 3?

1.1.- Writing informal emails.

How often do you use your email? Most of us use it on a daily basis, but do you know how to write a good email in English? Let's see.

Email is electronic mail. You can send an email to someone, or **email them**. They will **reply to your email** or **email you back**.

When we write informal emails, we use a more direct language than the one we use for letter writing. For example, instead of using "I am writing with reference to..." we simply say "about..." and instead of writing "please accept our **apologies** for this **misunderstanding**", we e-mail "sorry about". We normally keep emails short and to the point, dealing with one topic per message. It is recommended to use a neutral style, neither too formal nor too familiar.



- ✓ **reply to all:** send an answer to the person who sent an email, and everyone who received a copy of it.
- ✓ **reply:** send an answer to the person who sent an email.
- ✓ **forward:** send an email you have received to someone else.
- ✓ **delete:** **get rid of** an email you don't want.
- ✓ **cc:** send a copy to...
- ✓ **bcc:** send a blind copy to... (the other people don't know you're sending this copy).
- ✓ **attach:** send a document, for example a picture, with an email.
- ✓ **@:** at.
- ✓ **_:** **underscore**.
- ✓ **-:** **hyphen**.
- ✓ **.com:** **dot com**.
- ✓ **/:** (forward) **slash**.

Situation

Let's take a look at another email that Lourdes has just received:

From: chris.lippett@britishcorp.co.uk

To: lourdes.serrano@britishcorp.co.uk

CC: mark.parker@britishcorp.co.uk

Subject: Paper volume

Hi Lourdes,

Thanks for your email asking for ways of reducing the paper volume. We really need to be more aware of the global environmental problems. **Please find attached** a word document with specific plans for this. **Please let me know** if you can't read this attachment. **I'm copying Mark Parker in on this**. Do forward it to the other **interns** if you feel that's appropriate.

Looking forward to hearing from you.

Best wishes,

Chris.

2.- How to say it: Questions.

Think about it

Look at the following questions. Do you remember what the word order in questions is? What is different about question 3?

1. Does he like jazz?
2. Why do you want to learn English?
3. Who wrote Romeo and Juliet?



2.1.- Questions: form.

When learning a language you soon need to ask a lot of questions. This is what we are learning here, to ask questions. Curiosity may have killed the cat, but I'm sure it's good for you.



- ✓ **Questions with yes/no answers begin with an auxiliary or modal verb** (is, are, do, does, can...) followed by the subject. We usually answer these questions with yes or no.
 - *Can he type letters? Yes, he can.*
 - *Does she work for British Corporation? No, she doesn't.*

Negative questions are formed with not, but there is a difference in the word order between the short form and the full form.

 - **Full form:** auxiliary+subject+not+verb.
 - *Do you not like the working hours?*
 - **Short form:** auxiliary+n't+subject+verb.
 - *Don't you like the working hours?*

We use negative questions in speech.

 - **To ask for confirmation.**
 - *This is a great restaurant! Wouldn't it be nice to come here more often?*
 - **To express surprise, admiration or annoyance.**
 - *Don't you know how to make a reservation?*
 - *Isn't she a great secretary?*
 - *Can't you be quiet for one minute?*
- ✓ **Wh- questions begin with a question word** (Who / Whose /What / Which / When/ Where/ Why / How).
 - **Who** is used without a noun to ask about people.
 - *Who do you want to see? The manager.*
 - **Whose** is used to ask about possession.
 - *Whose is that car? It's Carla's.*
 - **What** is used alone or before a noun to ask about things.
 - *What time did you get up yesterday? // What are you doing?*
 - **What** is also used to talk about people, animals or things when there is an unlimited choice of answers.
 - *What countries have you visited?*
 - **Which** is used alone, before nouns, before one/ones or before of, to ask about people, animals or things. It is normally used when there is only a limited choice of answers.
 - *Which is our rental car?*
 - *Which option do you like best, train or coach?*
 - **Where** is used to ask about places.
 - *Where is the nearest post office?*
 - **When** is used to ask about time.
 - *When is he arriving?*
 - **Why** is used to ask about reasons.
 - *Why do you recommend local restaurants?*
 - **How** is used alone or before an adjective or an adverb to ask about manner.
 - *How did you get to Prague? By train.*
 - *How old are you? Twenty-five.*
 - *How long ago did you start work? Two years ago.*
 - *How often do you travel abroad? Three times a year at least.*

Translation

Click to read the Spanish translation.

2.2.- Subject/Object questions.

Subject and object questions is something you may not be familiar with because we don't have a similar thing in Spanish. It may sound confusing but in reality it is quite simple.

- ✓ Object questions are questions we ask when we want to know the object of the sentence. If the question word is not the subject of the sentence, we use the auxiliary verb.
 - *How often do you have coffee?*
 - *Where does he live?*
 - **Question Word + auxiliary verb + subject + main verb?**
- ✓ We ask subject questions ask when we want to know the subject of the sentence. If the question word is the subject of the sentence, we don't use the auxiliary verb.
 - *Who works at the Paris office?*
 - *Which costs more, the red or the white?*
 - **Question Word+ main verb?**



In Object questions if a verb is followed by a preposition, the preposition usually comes at the end of the sentence.

- ✓ Where are you from?

Translation

Click if you want to read an explanation in Spanish.

Think about it

Some common mistakes when asking questions are:

- ✓ *Who does work with you in the office?*
- ✓ *Does he likes dancing?*

Can you correct them?

2.3.- Now you put it into practice (I).

It's time to test what you have learnt!



Now it's your turn

Fill in the blanks with a suitable question word "wh-?"

1. is your surname?
2. do you spell your surname?
3. do you live?
4. do you do?
5. were you born, in 1986?
6. in Spain were you born?
7. have you been waiting?
8. money do you have?
9. brothers or sisters do you have?
10. people registered for the course you are attending?
11. are you going with?
12. does your classmate look like?
13. of these two briefcases is yours?
14. is this passport?
15. do you like learning English?





Now it's your turn

Make suitable questions for these answers.

1. ? We went to Brighton.
2. ? We had a meeting.
3. ? We came back on 23rd October.
4. ? I went with Christopher.
5. ? Our partner John arranged everything.
6. ? There were about 50 people.
7. ? They were writing a memo.
8. ? We went there by car.
9. ? Yes, I used to go camping every summer.
10. ? He's upset because he didn't get a promotion.

2.4.- Intonation in questions.

Did you know that asking questions with the right intonation is key to understanding and being understood?

Questions can be pronounced with the voice going up at the end or going down at the end.

- ✓ Normally **questions with yes/no answers have a rising intonation**, that is, the speaker stresses the ending of the question. ↑
- ✓ **Wh- questions have a falling intonation** and the speaker stresses the beginning of the question. ↓



Translation

Click to read the Spanish translation.

You should know

Let's practise the intonation in questions and answers. You can visit the following website, listen to the questions and answers and repeat.

[Intonation in questions.](#)

A step ahead

Intonation is quite complex. To find out more about it visit the following website.

[Pronunciation tips from bbclearningenglish.com.](#)

3.- Words you need: Informal emails (I).

Here you have a number of standard phrases used for emails.

You can begin your email with:

- ✓ *Hi / Dear Daniel,*

You can end with:

- ✓ *(All) Best wishes.*
- ✓ *(Kind / Best) Regards.*

To people you know well, you can end with:

- ✓ *All the best.*
- ✓ *Best.*

If you are expecting a reply:

- ✓ *I look / Looking forward to hearing from you.*
- ✓ *Please write soon.*
- ✓ *Hope to hear from you soon.*

Making reference:

- ✓ *About...*
- ✓ *With reference to...*
- ✓ *Thanks for your email...*

Replying to a request:

- ✓ *Here is / Here are...*
- ✓ *Thanks for...*

Providing information:

- ✓ *Just to let you know...*
- ✓ *A quick note to tell you...*

Confirming:

- ✓ *Just to confirm that...*

Asking for information or advice:

- ✓ *Can you tell me about...*
- ✓ *Please tell me about...*
- ✓ *Could you tell me if...*
- ✓ *Please let us know about...*

Explaining and clarifying:

- ✓ *Here's some information about...*
- ✓ *Just to clarify...*

Enclosing information:

- ✓ *Please find attached a...*
- ✓ *Attached is...*



3.1.- Informal emails (II).

And more standard phrases for emails.

Apologising.

- ✓ *Sorry for...*
- ✓ *Sorry about...*

Arranging a meeting.

- ✓ *See you on...*
- ✓ *Let's meet up to discuss...*

Requesting.

- ✓ *Could you...*
- ✓ *Please could I have...*
- ✓ *Please could you give me...*
- ✓ *Please send me...*

Establishing context.

- ✓ *Mrs Blanco asked me to write to you about...*
- ✓ *Could you give me some information about...*
- ✓ *Would you be interested in...*

Offering help.

- ✓ *Let me know if you'd like any other information.*
- ✓ *Feel free to contact me...*

For urgent matters.

- ✓ *Please get back to me asap.*
- ✓ *Please reply asap.*

Sometimes abbreviations are used in emails.

- ✓ *AFAIK: As far as I know.*
- ✓ *HTH: Hope this helps.*



Now it's your turn

What do you think the following abbreviations mean?

- ✓ ASAP
- ✓ BTW
- ✓ CUL
- ✓ FYI
- ✓ IMO
- ✓ POV
- ✓ TIA
- ✓ TTFN



Now it's your turn

Write in the forum:

What do you use email for? Does email save time or does it just make more work? Should employees send and receive personal emails at work?

3.2.- Now you put it into practice (II).



Now it's your turn

How would you change this email to make it sound more professional? Use expressions that mean the same as the underlined expressions.

From: chris.lippett@britishcorp.co.uk
 To: daniel.owen@britishcorp.co.uk
 CC: nora.peterson@britishcorp.co.uk
 Subject: Advertising budget.

Hi Daniel,
 Thanks for your email asking for ways of reducing the advertising budget. I'm sending this email to Nora Peterson too. With this email, you'll find a word document with specific plans for this. Please let me know if you can't open the document that comes with this email. I'm sending it to the rest of the board.
Send me a reply soon.
Bye.
 Chris



Submit



Now it's your turn

Match the bodies of emails with their responses. Write A, B or C in the central column.









Matching exercise

Body of emails	Match	Response
Dear Sharon, Just a quick note to tell you that the meeting has been arranged for Monday next week at 9 a.m. All the trainees are expected to attend. I look forward to seeing you there. Kind regards,	<input type="checkbox"/>	A. Thanks for the info. I have already marked the date on my calendar.
Dear colleagues, The fire alarms are going to be tested next Friday at 8. This is going to happen on a weekly basis. Best wishes,	<input type="checkbox"/>	B. About the meeting on Monday next week, I know I should go but, I was wondering... do I really have to go?
Hi Sean, Just a quick email to remind you that we have a very important conference next Thursday. Please remember to bring the presentation with you. All the best,	<input type="checkbox"/>	C. See you at the conference with the presentation.

Submit

Appendix.- Licenses of resources.

Licenses of Resources used in session 03. "A new day at the office"

Resource (1)	Resource information (1)	Resource (2)	
	By: Kevin Zollman. License: CC by-sa 2.0. From: http://www.flickr.com/photos/36144637@N00/159627089/		By: freefoto License: CC From: http://www.flickr.com/photos/freefoto/159627089/
	By: 姒儿喵喵. License: CC by-nc 2.0. From: http://www.flickr.com/photos/crystaljingsr/3914729343/		By: Valerie License: CC From: http://www.flickr.com/photos/valerie/3914729343/
	By: Luigi Anzivino. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/ilmungo/146997258/		By: Stepher License: CC From: http://www.flickr.com/photos/stepher/146997258/
	By: JASE Digital Media. License: CC by-nc-sa 2.0. From: http://www.flickr.com/photos/jaselabs/3306827131/		By: Morgen License: CC From: http://www.flickr.com/photos/morgen/3306827131/
	By: Michael Surran. License: CC by-sa 2.0. From: http://www.flickr.com/photos/extraketchup/622612084/		

