

Module 7 E-mail | part 1

Vocabulary

1 Replace the underlined expressions with expressions in the box.

open-plan office qualifications shifts work to a deadline
works flexible hours unsociable hours

- a) Have you ever done a job where you had to work in the evenings and at weekends?
- b) What are the advantages and disadvantages of an office with no dividing walls?
- c) Are you the sort of person who works well when they have to finish a job by a certain time?
- d) Do you know anybody who can start and finish work when they like?
- e) What is the job of your dreams, and what special diplomas or degrees do you need to do it?
- f) If the salary was high, could you work twelve-hour periods of time, sometimes at night?

2 Work with a partner. Ask and answer the questions in Exercise 1. What are your ideal working conditions?

- a)
- b)
- c)
- d)
- e)
- f)

Writing

1 Here are some examples of phrases often used in business letters. Complete them using the words in the box.

apply complain confirm enclose grateful hearing pleased response
16th May Unfortunately

- a) *Unfortunately* I am not available on the date you suggest in your letter.
- b) Thank you for your letter of _____ which I received this morning.
- c) I _____ my curriculum vitae for your attention.
- d) I would be _____ if you could send me some information about your school.
- e) I would be _____ to attend an interview at any time convenient to you.
- f) I am writing to _____ about the damage caused by your company when they delivered a sofa to my home last week.
- g) We look forward to _____ from you as soon as possible.

h) We would be grateful if you could _____ your reservation in writing.
i) I am writing in _____ to your advertisement in *The Guardian*.
j) I would like to _____ for the position of IT assistant in your school.

2 Match each of the phrases (a–j) in Exercise 1 with one of the functions (1–10) below.

1 asking for information	7 complaining
2 applying for a job	8 responding to an advertisement
3 thanking someone for their letter	9 asking for confirmation
4 closing a letter	10 saying that you are sending something with the letter
5 giving bad news	
6 giving good news	

3 Make up phrases or sentences from words in the boxes in ex.1 (vocabulary) and ex. 1 (writing)

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