Emails - Action points

1A 2.04 **Listen to the meeting between Alice, Matthew and Stanley and complete the key action points below.**

To: Project team
Subject: Factory in Indonesia

As you know, we **are going to** build a factory in Indonesia next year. The project **will involve** a lot of organisation and planning, so we had a meeting with Stanley Dongoran, our Indonesian partner, yesterday to discuss the next stages. Here are the key action points which resulted from the meeting.

KEY ACTION POINTS

- get licence from Indonesian [1]_____ Board
- visit Indonesia next [2]_____
- [3]_____ bank account
- choose good [4]_____ for factory
- [5]_____ the business premises
- organise other necessary [6]_____
- interview candidates for [7]_____ position
- book [8]_____ and accommodation – Matthew by tomorrow

Please note that there **will be** a full team meeting next Monday. We expect everyone to attend.

2 **Look at the tips for writing an email that includes action points. Complete the table with examples of each tip from the email above.**

Tips	Examples
1 Give brief background about the meeting which led to the actions points.	
2 List the points in the order in which you must do them.	
3 Use the same grammatical structure at the beginning of every action point.	
4 Add the name of the person who is going to do the task if possible.	
5 Put the date you want the task finished if possible.	

LIVEWORKSHEETS

1A 2.03 **Listen to the end of a meeting and complete the email below.**

To: All team members

From: Leona Walsh

Subject: Marketing

Dear all,

Thanks again for coming to the meeting yesterday. As you know, we are planning to launch a new advertising campaign for our domestic range in September this year. At our meeting, we planned the next steps starting from next week. As you can see, we have a lot to do. Here are the **key action points**.

	WHO	WHEN
Discussion of new [1]_____	Leona	July 1st
Plan new [2]_____	Jack	[3]_____
[4]_____ social media	[5]_____	August 15th
[6]_____ for launch event	Kathy	[7]_____
[8]_____ guests to launch event	[9]_____	[10]_____

Kind regards,

Leona

B **Look at these tips about action points. Which ones does Leona get right?**

1 Give brief background about the meeting which led to the action points.

2 List the points in the order in which you must do them.

3 Use the same grammatical structure at the beginning of every action point.

4 Add the name of the person who is going to do the task if possible.

5 Put the date you want the task finished if possible.

LIVEWORKSHEETS

3A. **Look at the point below. Listen to the meeting and put the points in the order they are going to do them. Note that not all the point are mentioned.**

Points

- letter to employees explaining situation
- get customer feedback
- meeting with all staff
- ask staff for their opinions
- contact with individual customers
- email inviting staff to meeting
- press release

3B

Write an email to the CEO with the action points for informing people about the takeover in around 100 words.

4.

Use the notes from the management meeting to write a short email with action points of about 100 words.

Management meeting – April 1st

10th Anniversary – Staff 'family and friends day' – August 25th

Action points:
Book:
- *venue – Carla/Pierre – June 30th at the latest*
- *music – Felipe –July 21st at the latest*

Belinda and Salvador to plan details of day by middle of July

Anna-Maria to send invitations by end of July

Sally and David to organise food by August 10th

Team meeting next week to go through more details

Review

LIVEWORKSHEETS

2.1 Sectors and industries

1 Complete the sentences using the words in the box.

automotive	agriculture	card	drilling
extraction	financial	manufacturing	primary
retail	secondary	tertiary	

1 Alia works in _____ services and has a job in a credit _____ company. This kind of business is in the _____ sector.

2 Most economic activity is in the _____ sector with most of the population working in _____ (animal farming, crop growing, etc.).

3 We make furniture in our factory, which means that we're in the _____ industry. Therefore our business is part of the _____ sector.

4 The Japanese _____ industry is strong, with their vehicles sold worldwide.

5 That supermarket chain is one of the most successful companies in the _____ industry.

6 The _____ of raw materials is part of the primary sector and includes things such as coal mining, and gas and oil _____.

2.2 Past Simple and Past Continuous

2 Complete the text with the Past Simple or Past Continuous form of the verbs in brackets.

A few years ago, while I [1]_____ (study) engineering at university, I [2]_____ (have) to spend three months as an intern in a large engineering company. One day, I [3]_____ (work) in the office when I [4]_____ (meet) someone who changed my life. While I [5]_____ (explain) one of the projects I [6]_____ (be) responsible for to a visitor who [7]_____ (own) a company, he suddenly [8]_____ (offer) me a job with his company. At first I [9]_____ (not hear) what he said, so he [10]_____ (repeat) the offer. He [11]_____ (wait) for me to reply when my manager [12]_____ (interrupt) us and asked the visitor, 'What are you doing?' 'I've just offered your intern a job!' he replied. I'm now Senior Engineer in a very successful company.

Functional language

2.3 Interrupting and dealing with interruptions

3 Complete the conversation using the phrases in the box.

before we speak	can I	for interrupting	
going back to	I was making	just say something	
sorry to interrupt			

Anna: Let's look at the new project in Paraguay first.

Benito: I'm [1]_____, but I think we should discuss the construction project in Rio first.

Anna: Well, [2]_____ about that, let me just say that Paraguay is the most urgent item on the agenda.

Carlos: Can I [3]_____ here? Benito's right. Rio's more urgent at the moment.

Anna: [4]_____ what I was saying, I know Rio's important, but if we don't finalise Paraguay first ...

Dina: Excuse me [5]_____ but ...

Anna: [6]_____ just finish my point? The point [7]_____ was that Paraguay is really urgent at the moment.

2.4 Leaving a voicemail message

4 Choose the correct option in italics to complete the text.

Hello, [1]*this / here* is Johannes Marks from JOHAMA Supplies. This is a [2]*phone / message* for David Kiteman. I'm [3]*returning / getting back* your call. Please [4]*call back to me / call me back* so we can discuss the contract in more detail. And, er, can you call me on my mobile please as I'm away from the office all day? Could you [5]*get / call* back to me by the end of the day? I look forward to [6]*hearing / returning* from you.

2.5 Emails – Action points

5 Complete the email using the words in the box. There are three extra words you do not need to use.

aware	by	decision	decide	involve
know	organise	meeting	with	

As you [1]_____, we're going to build a new factory. The project will [2]_____ a lot of planning, so we had a [3]_____ to discuss the next stages. Here are the key action points:

- [4]_____ on location for factory
- choose construction company
- [5]_____ permissions (Barbara)
- plan schedule (Juan [6]_____ end of month)

LIVEWORKSHEETS