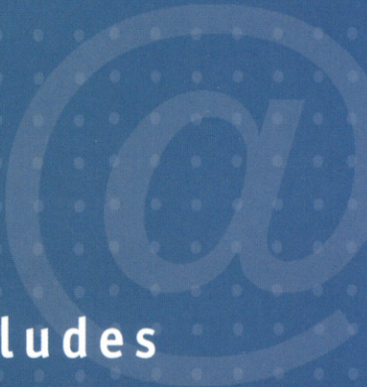
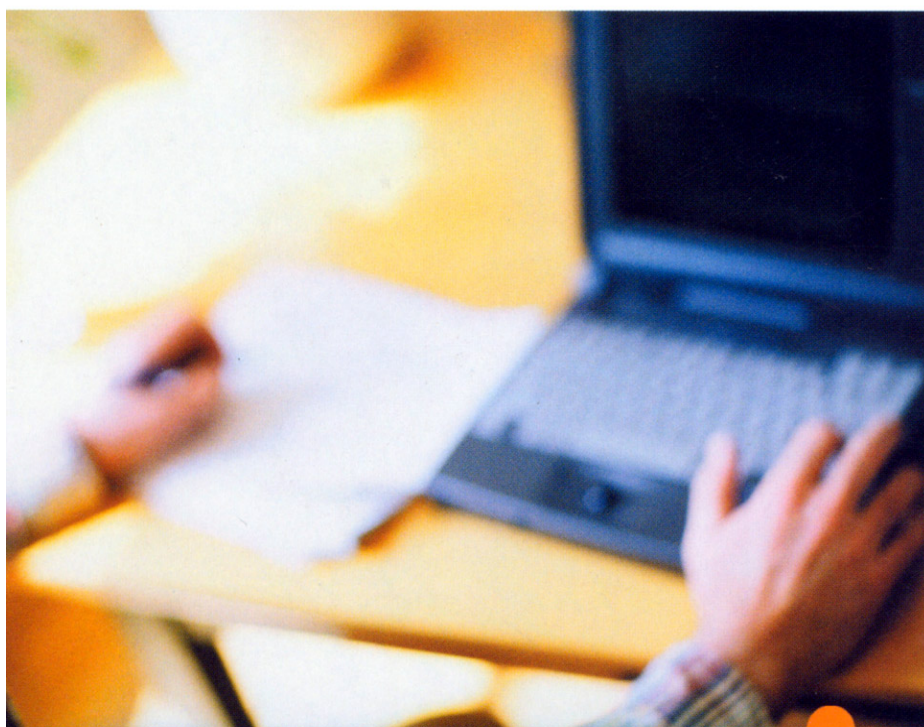




Paul Emmerson

email English



Includes
phrase bank
of useful
expressions



MACMILLAN

Contents

To the student		4
To the teacher		6
Introduction	1 Formal or informal?	8
	2 Missing words and abbreviations	10
	3 Key phrases	12
Basics	4 Opening and closing	14
	5 Giving news	16
	6 Information, action, help	18
	7 Internal messages	20
	8 Attachments	22
	9 Arranging a meeting	24
	10 Invitations and directions	26
	11 Negotiating a project	28
	12 Checking understanding	30
Language focus	13 Verb forms	32
	14 Comparisons	34
	15 Sentence structure	36
	16 Common mistakes	38
	17 Punctuation and spelling	40
Commercial	18 A customer-supplier sequence	42
	19 Inquiries and orders	44
	20 Discussing and agreeing terms	46
	21 Asking for payment	48
	22 Describing business trends	50
	23 Cause, effect, contrast	52
Problems	24 Complaints	54
	25 Apologies	56
Reports	26 Report structure and key phrases	58
	27 Linking words and relative clauses	60
Direct/Indirect	28 Being direct and brief	62
	29 Being indirect and polite	64
Personal	30 Being friendly	66
	31 Advice and suggestions	68
	32 Job application	70
Phrase bank		73
Answer key		85

13 Verb forms

A Match a *form* in the left-hand column with a *meaning* in the middle column and a *grammar word* in the right-hand column.

1 Sales <i>increase</i> every year.	a) Completed actions in a completed period of time.	past simple
2 Sales <i>are increasing</i> at the moment.	b) Actions and situations repeated regularly over a long period of time.	past continuous
3 Sales <i>have increased</i> by 5% this year.	c) Actions or situations in progress from the past up to the present.	present simple
4 Sales <i>have been increasing</i> rapidly this year.	d) Temporary actions and situations in progress now.	present continuous
5 Sales <i>increased</i> significantly last year.	e) Actions or activities in progress in the past.	present perfect
6 Sales <i>were increasing</i> all through last year.	f) A past event or situation that is connected to the present.	present perfect continuous

Note: remember that some verbs are not normally used in a continuous form. These include verbs of thinking (*doubt, know, understand*), the senses (*see, appear*), feelings (*like, want, hope*), possession (*belong to, contain, have*) and other verbs like *cost, depend on, mean, need*.

B Write the time phrases from the box below in the column where they are used most often. Some of the phrases can be used in more than one column.

ago already always/often/never at the moment currently ever every day
 from time to time in the nineties just last week not yet now nowadays once a year
 over the last few months recently so far this year these days up to now yesterday

Present simple (I do)	Present continuous (I am doing)	Present perfect (I have done)	Past simple (I did)

Note: time phrases help to make the meaning clear and are usually associated with particular verb forms.

C Complete the email by putting the verb in brackets into either the present simple (*I do*), present continuous (*I'm doing*) or present perfect (*I've done*). The time phrases will help you. Use contractions where appropriate.

Every year around this time we ⁽¹⁾ (interview) candidates for functions across the company. This week I ⁽²⁾ (plan) that process, so I ⁽³⁾ (need) an estimate of staffing needs from every department. In past years we ⁽⁴⁾ (always/be able to) recruit the numbers asked for, but this year will be different. At the moment we ⁽⁵⁾ (operate) in a difficult market, and sales ⁽⁶⁾ (fall) considerably over the last year. This ⁽⁷⁾ (mean) that we will have to reduce our staffing costs, although I ⁽⁸⁾ (hope) it will only be temporary.

D Complete the email by putting the verb in brackets into either the present simple (*I do*), present perfect (*I've done*) or past simple (*I did*). The time phrases will help you. Use contractions where appropriate.

I ⁽¹⁾ (just/receive) an email from our subsidiary in Russia. They ⁽²⁾ (need) more brochures as they ⁽³⁾ (give out) their entire stock over the last few months. They ⁽⁴⁾ (have) a stand at the Moscow Trade Fair last week and ⁽⁵⁾ (distribute) hundreds of brochures. Now they ⁽⁶⁾ (want) us to send another 5,000 copies. I ⁽⁷⁾ (already/contact) Sales to see if they have any spare, but I ⁽⁸⁾ (think) we'll need some more. Can you get a quotation from the printers?

E Complete the email by putting the verb in brackets into either the present perfect (*I've done*), past simple (*I did*) or past continuous (*I was doing*). The time phrases will help you. Use contractions where appropriate.

Hi Isabel! Sorry I ⁽¹⁾ (not/be) in touch recently. Hope you're well. Guess what! The other day I ⁽²⁾ (meet) Katia while I ⁽³⁾ (wait) at the bus stop. Remember her? That girl from Russia who ⁽⁴⁾ (be) in our English class last year. I almost ⁽⁵⁾ (not/recognise) her because she ⁽⁶⁾ (wear) sunglasses and she ⁽⁷⁾ (dye) her hair pink! Anyway, she said that she ⁽⁸⁾ (go out) for a drink next Friday and she invited us. Do you want to come?

F Complete the email by putting the verb in brackets into the present perfect (*I've done*) or the present perfect continuous (*I've been doing*). Use contractions where appropriate.

Are you there? I ⁽¹⁾ (phone) all week and there's no answer! I couldn't email you because I ⁽²⁾ (wait) to get my computer fixed. What's your news? ⁽³⁾ (you/find) a job yet? As for me, I ⁽⁴⁾ (decide) to get fit. Yes, really! I ⁽⁵⁾ (diet), and I ⁽⁶⁾ (start) yoga classes as well. I ⁽⁷⁾ (go) for a couple of weeks now and I'm really enjoying it. ⁽⁸⁾ (you/ever/do) yoga? Anyway, get in touch when you have a chance.

14 Comparisons

A Complete the words with the missing letters.

Comparatives and superlatives of adjectives

- | | | | | |
|---|-----------|---------------|---------------------------|---|
| 1 | fast | faster | the fast <i>est</i> | (one syllable adjectives) |
| 2 | big | bigger | the big..... | (ending in one short vowel + consonant) |
| 3 | easy | eas..... | the eas..... | (ending -y) |
| 4 | expensive | more/l..... | the most/l..... | |
| | | expensive | expensive | (two/three/four syllable adjectives) |
| 5 | good/bad | better/w..... | the best/w..... | (irregular adjectives) |
| 6 | far | fur..... | the fur..... | (irregular adjective) |

Useful phrases

- 7 A is more expensive t..... B.
- 8 A is a lot/m..... more expensive than B.
- 9 A is a bit/a li..... more expensive than B.
- 10 A is o..... of our b..... selling models.
- 11 A costs 20% m..... t..... B.
- 12 It's colder and colder/m..... and m..... difficult.
- 13 The be..... the quality, t..... m..... you pay.
- 14 It was the b..... meal I've e..... eaten.
- 15 A is cheap com..... to/in com..... with B.
- 16 A is (almost/twice/not) expensive B.
- 17 A is (exactly/almost/nearly/not) the s..... a..... B.
- 18 I don't have as m..... friends as in England.
- 19 I don't have as m..... time as I used to.
- 20 Bill is (exactly/just/quite/not) li..... his brother.

B Underline the correct words or phrases in the email.

Hi Yuko! I'm writing from an Internet café in the village of Dingle on the west coast of Ireland. I got a week's holiday from work so I came over here for a short break. I'm having a great time. It's so different compared ⁽¹⁾for/to England – even ⁽²⁾rainier/rainyer if you can believe it!

I flew to Dublin first, and I spent a couple of days there – not as ⁽³⁾much/many time as you really need because there's so much to see. The people are some of the ⁽⁴⁾friendliest/friendlier I've ⁽⁵⁾never/ever met. I found the Irish accent quite difficult at first, but I'm getting ⁽⁶⁾more and more/always more used to it. It's not cheap here – prices in Dublin were about the same ⁽⁷⁾than/as London, but here on the coast they're ⁽⁸⁾more expensive/expensiver.

I arrived here yesterday, and I can promise you, the west coast of Ireland is just ⁽⁹⁾as/so beautiful as they say – it's so green. There's live music in the pubs at night, and the later it gets the ⁽¹⁰⁾more/most people come in. That's all for now – I'm off to hear some music! Write soon. Justine.

C Complete the email by writing *one* word in each gap.

Thank you for your email inquiring about our products.

We have three optical pen scanners in our range, the 400C, 600C and 800C. A pen scanner is ⁽¹⁾ *like* a hand-held scanner, you scan in text from a page and download it into your PC or PDA later. The 800C is our ⁽²⁾ selling model, and has ⁽³⁾ widest range of functions, including a translating dictionary. The 600C is similar ⁽⁴⁾ the 800C, but has ⁽⁵⁾ memory – it can only store 1,000 pages of text, ⁽⁶⁾ to 2,000 pages for the 800C. The 400C is cheaper ⁽⁷⁾ the other two models, and doesn't have as ⁽⁸⁾ memory or functionality. It's a more basic model, but its ability to scan text is just the ⁽⁹⁾ You will find full product and price details in the attached document.

In your email you ask about our terms of payment for large orders. Clearly, the bigger your order, the ⁽¹⁰⁾ discount we can give. Our normal minimum order is 500 units, but for a first-time customer we would accept an order ⁽¹¹⁾ small as 200 units. It would be better to discuss all this in more detail at a later date, but I'm sure you'll find our terms are very competitive in comparison ⁽¹²⁾ other suppliers. We're confident that these pens will sell very well in your market, and customer feedback on the 800C is amongst the best we have ⁽¹³⁾ had.

If you have any ⁽¹⁴⁾ questions, please do not hesitate to contact me.

D When we write or speak it can sound strange to give a very exact figure. Instead we use vague language. Complete the table with the phrases from the box.

a little over 50% almost 50% ~~a lot more than 50%~~ around 50% far less than 50%
 considerably more than 50% much less than 50% nearly 50% slightly more than 50%
 roughly 50%

70%	1a) <i>a lot more than 50%</i>	1b)
54%	2a)	2b)
48–52%	3a)	3b)
46%	4a)	4b)
30%	5a)	5b)

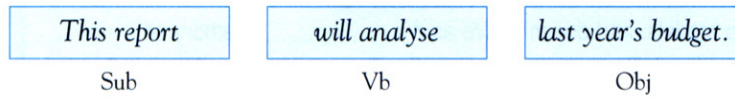
E Complete the words in each sentence with the missing letters.

- This year's sales were €5.5m – that's a li *ttle* o *ver* last year's figure of €5.2m.
- This year's sales were €3.9m – that's mu l th last year's figure of €5.2m.
- This year's sales were €7.9m – that's a d 50% up on last year's figure.
- This year's sales were €7.6m – that's n y 50% up on last year's figure.
- This year's sales were €5.5m – that's sl m t last year's figure of €5.2m.
- This year's sales were €5.1m – that's r the same last year's figure.

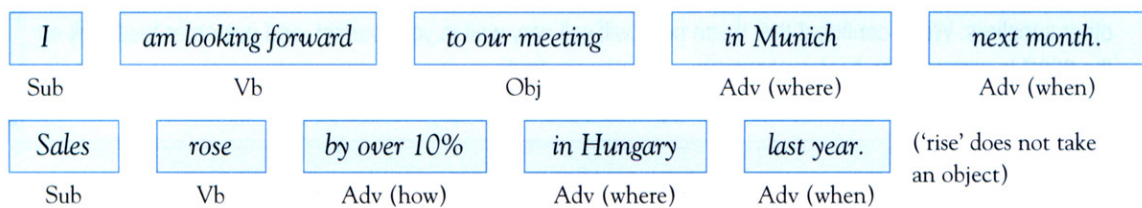
15 Sentence structure

A Read the information about sentence structure.

A simple affirmative sentence in English typically has the order Subject + Verb + Object. Each part can be a phrase rather than a single word:



There can be an adverb phrase as well, and it often comes at the end. Adverbs say how (*quickly*), where (*at our offices*) or when (*next week*) something happens. If we have several adverbs together, the usual word order is HOW – WHERE – WHEN. Look at these examples:



Now rewrite the sentences (1–4) below with the correct word order. Start sentences with a capital letter.

1 me you may remember. we business cards last week at the Trade Fair exchanged.

.....

2 well is going our advertising campaign. we should until June consider extending it.

.....

3 about availability of rooms in July to ask I am writing. I need for 3 nights a single room.

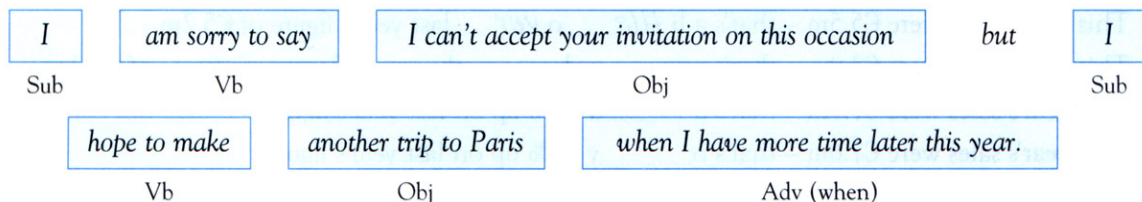
.....

4 next weekend to my parents I am going. for a long time I haven't them seen.

.....

B Read the information on making complex sentences.

You can make complex sentences by combining simple ones:



- There are two main clauses, joined by the linking word 'but'.
- The phrase *I can't ... occasion* is a full clause, with a subject, verb, object and adverb.
- The phrase *I have ... year* is a full clause, with a subject, verb, object and adverb.

Now rewrite sentences (1–5) with the correct word order.

1 I am writing to let you know from Head Office in Munich I am coming to visit next month that your offices in Moscow.

.....
.....

2 This will be in Central Europe part of a visit to all our subsidiaries that I am making.

.....
.....

3 to consult with you I will take the opportunity about our strategic plan for Central Europe, which for some time we have been working on.

.....
.....

4 I would also like our production facility while I am in Moscow to visit and if there is time, as well some of the local suppliers.

.....
.....

5 I will contact you again when I can travel the exact dates as soon as I know.

.....
.....

C Put the lines in the emails below into the correct order.

Email 1

I am writing to thank you 1
The meetings were very productive, and 4
As well as the business side of things, 7
The next time that you are in Munich 11
Please give my regards
for your hospitality
during my recent trip to Paris.
I really appreciated the time you took
I am sure that they lay the basis for
to show me Notre Dame, and
to your colleagues in the Paris office,
the wonderful meal that we had afterwards.
a good long-term business relationship.
it will be my pleasure to return your kindness.
it was a great pleasure to meet them all. 15

Email 2

Thank you for taking the time to attend 1
Unfortunately, we have to inform you that
As we mentioned in the interview, we had 5
While we were impressed with your interview, 8
We appreciate your interest in 12
many applicants for this position
your application has not been successful.
an interview with us last week.
we did not feel
working with us,
that you have the necessary skills
and we would like to take this opportunity
and experience for the position.
and the standard of candidates was very high.
to wish you every success in the future. 15

16 Common mistakes

A Correct the mistake in each sentence.

- 1 ~~I am write~~ with regard to your recent email. *I am writing*
- 2 Please send me your comments until Friday at the latest.
- 3 I will be grateful if you could send me more information.
- 4 Please find attach my report, as promised in Friday's meeting.
- 5 I hope we can to meet up soon.
- 6 I look forward to receiving this information so soon as possible.
- 7 I'm sorry I haven't written for ages, but I been really busy.
- 8 It will be more better for me if we meet on Tuesday rather than Monday.
- 9 Can we meet at 8 Feb at 14.30 instead?
- 10 Sorry, I don't can help you on this matter.
- 11 If you require any further informations, please do not hesitate to contact me.
- 12 I look forward to meet you next week.
- 13 I am really appreciate your kindness during my stay in London.
- 14 At the meeting we will discuss the follow points.
- 15 I'm afraid but we haven't received your payment yet.

B Each phrase below has *one* word missing. Add the missing word.

- 1 With reference^{to} your email sent 6 June, ...
- 2 Thank you sending me the catalogue I requested.
- 3 We are writing to inform that ...
- 4 We are able confirm that ...
- 5 I apologise the delay.
- 6 I would appreciate if you could ...
- 7 Please get back me if there's anything else.
- 8 What time would convenient for you?
- 9 If you like any more details, just let me know.
- 10 Anyway, that's enough, I think I stop writing now.
- 11 It was good to meet you the conference in Paris.
- 12 I look forward to hearing you soon.
- 13 I've attached a copy the latest sales figures.
- 14 Thank you for the invitation visit your company.
- 15 With reference your enquiry, I've attached all the information you need.

C Each *paragraph* in the emails below has *three* mistakes. Correct the mistakes.

Email 1

It was a pleasure to meet you in Budapest last week and I would like to thank you for your interest in our office products. You mentioned that you were going ^{to} visit Turkey soon, and when you do I like to invite you to visit our factory outside Istanbul. We would be very pleased to showing you round our new factory and modern production facilities.

As you would being our guest, we would of course arrange for you to stay in a good hotel and take you out to dinner. Please to let me know when you have finalised your travel plans. I look forward to see you in Turkey in the near future.

Email 2

You will all be aware that we been interviewing candidates for the position of Marketing Director. I am now pleased to inform that we have appointed an excellent candidate, Simone Verhart. Simone has worked in marketing for over fifteen years and I am sure that she will be a valuable member of team.

I would like to invite you a short lunchtime reception in Conference Room 2 next Tuesday 5 Feb where you will have chance to meet Simone on an informal basis. Refreshments will be available. Please let me know if you can come so that I can to estimate numbers.

Email 3

I am write re our order for 1,000 pieces of footwear, reference VK899. The money was transfer to your account on 23 January and we yet haven't received the goods. You promised in your email of 15 Dec that you would ship within 7 days of a firm order.

I called your office this morning but the secretary told that you were away until tomorrow (Thursday). Please call me at the morning and let me know what is happening. We have customers waiting for these pieces and the delay is causing us for to lose business.

Email 4

It has been brought to my attention that security in the building is not so good as it could be. As you may be aware, one of our secretaries had her bag stolen yesterday. In the light of this, I would like to remember you to take care of your personal possessions, particular at those times of the day when the building is not busy.

I am going to prepare a report on how security could be improved, and I could be grateful for any suggestions that you have. Please email me with your ideas by the end of next week at the later. I also have a word with our security staff in reception to see if there are any procedures we can improve there.

17 Punctuation and spelling

A Review the rules for full stops, commas and capital letters. Then rewrite the email, putting in a) capital letters b) *four* full stops and c) *two* commas.

A full stop (.) is used at the end of a sentence.

A comma (,) is used:

- like a brief pause in speech, to make the sentence easier to read.
- to separate words in a list (except for the last two items where we use *and*).
- after many linking words that come at the beginning of a sentence (like *However*).

Capital letters (also called 'upper case' letters) are used:

- to begin a sentence.
- for names of people, places, events and organisations.
- for job titles.
- for nationalities and languages.
- for calendar information like days, months etc.

dear antoine curiel
i am the sales manager for genetech a small biotechnology company based in cologne i attended your presentation at the eurotech conference in paris in november and we met briefly afterwards here is the information i said i would send including our latest annual report i hope it is of interest
best regards
michael bretz

.....
.....
.....
.....
.....
.....
.....

B Review the rules for apostrophes. Then rewrite the email, putting in a) capital letters, b) apostrophes and c) *four* commas.

An apostrophe (') is used:

- in short forms to show that one or more letters have been left out
- before the possessive -s to show ownership or the relationship between people

hi jean – how are you? thanks for your email about mr williams. in fact im meeting him on friday 16 march. were meeting in his brussels office and im a bit nervous about it because i dont speak french very well! hes the marketing director of the company and reports directly to the ceo. its going to be an interesting meeting and i havent been to belgium before so im looking forward to it. anyway ill be in touch when i get back.

.....

.....

.....

.....

.....

.....

C Review the rules for colons and semi-colons. Then rewrite the email, putting in a) capital letters, b) apostrophes, c) *two* commas, d) *one* colon and e) *two* semi-colons.

A colon (:) is used to introduce items in a list.

A semi-colon (;) is used to separate long items in a list, particularly if there are commas inside some items. It is also used to join two sentences with a related meaning (this is rare).

Angela – have you read johns report yet? i think its main conclusions are correct. this is basically what hes saying sales are flat and have been so for months theres no new products in the pipeline despite our large r&d budget and our share price is at its lowest point since last november. i hope the board take it seriously.

.....

.....

.....

.....

D How good is your spelling? If you have a spell-checker that works with email then it is not really a problem, but many people don't. Underline the spelling mistakes in the email and write the correction below. There are 30 incorrect words.

Hi Tim! Thanks for your email wich I recieved some time ago. Sorry I havn't replied before now, but I've been realy busy. Actualy, it's good news – I've got a job! I went for loads of interviews and finaly I was sucessful – I'm working for a small indipendent record company. The job is very intresting – I help to organise tours for the groups, make arangements for there accomodation in the cityes where they play, things like that. I've been doing it since the begining of Februry, and its grate – completly difrent to my old job working in a restarant! It's a good oportunity for me. Hopefully, if the peopel in the company like me, I'll get more responsibilities and more mony. Then I coud even think about visitting you in Ingland! Anyway, keep in touch, and I look foward to seeing you soon.

- | | | | | |
|----------------------|----------|----------|----------|----------|
| 1 <u>which</u> | 7 | 13 | 19 | 25 |
| 2 | 8 | 14 | 20 | 26 |
| 3 | 9 | 15 | 21 | 27 |
| 4 | 10 | 16 | 22 | 28 |
| 5 | 11 | 17 | 23 | 29 |
| 6 | 12 | 18 | 24 | 30 |



MACMILLAN

Telefone: **0800 168877**

Macmillan do Brasil - todos os direitos reservados.

email English

Email English will help you to write effective and convincing emails, whether for work, study or other purposes.


MACMILLAN
www.macmillanenglish.com

Language practice

Based on hundreds of real emails, *Email English* deals systematically with key language for constructing effective and convincing emails in English.

- ❖ Basics, including opening and closing emails, giving information, making requests, arranging meetings and checking understanding.
- ❖ Specific situations, such as negotiating, asking for payment and dealing with a supplier or customer.
- ❖ Skills such as describing business trends, relating cause and effect and reporting.
- ❖ General grammar problems, for instance, sentence structure, verb forms, comparison, punctuation...
- ❖ Communication styles: formal and informal, direct and indirect, ways of seeming more friendly.

In addition to clear presentations of language, *Email English* contains a wealth of practice activities, all of which can be used for self study or with a teacher in class.

Phrase bank

The *Email English* phrase bank provides over 500 key expressions for structuring emails effectively. These are organised by topic and purpose, reflecting the syllabus of the book. The phrase bank is invaluable both as a study resource and as a handy reference when writing real emails.



Use your Macmillan English Dictionary with this book.

ISBN 978-1-4050-1294-2



9 781405 012942