

GO PAPERLESS.- Session 3.- Making arrangements.

Situation

Listen to the situation.



The girls have been in London for a few months already and they are learning a lot. At the beginning they just carried out simple tasks so that they could get used to the company and the language, but with time, Mr. Parker has realized that more than intern students, Lourdes and Susana are hard-working and highly enthusiastic people who really deserve an opportunity. For this reason, Mr. Parker decides to take them to his own department so that they can work side by side and he can personally supervise their progress.

Mr. Parker: "All right, girls may I talk to you for a second?"

Lourdes and Susana: "Sure!"

Mr. Parker: "Ok, girls. I've been watching you since you came and I must admit you have made good progress. At the beginning you had some reasonable initial problems, but today you're totally adapted to the company and you are doing a great job!"

Lourdes: "Thank you, Mr. Parker! I'm glad to hear that!"

Susana: "Yes, we're really happy, thank you for the compliment."

Mr. Parker: "For this reason, I have set up everything for you to move on to my department so that you start doing more difficult tasks. What do you think?"

Lourdes: "Oh. That would be great Mr. Parker! Thank you very much."

Susana: "Yes, thank you very much!"

Mr. Parker: "Tomorrow morning you'll change all your stuff to the Management Department. Girls, I hope you keep on working hard and you don't let me down, O.K.?"

Susana: "Of course we won't sir!"

Lourdes): " You can be sure about that sir, we'll do our best and we will rise to the occasion!"

Lourdes and Susana: "Thank you!"

Susana: "Did you hear that Lourdes?" "Oh my God! He said we are doing really well!"

Lourdes: " Yes! I hope we can [live up to his expectations!](#)"

Susana: "I must tell my mum!"

Think about it

Write in the forum.

Imagine you are Lourdes or Susana and you just talked to Mr. Parker. Write down an email to your parents telling them about the good news. Remember to put into practice all you learned about sending an email in the previous unit. Good luck! And congratulations!



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1.- What to say. Getting Organized.

Quotation

"It doesn't matter which side of the fence you get off on sometimes. What matters most is getting off. You cannot make progress without making decisions."

Jim Rohn.

Situation

It's Tuesday and **Susana** and **Lourdes** just set up in the new office with their new colleagues. Last night, they couldn't even sleep, they were happy but really worried about **letting Mr. Parker down**. When they went home, the first thing they did was to tell their parents about the good news, and for the very first time in their lives, they felt their parents were really proud of them.

It's 9:00 a.m. And **Mr. Parker** enters the room, says good morning and solemnly informs the girls about their new task. This week, they will be in charged of his personal **planner** and therefore, they will have to make all the necessary arrangements for Mr. Parker's busy agenda.

The girls accept their new job with a smile, but when **Mr. Parker** leaves the room they start to panic: "Oh my God! How are we supposed to make arrangements in English!?"



Think about it

And you? When was the last time you were asked to do something really difficult at work? How did you feel about it? How did it all **end up**? Enter the forum and tell your classmates about it.

1.1.- How to set a Formal Business Agenda.

A formal agenda can make your business meetings more effective. Though you may have many **impromptu** meetings at your small business, you should have formal meetings as well. These meetings cover important matters that require the undivided attention of employees.

In order to maintain focus and signal to attendees that the meeting should be taken seriously, you must create a formal agenda. **Pass out** your formal agenda at the beginning of the meeting and follow it as you conduct the meeting. Let everyone know your agenda is planned for a specific purpose.



Step 1: Place a heading on the agenda. This should include the company name and the department name. Next, type the date and time of the meeting. This indicates the meeting agenda will **be kept on file** to show the issue discussed was addressed at a specific point in your company's history.

Step 2: Describe the meeting. Give the topic of the meeting under the heading "Type of Meeting." This should be a single sentence giving a general indication of what the meeting is about.

Step 3: List **invitees**. This is not the same as **attendees**. Make a list of all people who are expected to come to the meeting. This official record will show your attempt to include all significant personnel.

Step 4: Indicate that **roll call** will be taken. This is a simple attendance notation. Mark down who is absent rather than who attended. This will signal to employees that they are expected to attend a formal meeting.

Step 5: Approve the minutes of the last meeting. Briefly go over what happened at the last meeting, using a typed account. Ask the current attendees to vote on approving the minutes after they are read aloud.

Step 6: Discuss open issues. This is the period where attendees update everyone at the meeting about how they are going on their tasks. Your agenda should name the specific open issues you address at the meeting.

Step 7: Address new business. This is the heart of the meeting, and you should allow the most time for addressing this section of the agenda in the meeting. You are the one who selects the new business, because this is the reason for the meeting.

Step 8: **Adjourn** the meeting. Indicate on your agenda that you will officially close the meeting at the end of the discussion of new business. While this may seem like a mere formality, it is a way to say, "Get back to work."

Tips and Warnings:

Your formal agenda can become a lead document in the event employees dispute whether an issue was covered or a directive emerged from the meeting. Example: if you must fire someone for violating company policy, you can show an agenda where that policy was covered and the employee attended. This could make a strong case if the employee challenges you.



Now it's your turn

Read the previous text again and answer the following questions:

When you run a small business ...

- ... it is unusual to have formal meetings.
- ... it is quite common to have formal and informal meetings.
- ... it is quite unusual for the boss to meet workers at once.

Agendas help you organize business meetings beforehand, but ...

- ... they are not actually brought to the meeting itself.
- ... they don't need to be checked out at the meeting.
- ... they also help you to conduct your meetings.

It is not necessary ...

- ... to keep records of the rest of your colleagues' work.
- ... to list attendees or invitees, but rather absent people.
- ... to go over what happened in the last meeting.

Think about it

What about you? Are you an organized person? Do you keep an agenda? Why? Why not? Explain what you usually do to remember your meetings and organize work.

2.- How to say it. Wish Clauses.

Think about it



Read the following examples carefully, what do they express? What's the difference in meaning?

- ✔ *I wish I were taller!*
- ✔ *If only I were younger!*

Translation

[Click here to read the Spanish version.](#)

There are three distinct types of I wish / If only clauses:

1. **The speaker is unhappy about a present situation.**
Form: Wish / If only + Past Simple.
Example: *I **wish** my house **were** bigger!*
2. **Regret about a past action or situation.**
Form: Wish / If only + Past Perfect.
Example: ***If only** Sarah **had arrived** earlier!*
3. **A way of expressing a desire for something to happen in the future or to complain about a behaviour you disapprove.**
Form: Wish / If only + could / would + verb.
Example: *I **wish** I **could** improve my marks!*

*I **wish** she **would** stop doing that!*

Translation

[Click here to read the Spanish version.](#)

Think about it

Some common mistakes when using wish/ If only clauses:

- ✔ *I wish she was younger.*
- ✔ *If Sarah had arrive earlier.*
- ✔ *If only she would plays the piano.*

Can you correct them?

2.1.- Now put it into practice (I).



Now it's your turn

Choose the correct answer:

- Alice didn't get a good grade. She wishes she harder (work).
- Tom likes football very much. He wishes he (become) a professional football player.
- He ~~was~~ running very fast when he had a heart attack. If only he (not/run) so fast.
- She's keen on computers. She wishes she (study) computer science next school year.
- I am sorry I don't know how to use the computer. If only I (know) how to use it.
- I stayed late at work and missed the last bus. I wish I (stay) at work late.



Enviar



Now it's your turn

Choose the correct answer:

- Bruce wishes he (have) more money so he could buy a new sweater.
- I wish I (be) taller so that I could be in the basketball team.
- I wish you (stop) watching television while I am talking to you.
- I wish you (not do) that. It annoys me.
- I wish the holidays (come) so we could go off to the seaside.
- Of course Tom wishes he (come) with us to Paris, but he has to stay here.
- I wish we (go) to the match on Saturday but we're visiting my uncle.
- I wish you (keep) your mouth shut yesterday. Now Mary knows.

Enviar



Now it's your turn

To finish with this section, click on the link below and listen to **Wish You Were Here** by Pink Floyd.



[Text summary](#)

Enviar

3.- Words you need. Formal Letters.

When writing a Formal or Business Letter in English there are some useful words that you should know.

Formal Letters

Words or expressions (English)	Palabras o expresiones (Traducción a Español)
Addresser.	Remitente.
Addressee.	Destinatario.
Address.	Dirección.
Postcode.	Código postal.
Date.	Fecha.
Signature.	Firma.
Layout.	Distribución.
Greeting or salutation.	Saludo.
To whom it may concern.	A quien pueda interesar.
I'm pleased to inform you.	Me complace informarle que..
I regret to tell you.	Lamento comunicarle...
To take part in a conference.	Participar en una conferencia.
I wish to apply for...	Quisiera solicitar ...
Please find enclosed.	Por favor, adjunto encontrará.
Should you have any queries, please do not hesitate to contact me.	Si por cualquier motivo tuviera alguna pregunta, no dude en consultarme.
Yours faithfully / sincerely.	Atentamente.



Think about it

When was the last time you wrote a Formal Letter in your language? What for? Enter the forum and tell about your experience. Did you need any help?

3.1.- Rules for writing Formal Letters.

In English there are a number of conventions that should be used when writing a formal or business letter. Furthermore, you try to write as simply and as clearly as possible, and not to make the letter longer than necessary. Remember not to use informal language like contractions.



Parts of a business letter:

1. Addresses:
 - ✓ **Your Address:** The return address should be written in the **top right-hand corner** of the letter.
 - ✓ **The Address of the person you are writing to:** The inside address should be written on the left, starting below your address.
2. Date:
 - ✓ Different people put the date on different sides of the page. You can write this on the right or the left on the line after the address you are writing to. Write the month as a word.
3. Salutation or greeting:
 - ✓ **Dear Sir or Madam,**
If you do not know the name of the person you are writing to, use this. It is always advisable to try to find out a name.
 - ✓ **Dear Mr Jenkins,**
If you know the name, use the title (Mr, Mrs, or Ms, Dr, etc.) and the surname only. If you are writing to a woman and do not know if she uses Mrs or Miss, you can use Ms, which is for married and single women.
4. Ending a letter:
 - ✓ **Yours faithfully:** If you do not know the name of the person, end the letter this way.
 - ✓ **Yours sincerely:** If you know the name of the person, end the letter this way.
 - ✓ **Your signature:** Sign your name, then print it underneath the signature. If you think the person you are writing to might not know whether you are male or female, put your title in brackets after your name.

Translation

[Click here to read the Spanish version.](#)

3.2.- Content of a Formal Letter.

Content of a Formal Letter:

- ✓ **First paragraph:** It should be short and state the purpose of the letter to [make an enquiry](#), complain, request something, etc.
- ✓ **The paragraph or paragraphs in the middle** of the letter should contain the relevant information behind the writing of the letter. Most letters in English are not very long, so keep the information to the essentials and concentrate on organising it in a clear and logical manner rather than expanding too much.
- ✓ **Last paragraph:** It should state what action you expect the recipient to take: to refund, send you information, etc.



Translation

[Click here to read the Spanish version.](#)

Abbreviations Used in Letter Writing.

The following abbreviations are widely used in letters:

- ✓ **asap:** as soon as possible
- ✓ **cc:** carbon copy (when you send a copy of a letter to more than one person, you use this abbreviation to let them know)
- ✓ **enc.:** enclosure (when you include other papers with your letter)
- ✓ **pp:** per procurationem (A Latin phrase meaning that you are signing the letter [on](#) somebody else's [behalf](#); if they are not there to sign it themselves, etc)
- ✓ **ps:** postscript (when you want to add something after you've finished and signed it)
- ✓ **pto (informal):** please [turn over](#) (to make sure that the other person knows the letter continues on the other side of the page)
- ✓ **RSVP:** please reply.

Translation

[Click here to read the Spanish version.](#)

A step ahead

[Click here to take a look at a real Formal Letter.](#) Pay special attention to each one of its parts.

[Layout of a Formal Letter.](#)

3.3.- Letter of Enquiry.

A **letter of enquiry** is when you are approaching a company speculatively, that is, you are making an approach without their having advertised or announced a vacancy.

- ✓ **Opening Paragraph:** Introduce yourself briefly and give your reason for writing. Let them know of the kind of position you are seeking, why you are interested and how you heard about them.
- ✓ **Paragraph 2:** Show why their company in particular interests you, mention your qualifications and experience along with any further details that might make them interested in seeing you.
- ✓ **Paragraph 3:** Refer to your enclosed CV and draw their attention to any particularly important points you would like them to focus on in it.
- ✓ **Closing Paragraph:** Thank them, explain your availability for interview and restate your enthusiasm for their company and desire to be considered for posts that might as yet be unavailable.



Translation

[Click here to read the Spanish version.](#)

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



Now it's your turn

Take this quiz on Formal letters.



Which of the following is used to start a very formal letter?

- Dear Michael.
- Hi Steve.
- Dear Sir or Madam.

Which of the following is a way of starting a formal letter?

- Thank you for your letter dated 23rd May 2011.
- Thanks for your letter, it was great to hear from you.
- Thank you for your letter about...

Which would be a suitable way to introduce some bad news in a formal way?

- I feel really bad about this but...
- I'm sorry to have to break the bad news but...
- I regret to inform you...

Which of the following is an expression suitable for a formal letter?

- Regards to Jane.
- Please give my regards to Jane.
- Give Jane my best wishes.

Which of the following is NOT a suitable final sentence for a formal letter?

- I look forward to hearing from you soon.
- Hope to see you soon.
- Looking forward to a swift response.

Which of the following is NOT a suitable way to end a formal letter?

- Yours faithfully.
- Yours sincerely.
- Love.



Now it's your turn

Formal Letters Layout. Choose the right option.



On your official letter your name should appear ____ .

- at the top, on the right.



- at the bottom.
- at the top and at the bottom.

If you start your letter with Dear Sirs, you end it with _____ .

- Yours sincerely.
- Best wishes.
- Yours faithfully.

The abbreviation "Enc." should appear _____ .

- at the bottom, on the left.
- at the bottom, on the right.
- below senders address.

The sender's address should appear _____ .

- at the top, on the right.
- at the top, on the left.
- at the bottom, on the left.

Think about it

Pedro A. Padilla is writing a letter to a Language School in London but he is a little bit confused about layout. Help him to put each part in the correct place. Good luck!

4 February 2001

36, Alcalá Street
Madrid , 28805
Spain

Yours faithfully.

Pedro A. Padilla

I should be grateful if you could send me your information brochure about courses offered by your school in 2011.

My brother and I are university students and are interested in summer courses in July or August.










I look forward to hearing from you.

Dear Mr. Parker

British Language School
23 Baker Street
London SW8 7AC
England.

Appendix.- Licenses of resources.

Licenses of resources used in session 3. "Making arrangem

Resources (1)	Resources information (1)	Resources (2)
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