

1 What's up?

Jobs



- Have you ever taken an online training course? Would you like to take lessons via the internet instead of in a classroom? (Why / Why not?)
- Some new employees are taking their company's online training course in corporate security. Listen and find out who they are and where they are. Complete the table.

Name	Where they work	Job	How long	Current projects
Larina Rios	—	—	1	—
George Paterson	—	2	3	4
April Wei	—	6	7	8
Amar Kumar	—	9	10	11
Joey Marino	—	—	12	13
			14	

- Use the correct forms of verbs from the list to complete sentences from the conversation. Then listen again and check your answers.

provide work get on build speak settle in

- I in the London Office.
- We're a new warehouse.
- We technical support.
- We Korean, Japanese, and Mandarin.
- How are you with your new job?
- I'm to the office here very well.

Decide whether each statement is about temporary or long-term activities. What tenses did the speakers use?

Present tenses

Use the Present Simple to talk about long-term activities and things that are generally true.

+	?	?
I work on the help desk. He works in China.	What do you do? What does it do?	We don't want to know. It doesn't matter.

Use the Present Continuous to talk about temporary activities that are in progress now.

+ I'm working on a project. ? Are you settling in OK? - He isn't telling anyone.

- Complete some other introductions. Use the Present Simple or Continuous form of the verb in brackets.

1

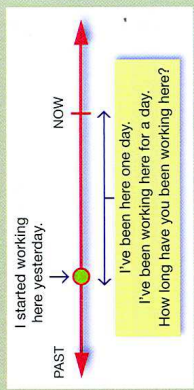
Hi. I'm Sam Gonzales and I'm here to learn about your lighting products. I¹ (stay) for a week so I can meet all your designers and materials engineers. I² (work) for LBT & Hillard and we³ (design) shop interiors. So I⁴ (look for) new materials and technologies we can use to illuminate shops and stores more economically.

2

OK, well, I think most of you probably know me, but for those of you who don't, I'm Maria Mendes, and I¹ (run) a small company called Lab2, which² (make) miniature cameras for medical applications. We³ (produce) five models, and we currently⁴ (develop) two new models for endoscopes. My work⁵ (involve) a lot of market research as well as day-to-day administration. So at the moment I⁶ (travel) a lot to talk to doctors about a camera that can be used in heart surgery.

Present Perfect

The Present Perfect connects the past and the present.



- you live in London?
 - Where you based?
 - How long you been based there?
 - you working on any interesting projects?
 - How you getting on?
 - What languages you speak?
 - How long you been learning English?
 - How long you taking any other training courses at the moment?
- Practise asking and answering the questions with a partner.

- Your company has sent you on a training course. It's the first day, and the trainer wants you to tell the class a little about yourself. Make some notes about these things, and plan what to say.

- Company / Department
- How long you've been working there
- Job title
- Anything you're in charge of or responsible for
- Some things you do
- A current project

- Take turns to stand up and introduce yourself to the class. After each person has spoken, ask them two or three questions about their job, company, or current projects.

Emails

- 1 Read and match each email beginning to the best ending.

1 Hi Birgit, Just a quick note to let you know I'll be in Portugal from tomorrow till Monday, 7 October.	2 Hi everyone, Attached is a tentative schedule for the quality circle meeting. It hasn't been easy to fit so many presentations into the short time frame available, so could you make sure you start and finish promptly?	3 Dear Ms Olssen, The new parts were shipped this morning and will arrive on Friday. We are very sorry that it has taken so long to straighten the problem out.	4 I'm writing regarding our phone call today about the 14 bearing housings that were not pre-drilled. We do not want replacements and we understand you will pay the shipment costs for their return.	5 Frank, I've checked out flights and this one seems the best fit for your schedule:	6 Hi Marie, Thanks for getting back to me so quickly about the mix up with the commas and decimal points in the specs.
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a Depart Heathrow BA344 11.35 Arrive Nice 14.30 Sunday, 5 June Would you like me to issue the ticket? Best wishes,	b We have taken action to ensure that your specifications will be entered into the system correctly in the future. We value your business and appreciate your giving us the opportunity to serve you. Best regards,	c If you need to contact me about anything, call Dieter on 0049-89-71909623 and ask him to pass it on to me. Otherwise I'll call you when I get back. All the best,	d Yes, the 4.655 mm lenses will be no problem. 4.655 mm sounded pretty strange. We thought perhaps someone wanted to mass produce Hubble telescopes. :) See ya!	e Feel free to ask if you have any questions, but please don't ask me to move your presentation – I'll go crazy! Cheers,	f Please send a credit note to Peter Hinkley in purchasing and confirm that there will be no handling fee. Thank you for your help.
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- 2 Discuss these questions with a partner.

- Which emails are more formal in tone and which are more informal?
- What makes the emails more formal or informal? Can you find examples of words and phrases or other parts of the messages that are formal or informal?
- When is it appropriate to address people with a title like Mr, Mrs, or Ms?
- Is it ever OK to start an email without saying Hi or Dear?
- Look at the last lines of the emails. Which endings are appropriate for:
 - a professional contacts you don't know?
 - b colleagues or friends you know well?
 - c both?
- What other expressions do people use to end emails? Which endings do you prefer?

- 3 A good subject line is brief and tells the reader what the email is about. Match this subject line to one of the emails on page 6.

To:

Cc:

Subject:

Work with some other students and suggest subject lines for the other five emails.

- 4 Find and make a note of phrases in the emails that you can use to do these things.

Common email expressions	
Request action	Could you...?
Thank people for help	
Offer help	
Explain the reason(s) for the email	
Apologize	
Send an attachment	

Do the emails contain any other phrases you can use in the emails you write?

- 5 Read these situations. Suggest opening and closing lines for the emails you could send.



- 1 One of your clients wrote to you last week but you were away, so you're only just replying. They have lost some documentation on a piece of equipment. You can send it to them as an attachment.



- 2 You're the boss. Your team worked late last night to finish a project. You need them to work late again tonight to finish another important project. You would like to offer something as a token of your appreciation. Pizza perhaps, or maybe something else?

- 6 Work in pairs or groups. Choose one of the emails and write it together. One person writes, and the others check spelling and grammar.

- 7 Give your email to another pair or group and read theirs. Write a reply.