Writing - Short Communications

Lead-in

1A **Read the messages between an estate agent and his secretary and answer the questions.**

1 What is the problem?

2 Why does Jeff, the estate agent, want to contact his client, Dana, urgently?

Hi Jeff. Where are you?

Waiting outside Duke St offices for Dana Matthews.

FYI Dana sent email last night to cancel. She's in Rome. Didn't you see it?

No. She needs to see offices ASAP. Other companies interested, appointment times TBC. Emailing her now.

Are you coming back now?

Yes. With you in 20.

B **Read the email reply to Jeff from Dana. What does she want to do?**

Hi Jeff,

Thanks for your email and sorry I had to cancel our meeting today. I'm working in Rome at the moment. Back tomorrow, ETA 1800 hrs, so can we rearrange the appointment for Thurs? About 4 p.m.? I'm WFH that day and Duke Street is very close to my apartment.

I hope this is OK for you.

Regards,

Dana Matthews

Functional language

2A **What do you think the underlined abbreviations in Exercises 1A and 1B mean?**

B **Match the abbreviation in each sentence to the meaning in the box.**

by the way	close of business
end of day	to be announced

1 We should get an answer by COB.

2 Will complete report by EOD.

3 Product ready for markets. Launch date TBA soon.

4 Thanks for finishing presentation. BTW, it looks good.

C **Look at the table and complete the gaps. Use two to three words in each gap.**

Formal	Informal
Use full forms	**Use shortened forms**
1 _____ outside the Duke St offices.	Waiting outside Duke St offices.
Other companies 2 _____.	Other companies interested.
Use pronouns	**Don't use pronouns**
Sorry I had to cancel.	3 _____ to cancel.
Use articles	**Don't use articles**
She sent 4 _____ last night.	Sent email last night.
Use all words	**Don't use unnecessary words**
I will be with you 5 _____.	With you in 20.

T Teacher's resources: extra activities

L The text messages and email contain examples of the Present Continuous. Go to MyEnglishLab for optional grammar work.

Short communications

- Short communications at work can be electronic emails, short emails or short notes.
- When we communicate with colleagues, we often use informal language.
- We use more formal expressions with senior staff or people from outside the company. This can be both in emails, texts and electronic messages.
- We sometimes use abbreviations to keep communications short or leave out some words so that the information can be read quickly.
- Emails usually use normal punctuation, but messages and notes sometimes miss out full stops, commas, etc.

LIVEWORKSHEETS

More informal

On my way. Flight late. In taxi now.

Approx. 15 mins. OK?
Presentation ready to go.

Thanks. Will do!

Are you at the conference, Jamal?

What's your ETA?

No prob. FYI boss here. Good idea to message him?

More formal

Apologies, my flight was late.
I am on my way.

Yes, I'll be with you in 10 minutes.
The presentation is ready to go.

Thanks for letting me know, Jamal. Will you be here in time for the presentation?

Excellent. Message me when you arrive at reception.

Hi Jamal,

Well done with your presentation last week. The CEO would like a report on the sales conference. Can you arrange this by EOD? I am in Dubai until Wednesday and WFH on Thursday. Can we meet on Friday to discuss the next conference? We want you to give another presentation.

Regards,

Louisa

Messages for Jamal

- Louisa phoned. Has to cancel meeting Friday. New date TBA.
- CEO wants report by COB.
- BTW sales team are celebrating tonight. Want to join us for dinner?

LIVEWORKSHEETS

Messages

Informal	
Use shortened forms	no prob (instead of *no problem*) approx. (instead of *approximately*) On my way. (instead of *I'm on my way.*)
Don't use pronouns	~~She~~ Has to cancel meeting on Friday.
Don't use articles	In ~~a~~ taxi now. ~~The~~ Sales team are celebrating tonight. ~~The~~ CEO wants report.
Don't use unnecessary words	Flight late. (instead of *My flight was late.*)

More formal	
Use full forms	No problem. I'm on my way.
Use pronouns	**My** flight was late.
Use articles	**The** presentation is ready to go. **The** CEO would like a report.
Use all words	I'll be with you in 10 minutes.

Abbreviations

Abbreviation	Meaning
ETA	estimated time of arrival
FYI	for your information
EOD	end of day
COB	close of business
WFH	working from home
BTW	by the way
TBA	to be arranged
TBC	to be confirmed
ASAP	as soon as possible

LIVEWORKSHEETS

Look at the email. Think how you can shorten it.

Good morning, Suki.

How are you today?

Good news! Basixlife are going to rent the offices. Can you email them a copy of the contract by close of business?

By the way, thanks for the report. It's very helpful but I also need the sales figures by the end of the day.

John Welles promises to send payment, but to be confirmed when. He apologises for the delay. He had a problem with his bank.

Look at the notes and write both an informal text message and a more formal email. Use no more than 50 words for the text. Abbreviations like *BTW (by the way)* count as one word.

Text your colleague:

- greet him/her.
- confirm the meeting today at 2.30 in your office.
- ask him/her to prepare a short presentation on the new office location and explain why the company has decided to move there.
- remind him/her of an appointment tomorrow morning with the owner of the building. Say you are still waiting to confirm the time.
- invite him/her to contact you if he/she needs any more information before the meeting.

Email the building owner:

- greet him/her.
- confirm the appointment tomorrow morning and ask him/her to confirm the time.
- tell him/her that you are out of the office, so if he/she needs to speak to you, to call you on your mobile.
- ask him/her to send the contract details before close of business today.
- end the email by saying you expect to sign the contract tomorrow.

LIVEWORKSHEETS