

5 Communication

Starting point

1 What types of correspondence do you use in your job?

2 How many hours a day do you spend on correspondence and paperwork?

Working with words | Documents and correspondence

1 Does your company use lots of paper? Why is it a good idea to use less? Read about how to use less paper in an office. Which ideas does your company use?

IS THERE A MOUNTAIN OF PAPER IN YOUR OFFICE?

The average UK office worker uses 10,000 sheets of paper per year! This costs money to buy, use (e.g. print and photocopy), store and transport. UK businesses can spend more than one billion pounds per year on this. And using less paper saves time and trees, as well as money. It's easy to do:

THINK BEFORE YOU PRINT

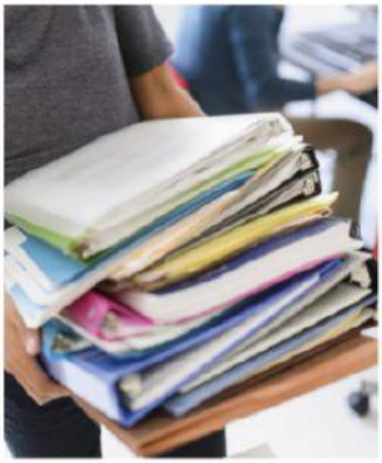
Companies usually receive many **CVs** from people who want to work for them. If their CVs arrive by email, just save them on your company's computer system. If they arrive as hard copy by post, you can scan them and save them electronically. When you want to get new employees for your company, ask them to fill in online **application forms**.

SEND ELECTRONIC DOCUMENTS ONLY

You can send most documents electronically. When you order products, use an online electronic **order form**. Send your customers **e-invoices** and e-receipts for payment. For example, the UK supermarket Booths doesn't give receipts to some of its regular customers in the shop anymore – it just saves their receipt to their account online instead. When you deliver products, use e-**delivery notes**. And when you meet a new contact, send them a quick email or text message, instead of giving them a **business card**. You can even sign and send sales or employment **contracts** online.

MORE COMPUTER SCREENS, FEWER PRINTERS AND PHOTOCOPIERS

Have two computer screens on your desk so that you can look at two documents at the same time. Don't print a **hard copy** of office documents like meeting notes or reports – just attach them to an email, or upload them to your company's file-sharing system. If you need to keep copies of things like letters and **receipts**, just scan them and save them. You don't need to photocopy and keep hard copies.



Tip | *fill in/out*

fill in (British English) = *fill out* (American English)

2 Can you think of more ideas to reduce the amount of paper we use at work?

3 What things do you need in these situations? Match the words in **bold** from the text in 1 with each situation.

1 You want to apply for a job. _____, _____
2 You want to get five new laptops for the sales team. _____
3 You want a record of your payment for lunch at a restaurant. _____
4 You meet a new client for the first time. _____
5 You send a customer a list of the items they ordered and the total price. _____
6 The delivery company brings you 20 boxes of paper for the photocopier. _____
7 Your boss wants to read your report. You need to print it. _____
8 You decide to start doing business with a new customer or supplier. _____

LIVEWORKSHEETS

4 Match the verbs from the text in **1** to the correct definitions a–h.

1	attach ___	a	make a hard copy of an electronic document
2	print ___	b	make something smaller in size or quantity
3	reduce ___	c	add a document to an email
4	save ___	d	make an electronic copy of a hard copy document
5	scan ___	e	write your name on a document
6	sign ___	f	keep a copy of an electronic document
7	upload ___	g	write information in a form, e.g. order form
8	fill in ___	h	put a document or file onto an online system

5 Which of the documents in **3** do you use at work? Which of the actions in **4** do you do with these documents?

Example: *I attach* ***invoices*** *to emails and I* ***sign*** *new contracts.*

6 ▶5.1 Listen to a phone call between two colleagues.

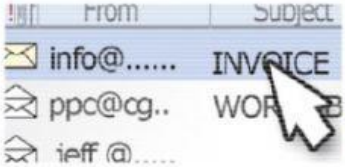
1 What do they discuss? What is the problem?
2 What types of documents do they talk about?

7 ▶5.1 Listen again and write the nouns from the list next to verbs 1–7.

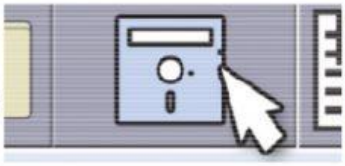
a hard copy *an email* (x2) *a folder* *an order form* *a document* *an invoice*

1 receive _____
2 print _____
3 save _____
4 open _____
5 attach _____
6 send _____
7 forward _____

8 Look at the pictures. Match the verb + noun phrases in **7** with the correct pictures.



1 _____



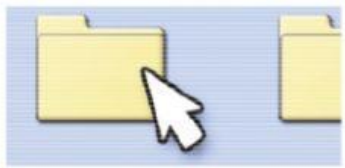
2 _____



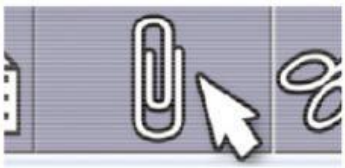
3 _____



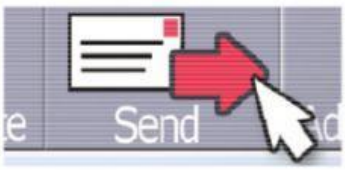
4 _____



5 _____



6 _____



7 _____

LIVEWORKSHEETS

Student A

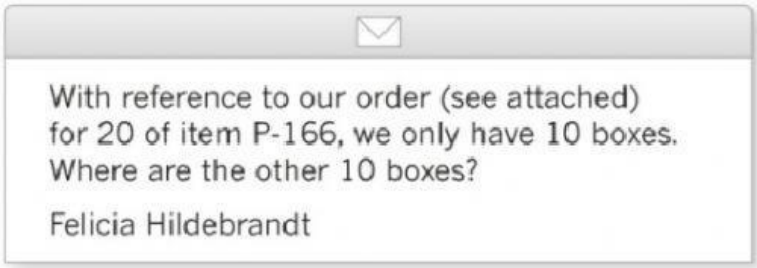
1 You are away on a business trip. Student B has two emails for you and calls you for help. Ask what the emails are about and give the following instructions:
- **Email 1**: Reply and attach electronic copy. It's in the folder marked 'Newbroch'.
- **Email 2**: Forward it to HR and reply to the applicant.

2 Student B is on a training course. You check his or her email. Call Student B and explain the emails. Ask what to do. Make notes and check you understand.



Can you send me a copy of the Finance report? Thanks.

Gill

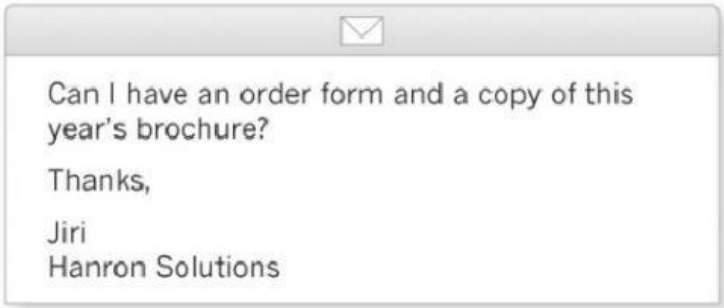


With reference to our order (see attached) for 20 of item P-166, we only have 10 boxes. Where are the other 10 boxes?

Felicia Hildebrandt

Student B

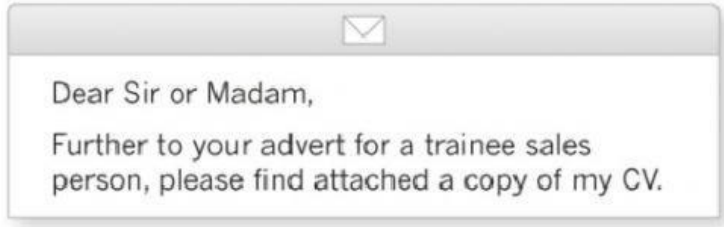
1 Student A is away on a business trip. You check his or her email. Call Student A and explain the emails. Ask what to do. Make notes and check you understand.



Can I have an order form and a copy of this year's brochure?

Thanks,

Jiri
Hanron Solutions



Dear Sir or Madam,

Further to your advert for a trainee sales person, please find attached a copy of my CV.

2 You are on a training course. Student A checks your email and calls you for help. Ask what the emails are about and give the following instructions.
- Email 1: It's in a folder called 'Budgets'. Please print her a hard copy.
- Email 2: Forward it to the right department – it's not my responsibility.

LIVEWORKSHEETS

10 Work in small groups. Discuss these questions.

1 What kind of documents do you send by email at work? Do you send any documents by post?

2 How often do you check your emails at work? Do you check your work emails at the weekend?

3 Do you prefer to call or email to do the things below? Why?

- Arrange to meet
- Solve a problem
- Find out information

LIVEWORKSHEETS