

Writing

Explaining how to do something

Reading

1 Match the sentence halves and put the process of renewing a driving licence in order.

- | | |
|-------------------|---------------------------------------|
| 1 First you | a you will be sent your new licence. |
| 2 Next, you | b have to pay the administration fee. |
| 3 After that you, | c need to get a medical certificate. |
| 4 Finally, | d hand in the application form. |

2 Read the email and check your answers.

Hi Bautista,

Good to hear from you. You asked about renewing your driving licence, and this is something I did recently. All the information's on the government website, but it helps to know what to expect.

The first thing you need to do is get a medical certificate. At the website there's a list of authorised centres where they'll check your eyesight and your reactions and give you the certificate if all's ok. Remember to get some passport photos taken beforehand.

Next comes the bureaucratic part of the process. Whatever you do, don't arrive long after the government offices open or you'll spend the whole morning queuing. You can save time by printing out the application form from the ministry's website before going. Otherwise you'll have to queue to get the form first.

At the offices, the first step is to pay the administration fee. My advice is to get a number for the cashier and for handing in your application at the same time. That way, you'll have a shorter wait in the second queue.

Once you've paid, you're ready to hand in your application. Make sure you take a photocopy of your passport in case they ask for one. They'll give you a provisional licence and your new licence will be sent to you by post about six weeks later.

I hope that helps. Get back to me if anything's unclear.

Evelyn

Writing skills: explaining what to do

3 Underline ten words and expressions in the email which tell the reader the order in which things need to be done.

4 Complete the sentences from the email. Then read the email again to check your answers.

- 1 _____ to get some passport photos taken beforehand.
- 2 _____ you do, don't arrive long after they open.
- 3 You can _____ time by _____ out the application form.
- 4 My _____ is to get a number for the cashier.
- 5 Make _____ you take a photocopy of your passport.

Language focus: saying why you should do something

5 Which of the underlined words and phrases in the email introduces ...

- 1 a positive consequence? _____
- 2 a negative consequence and comes at the start of a sentence? _____
- 3 a possible situation that you need to be prepared for? _____
- 4 a negative consequence and comes in the middle of a sentence? _____

Preparing to write

6 Read the Writing task below and choose a bureaucratic process that you can give advice about. Make notes about the order in which you need to do things, and why it's best to do things in that order.

Writing

A friend asks you for advice about doing one of the things below, or another bureaucratic process that you have done. Write an email telling him or her how to do it.

- renewing a licence or permit
- getting a travel visa
- arranging to travel with a pet
- getting permission to do some building work

Useful language

- You asked about ...
- ..., but it helps to know what to expect.
- The first step / thing you need to do is ...
- Once you've ..., you're ready to ...
- They'll check / give you
- I hope that helps.
- Get back to me if anything's unclear.