

An update email

★ Lead-in 1 Match each sentence with the correct place on the world map.



Right now, employees from World Computer Solutions Ireland are working in four countries.

- a Alex is visiting the sales team in Shanghai, China. ____
- b Alicia is managing the project in Dublin, Ireland. ____
- c Liz is meeting customers in Mexico City, Mexico. ____
- d Eduardo is setting up a computer system in Krakow, Poland. ____

★ Reading 2A Alicia is a Project Manager for World Computer Solutions based in Ireland. Read three emails from her colleagues. Answer the questions.

Alicia,
Project Manager,
Ireland



Which person ...

- 1 has a problem with communication? _____
- 2 thinks they need to sell more? _____
- 3 needs some important information to prepare for a meeting? _____

A Hello Alicia,  
How are you? I'm **writing** to update you on the project. Yesterday's customer meetings in Mexico City were good, but we **aren't hitting** our targets this month. We need to make more sales. I'm **preparing** for more customer meetings tomorrow.
Best regards,
Liz

2 Dear Alicia,  
How are things going in Dublin? We're **starting** work in the Krakow factory today. Right now, Roger **is managing** the computer delivery. It's **going** well - we **aren't having** any problems. This week, I'm **trying** to talk to a supplier about new computers for Mexico City, but he **isn't answering** my calls.
Speak soon,
Eduardo

3 Dear Alicia,  
_____. Here's an update on what we're **doing** today. My team **are finalising** the sales figures for the meeting next week. We're **having** problems with some missing data from some markets, but we're **expecting** it today. I'm **writing** the sales report and preparing the presentation.
_____.
Alex

B Complete the beginning and ending of email 3. Use ideas from email 1 or 2.

C Read Alicia's replies to her team. Write the name of the person in each email.

A Hi _____,  
Good to hear from you. Thanks for the update. I'm **planning** my talk for the sales meeting now so I need the sales figures this week. Everything's going well here. I hope you're **having** a good week.
Best wishes,
Alicia

B Hi _____,  
That's great news! At the moment, I'm **preparing** the new price list. I'll send it to you before tomorrow's meetings. Good luck with the sales. I'm sure things will go well tomorrow.
Best wishes,
Alicia

C Hi _____,  
Thanks. That sounds good! Right now, I'm **dealing** with the paperwork for next week's job in Bremen. The order is for sixty computers, but the supplier says they have forty. I'm **trying** to find twenty more computers! I hope you hear from that supplier soon.
Best regards,
Alicia

Things happening now

+ I'm **planning** my talk for the sales meeting now.

At the moment, we're **preparing** the new price list.

Right now, they're **dealing with** the paperwork for next week's job in Bremen.

- We **aren't having** any problems at the moment.

It **isn't going** well today.

Things **aren't going** well.

? Are you **working** in the Shanghai office today?

Yes, I **am**. / No, I'm **not**.

Is Henrik **writing** the report today?

Yes, he **is**. / No, he **isn't**.

What **are** you **working** on right now?

I'm **finalising** the sales figures.

What **is** Ellie **doing** at the moment?

She's **giving** a presentation.

★ **3A** Look at the pictures. Complete the sentences with the correct form of the verbs in brackets.



Mikhail, Rita, Pablo, Richard



Andres



Paola



Peter



Katrina and Will

- 1 Mikhail, Rita, Pablo and Richard _____ (have) a meeting. It _____ (not go) well.
- 2 Andres _____ (not work) at his desk. He _____ (looking after) the machines in the factory. He _____ (not have) problems.
- 3 Paola _____ (not meet) customers. She _____ (write) a report.
- 4 Peter _____ (repair) the computer. He _____ (have) problems.
- 5 Katrina and Will _____ (not prepare) a report. They _____ (give) a presentation. It _____ (go) well.

B Complete the questions with the correct form of verbs in the box.

do give have
talk use work

- 1 _____ Mikhail, Rita, Pablo and Richard _____ a good meeting?
- 2 _____ Andres _____ at his desk?
- 3 _____ Paola _____ her computer?
- 4 What _____ Peter _____?
- 5 Who _____ Katrina and Will _____ to?
- 6 _____ Katrina and Will _____ a presentation?

C Match the answers with the questions in Exercise 3B.

a No, he isn't. _____

c No, they aren't. _____

e Yes, they are. _____

b Customers. _____

d Repairing a computer. _____

f Yes, she is. _____

4 Alicia is writing an update email to her boss Veronika in Zurich. Imagine you are Alicia. Use the information in the emails on Page 42 to write your email.

- Start the email and say you hope everything is going well in Zurich.
- Say why you are writing – give an update on work and the team.
- Give an update on the different activities happening now. Write one paragraph about Mexico sales and one paragraph about suppliers.
- Complete the email with an appropriate ending.

1 Match the sentence halves.

- | | |
|----------------------|------------------------------|
| 1 How are | a having a good week. |
| 2 I'm writing to | b wishes. |
| 3 Here's an update | c update you. |
| 4 Everything's going | d soon. |
| 5 I hope you're | e things going? |
| 6 All the | f best. |
| 7 Speak | g well here. |
| 8 Best | h on what we're doing today. |

2 Choose the correct option.

Hello Susana,

I hope you're having a good week in the office in Buenos Aires.

I ¹write / ^{'m}writing to give you an update on my work and my team. At the moment, we are ²having / ^{planning} our talk for the sales meeting tomorrow.

Marcos is writing a ³figure / ^{report} on our new products, and Silvia is ⁴dealing / ^{preparing} the new price list, but she ⁵is / ^{isn't} finalising it today because she needs more information from our suppliers.

Our meeting with clients in Santiago last week ⁶is / ^{was} good, and we are expecting to ⁷give / ^{hit} our sales target this month.

We're having problems with ⁸a / ^{some} missing data from some markets. I'm dealing ⁹with / ^{for} our supplier in Bolivia about that. We need some information on one of our new products, but we're ¹⁰dealing / ^{expecting} it this afternoon.

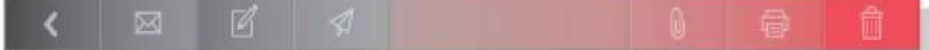
Speak soon.

All the best,

Luis

3 Use the information in the box to write an update email to your boss, Maja, in Warsaw.

- Start the email and say why you are writing – give an update on work and the team:
- customer meetings in Lyon last week – good
- getting new orders but not hitting targets
- need more sales
- Carl – writing a report on the Lyon meeting this afternoon
- Hilda – dealing with the paperwork for the job in Lille
- You, Carl and Hilda – preparing for meetings in Toulouse and Montpellier next week
- Finish the email and say you hope everything is going well in the office in Warsaw
- Sign off



The email composition interface features a red header bar with icons for back, email, compose, share, attachments, print, and delete. The main body is a light gray area with horizontal lines for text entry.

_____ Maja,

I'm writing _____

Our customer meeting _____

We are _____

This afternoon, _____

and Hilda _____

We _____

I hope _____

Best _____,

(your name)