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

LIVEWORKSHEETS

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. ____
b Customers. ____
c No, they aren't. ____
d Repairing a computer. ____
e Yes, they are. ____
f Yes, she is. ____

LIVEWORKSHEETS

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

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

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

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

Speak soon.

All the best,

Luis

LIVEWORKSHEETS

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



_____ Maja,

I'm writing _____

Our customer meeting _____

We are _____

_____

_____

This afternoon, _____

and Hilda _____

We _____

I hope _____

Best _____,

_____

(your name)

LIVEWORKSHEETS