

1

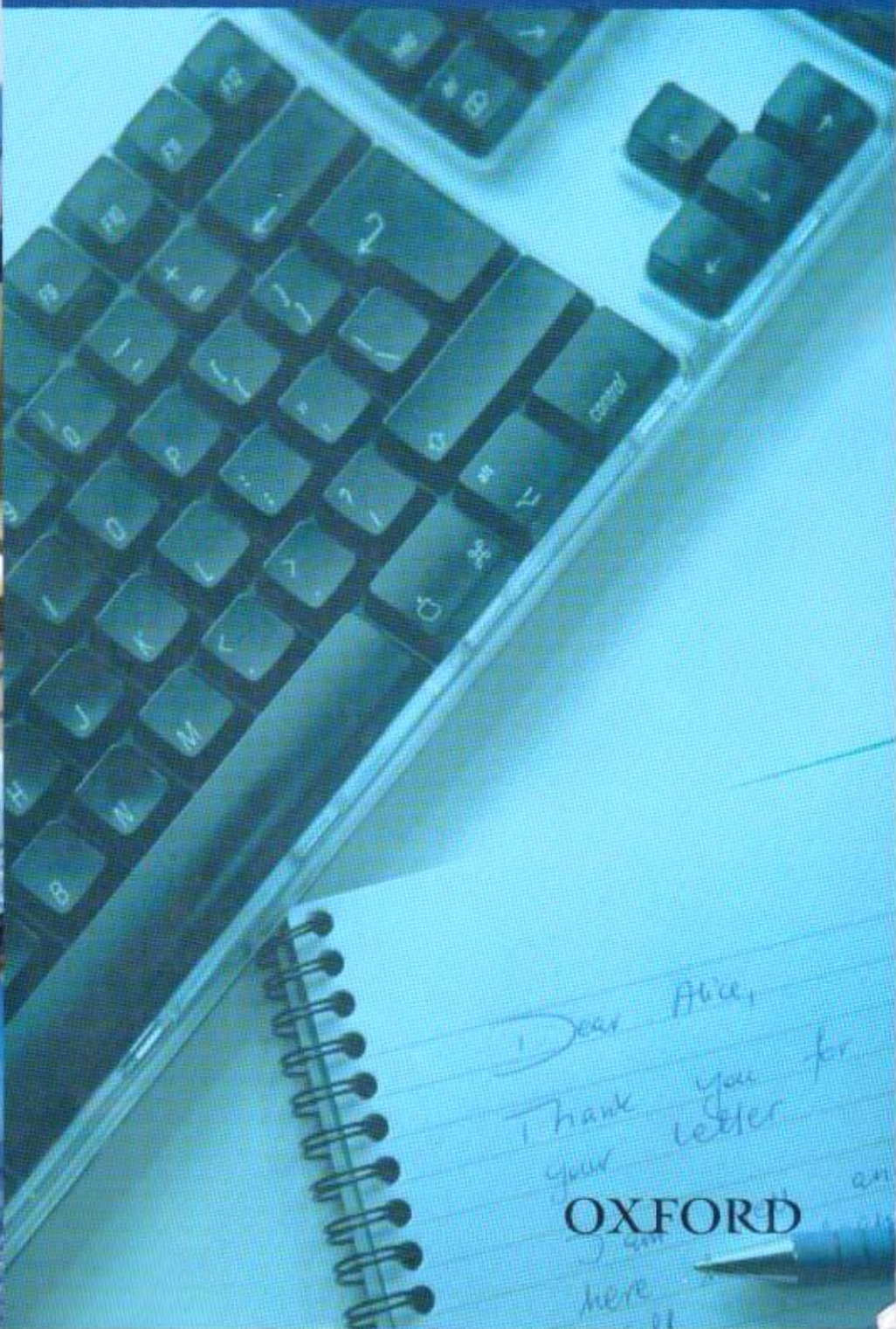
Writing

for the Real World

STUDENT BOOK

AN INTRODUCTION TO GENERAL WRITING

Roger Barnard | Dorothy E Zemach



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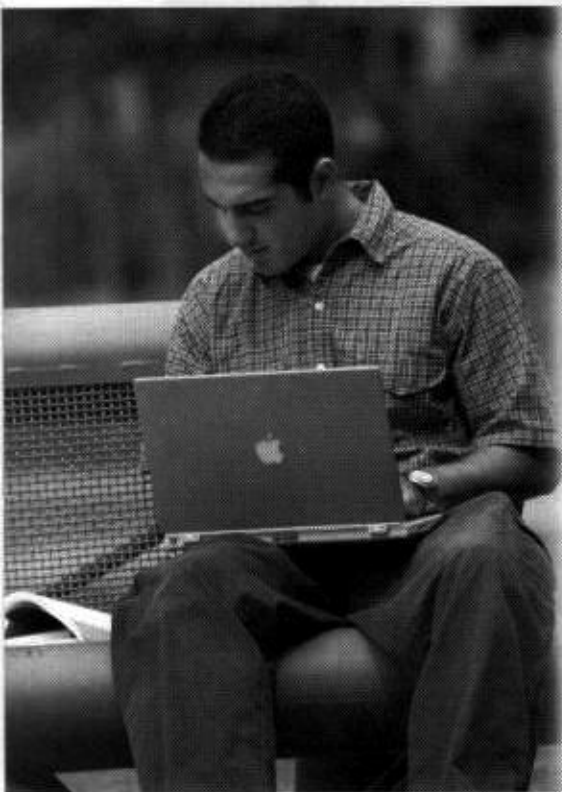
1 Thinking about writing

IN THIS UNIT, YOU WILL ...

- ▶ think about different types of writing in everyday life
- ▶ think about the types of writing you do now in your own language and in English
- ▶ think about the types of English writing you will do in the future
- ▶ write a short email to your teacher

1 An email to a teacher

1 Read this email from a student to his teacher.



To:	Jennifer Kovacs
Cc:	
Subject:	Writing and me
Arial 10 B I U	
Dear Ms. Kovacs, I would like to tell you about writing and me. I really like writing in my own language. I often write papers for my classes and send emails to my friends. At present, I don't write very much in English. In the future, I want to write personal emails in English and I might write business letters and emails. I'm looking forward to the writing class. Sincerely, Carlos Puentes	

2 Are these statements true (T) or false (F)? Check (✓) the correct box.

- | | T | F |
|---|--------------------------|--------------------------|
| a Jennifer Kovacs wrote the email. | <input type="checkbox"/> | <input type="checkbox"/> |
| b Carlos likes writing in his own language. | <input type="checkbox"/> | <input type="checkbox"/> |
| c He often writes in English. | <input type="checkbox"/> | <input type="checkbox"/> |
| d He wants to write personal emails in English. | <input type="checkbox"/> | <input type="checkbox"/> |
| e He is going to study English writing. | <input type="checkbox"/> | <input type="checkbox"/> |

2 Types of writing

Label the types of writing with the words below.

text message job résumé postcard business letter personal letter
business email application form fax personal email diary

Dear Ms. Jones:

I will be in touch shortly regarding your letter of April 14.

Sincerely yours,
Evelyn Dodds

Hi Yoshi!
Great to see you yesterday. We must meet up again soon.
Love,
Donna

Dear Grandma,

I'm writing to say thank you for the birthday card and the check. It was very kind of you to think of me.

Love,
Jamie

Chat Wa Leung

Address 2309 Eastern Parkway Los Angeles CA 90032
Qualifications BA engineering, University of Berkeley, CA
Work Experience 3-month placement with Young & Fenwright

Dear John,
Thank you for coming to the meeting yesterday. It was very useful.
Regards,
Denise Edwards

To: Juan From: Olga Petrovsky
Date: 03 March 04 Subject: Travel arrangements

Message: Dear Juan,
I'll be arriving on the 21:00 flight from Miami.
Look forward to seeing you then.
Olga

August 2004

23 Monday *Today was my first day at college! I felt a bit scared, but excited, too.*

*Hi everyone, having a great time in Mexico! Beautiful sunny weather and great seafood. See you soon,
Eva*

Account Information
Email Address
Password
six-characters minimum, no space

WOT RU DOING 2NITE?

3 Before you write

1 Complete these important questions with the words below.

What Why Who



a _____ are you writing?
e.g. to get information



b _____ are you writing to?
e.g. a friend or a stranger



c _____ are you writing?
e.g. an email or a postcard

2 What type of correspondence would you use for each situation below? (There may be several different answers.)

letter text message fax postcard email greeting card

You want to ...

- a ask a friend in Australia some questions about English.
(you both have computers)

- b send a map and some travel information to someone.
(you made a photocopy from a magazine)

- c tell a friend you are going to be late for an appointment.
(you both have cellphones)

- d ask a mail-order company to send you some information.
(you have only the street address)

- e congratulate a friend on a new baby.
(your friend doesn't have a computer)

- f write a short message to a friend while you are on vacation.
(you don't have access to the Internet)

4 A writing survey

Ask a classmate the questions below. Check (✓) the correct box or boxes for each answer, and write notes if necessary.

Writing Survey

1 Do you like writing in your own language?
yes, very much
yes, it's OK
no, not very much
no, I don't

2 What do you write in your own language?
emails
letters
text messages
class reports
Anything else? _____

3 Who do you write to?
friends
family
teachers
people on the Internet
Anyone else? _____

4 How much English writing do you do?
a lot
not much
very little
none

5 What types of English writing do you want to do in the future?
personal emails
business emails
personal letters
business letters
Anything else? _____

5 Writing in your own language

1 Write a sentence about how you feel about writing in your own language.

EXAMPLE *I like writing in my own language.*

USEFUL LANGUAGE

I (really) like ... (very much).
I don't like

2 Write a sentence about what you write in your own language.

EXAMPLE *I often write emails, and I occasionally send letters to my parents.*

USEFUL LANGUAGE

I often write emails to my friends.
I sometimes send letters to my parents.
I occasionally send text messages to my teacher.
I write reports for my classes.

6 Writing in English

1 Write a sentence about your English writing at present.

EXAMPLE *At present, I write a lot in English.*

USEFUL LANGUAGE

At present, I write a lot in English.
I don't write much
I don't write anything

2 Write a sentence about types of English writing you will do in the future.

EXAMPLE *In the future, I might write business letters in English.*

USEFUL LANGUAGE

In the future, I want to write ... in English.
I will (probably) write ...
I might write ...

7 Writing task



1 Look at the email on page 4. Write a similar email to your teacher.

▶ See pages 117–19 for more information about emails.

2 Introducing

IN THIS UNIT, YOU WILL ...

- ▶ learn how to begin and end an informal email
- ▶ practice making lists
- ▶ practice spelling and punctuation
- ▶ write an informal email and reply to a classmate

1 An informal email to a keypal

1 Read the email quickly. Why is Amy writing?

- a to apply for a job
- b to introduce herself
- c to thank someone



A To: minatoh@aps.jp
Cc:
Subject: Greetings from California

Dear Hiroshi,

My name's Amy, and I'm 20 years old. I live in a suburb of Los Angeles with my parents and my brother. I like our neighborhood, but it's very quiet.

I'm a junior at UCLA (the University of California at Los Angeles). I'm majoring in business and I'm also studying Japanese. Japanese is interesting, but it's really difficult.

I like to play tennis and ski. What do you like to do in your free time?

Please write soon. I'm looking forward to hearing from you.

Bye,
Amy

2

- a _____
- b _____
- c _____
- d _____
- e _____

▶ See pages 117–19 for more information about emails.

2 Introducing yourself

1 Read the information about two young people.



Name: Karen Munter

Age: 19

Lives: Frankfurt

Family: mom, dad, sister

College: Goethe University, Frankfurt

Major: computer science, math

Interests: volleyball, movies



Name: Emerson Piquet

Age: 21

Lives: Rio de Janeiro

Family: mom, brother

College: Rio de Janeiro State University

Major: engineering, computer science

Interests: soccer, beach volleyball

2 Read the sentences. Write "K" (Karen) or "E" (Emerson).

- a I'm majoring in engineering. I'm studying computer science too.
- b I like to play volleyball and to go to the movies.
- c I'm a second year student at Goethe University in Frankfurt.
- d I share an apartment with my brother in Rio.
- e I live in Frankfurt with my mom, dad, and sister.
- f I'm in my third year at Rio de Janeiro State University.
- g I like to play soccer and beach volleyball.
- h I'm studying computer science and math.

TIP!

You can start an informal email with:

Dear (Jack); Hi; Hello,

and end the email with:

Bye; Bye for now; Take care

- 3 Write the emails from Karen and Emerson to their new keypals. Use the sentences from exercise 2 and include a closing.

To: nikita.nabokov@mail.cis.ru

Cc:

Subject: Hello from Brazil

Arial 10 B I U

_____ Nikita,

My name is Emerson, and I'm 21 years old. _____

I hope to hear from you soon.

Emerson

To: w.leung@hotmail.com.cn

Cc:

Subject: Hi from Frankfurt

Arial 10 B I U

_____ Wae-ling,

My name's Karen, and I'm 19 years old. _____

Write soon!

Karen

3 Listing main points

Before Amy sent her email to Hiroshi, she wrote a list of main points.

- 1 home LA - suburbs - quiet neighborhood
- 2 family mother, father, one brother
- 3 college UCLA - Business major - Japanese
- 4 interests tennis, skiing

Write notes about yourself, using the same headings.

home

family

college

interests

4 Spot the mistake

REMEMBER!

Before you send an email or letter:

- check your spelling.
- check your punctuation:
 - capital letters
(*New York*)
 - commas
(*one, two, three*)
 - apostrophes
(*Jo's pen; I'm*)
 - periods
(*I live in Tokyo.*)
 - question marks
(*How are you?*)

1 Rewrite the sentences with the correct punctuation and capitalization.

- a are you interested in art
- b school starts in april
- c im a second-year student
- d my brothers name is ken

2 Rewrite the sentences with the correct spelling.

- a I live in the subarbs.
- b It's a terriffic place.
- c Have you tryed para-gliding?
- d The wether here is beautiful right now.

► See pages 119–23 for more information about spelling and punctuation.

5 Asking questions

1 Complete the sentences using the words below.

actor pets weekends kick-boxing dish musical instrument

- a What do you like to do on _____?
- b What's your favorite _____?
- c Who's your favorite _____?
- d Are you interested in _____?
- e Do you play a _____?
- f Do you have any _____?

2 Work with a partner. Take turns to ask each other the questions.

6 A reply to a keypal's email

Look at Hiroshi's reply to Amy's email. There are three spelling mistakes, two punctuation mistakes, and one capitalization mistake. There is also one sentence that is in the wrong place. Correct the mistakes, and rewrite the email.

To:	amydexter@mac.com
Cc:	
Subject:	Thank you

Arial 10 B I U

Dear amy,

Thanks very much for your email and the foto.

I'm 19 years old. I live in Kichijoji, a suburb of Tokyo.

Im a freshman at Tokai University in Tokyo. My major is sociology, and I'm also studing Spanish.

I love flamenco music. What kind of music do you like!

I also like sports, and I sometimes go swimming at the local sports club.

The attachment is a photo of me and my guitar. I like Spanish, but the grammar is difficult.

Keep in touch.

Bye,

Hiroshi



me and my guitar



7 Writing task



- 1 Find one classmate to be your new keypal. Write down his or her name and email address. Try to find someone you don't know well.
- 2 Write a short email to your new keypal. Use true information about yourself. Remember to ask some questions too!



REMEMBER!

Always check your writing.
Think about:

- **Why** you are writing (e.g. self-introduction: give factual information about you)
- **Who** you are writing to (e.g. classmate: informal greeting and closing)
- **What** you are writing (e.g. email: include a subject to describe your message)

USEFUL LANGUAGE

I'm a	freshman junior/sophomore/senior at Dong-A University.
	first-year student
My major is	biology.
I'm studying	modern languages.
I live	in (a suburb of) Busan.
	near
I have	one brother and two sisters.
I don't have	any brothers or sisters.
I like	hip-hop.
	to play soccer.

- 3 Exchange emails with your keypal and write a reply. Start like this:

*Dear David,
Thanks for your email...*

3 Completing forms

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ complete forms by hand
- ▶ complete forms on the Internet
- ▶ use capital letters

1 Two forms

1 Read forms A and B quickly. Write "A" or "B" for each question.

- a Which form is
- 1 a check-in form for a hotel?
 - 2 an application form for a language course?
- b Which form was filled out
- 1 on a computer?
 - 2 by hand?

FORM A

Partridge University Texas

Summer English Program

Application Form

Instructions: Please complete this form and then click the 'Submit' button below.

Need help? Please email us: internationalcenter@partridge.edu

Contact Information

Family Name

First Name

Gender Male Female

Email Address

Mailing Address

City

Country

Zip Code

Phone number



TOWER HOTEL · HONOLULU

Date 09/07/04 Number of nights: 2
 Family Name YOON
 First Name IN-JUNG
 Mailing Address 33-4 NONHYON-DONG, KANGNAM-KU
 City SEOUL
 Country SOUTH KOREA
 Zip Code 135-010
 Phone number +82 (2)624-7139

2 Now answer the questions.

- What is Carmen's family name?
- Which city does she come from?
- Which hotel is In-Jung staying at?
- How long is he going to stay?
- Where is he from?

3 What are some other situations in which you fill out a form by hand or on a computer? Discuss them with your partner.

2 Filling out a form by hand

REMEMBER!

CAPITALS are *upper-case* letters, e.g. ABC.

The opposite of *upper-case* letters is *lower-case*, e.g. abc.

You may see the following instructions for completing forms by hand:

Please complete in BLOCK CAPITALS.

Please print in CAPITAL LETTERS.

Both sentences mean to write words without joining the letters, and using capital letters only.

1 When you visit the U.S. as a tourist, student, or businessperson, you must fill out an I-94 form. Look at the first part (Arrival Record) of the form on the next page. Underline the words (a–e) in the instructions.

- completed
- print
- legibly
- capital
- present

2 Now match the words from exercise 1 with these definitions.

- write letters without joining
- filled out
- give
- clearly
- upper case

3 Are these statements about the instructions true (T) or false (F)? Check (✓) the correct box.

- | When you complete the form, you ... | T | F |
|---|--------------------------|--------------------------|
| a must write clearly. | <input type="checkbox"/> | <input type="checkbox"/> |
| b can use a pencil. | <input type="checkbox"/> | <input type="checkbox"/> |
| c can write in lower-case letters. | <input type="checkbox"/> | <input type="checkbox"/> |
| d must use English. | <input type="checkbox"/> | <input type="checkbox"/> |
| e must complete both parts of the form. | <input type="checkbox"/> | <input type="checkbox"/> |

I-94 Arrival/Departure Record - Instructions

This form must be completed by all persons except U.S. citizens, returning resident aliens, aliens with immigrant visas, and Canadian Citizens visiting or in transit.

Type or print legibly with pen in ALL CAPITAL LETTERS. Use English. Do not write on the back of this form.

This form is in two parts. Please complete both the Arrival Record (items 1 through 13) and the Departure Record (items 14 through 17).

When all items are completed, present this form to the U.S. Immigration and Naturalization service Inspector.

Item 7 - If you are entering the United States by land, enter LAND in this space. If you are entering the United States by ship, enter SEA in this space.

Admission Number

411993827 07

Immigration and
Naturalization Service

1-94

Arrival Record

1 Family Name W A T A N A B E	
2 First (Given) Name K E I K O	3 Birth Date (Mo/Day/Yr) 0 3 0 7 8 2
4 Country of Citizenship J A P A N	5 Sex (Male or Female) F E M A L E
6 Passport Number W B 4 2 2 5 1 0 2	7 Airline and Flight Number J A L 9 2 9
8 Country Where You Live J A P A N	9 City Where You Boarded T O K Y O
10 City Where Visa Was Issued T O K Y O	11 Date Issued (Mo/Day/Yr) 0 1 2 2 0 2
12 Address While in the United States (Number and Street) 3 3 9 B O N D S T	
13 City and State N E W Y O R K N Y 1 0 0 1 2	

4 Now answer the questions.

a What's Keiko's family name?

It's _____

b In which month was she born?

She was born in _____

c Where does she live?

She lives in _____

d In which city did she get on the plane?

She got on in _____

e Where is she staying in the U.S.?

At _____

3 Writing task 1



Fill out the first part of the I-94 using your own ideas and / or the information on the right.



Admission Number
411993955 04

Immigration and
Naturalization Service
I-94
Arrival Record

*Flight - AA7230
Kansai International Airport
(Osaka) to Los Angeles
US Address - 116779 Boulder Ave.
La Mirada, CA 90638*

1 Family Name			
2 First (Given) Name		3 Birth Date (Mo/Day/Yr)	
4 Country of Citizenship		5 Sex (Male or Female)	
6 Passport Number		7 Airline and Flight Number	
8 Country Where You Live		9 City Where You Boarded	
10 City Where Visa Was Issued		11 Date Issued (Mo/Day/Yr)	
12 Address While in the United States (Number and Street)			
13 City and State			

4 Registering online

1 Check (✓) the Internet services you have registered for in your own language (L1) and in English (Eng).



*gourmet
foods.com*



shopping website software other
email account information website

L1

Eng

2 Work with a partner. Take turns asking and answering about registering for Internet services, like this:

A: Have you ever registered for an Internet service?

B: Yes, I have.

A: What kind?

B: A shopping website - Mandarin Computer. I bought a laptop.

A: Did you register in English?

B: No, I didn't.

3 Read the Hotmail application form quickly.

- a How many times do you have to write your password?
- b How many secret questions do you have to answer?
- c Which characters do you have to type for a registration check?

First name

Last name
Your first and last names will be sent with all outgoing e-mail messages.

Language

Country/Region

State

ZIP Code

Time Zone

Gender Male Female

Birth Date (ex. 1999)

Occupation

Account Information

Email Address @hotmail.com


Password
six characters minimum, no spaces

Retype Password

Secret Question

Secret Answer

Alternate E-mail Address
(optional)

Registration Check Type the characters that you see in this picture.


Characters are not case-sensitive.


4 Are these statements true (T) or false (F)? Check (✓) the correct box.

- | | T | F |
|--|--------------------------|--------------------------|
| a Stacey wants a Hotmail account in English. | <input type="checkbox"/> | <input type="checkbox"/> |
| b She lives in California. | <input type="checkbox"/> | <input type="checkbox"/> |
| c She's a teacher. | <input type="checkbox"/> | <input type="checkbox"/> |
| d She was born in 1981. | <input type="checkbox"/> | <input type="checkbox"/> |
| e Stacey's password is <i>maplesyrup</i> . | <input type="checkbox"/> | <input type="checkbox"/> |
| f Her secret question is about her pet. | <input type="checkbox"/> | <input type="checkbox"/> |

5 Writing Task 2



Register for an English email account. Your teacher will give you some URLs to choose from if you need help. If you do not have access to a computer in class, complete the registration form below.

KAZOO Mail  [Kazoo - Help](#)

Sign up for your Kazoo ID with Mail [Already have an ID? Sign In](#)

First name

Last name

Language

- Chinese
- English
- French
- Japanese
- Korean

Country/Region

- China
- Japan
- South Korea
- Singapore
- Taiwan
- United States
- United Kingdom
- Other

ZIP Code

Gender male female

Birth Date
e.g. March 10, 1982

Occupation

- computer-related
- engineering
- homemaker
- student
- unemployed
- other

Account Information

Email Address

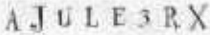
Password
six-characters minimum, no space

Retype Password

Secret Question

- Pet's name?
- Favorite sports team?
- Favorite movie?
- Anniversary (mm/dd/yy)?

Secret Answer

Registration Check Type the characters you see in this picture:

Characters are not case-sensitive.

4 Thanking

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ write formal and informal thank-you emails
- ▶ recognize and use formal and informal writing styles

1 Two emails

1 Read the emails from a student in Singapore.

A

To: Mario Bonetti <mbonetti@hotmail.com>

Cc:

Subject: Thank you

Arial 10 B I U

Dear Mr. Bonetti,

Thank you very much for allowing me to interview you for our student magazine yesterday.

I enjoyed talking to you, and I am sure our students will be interested in reading about your teaching career.

Sincerely,
Derek Wong

B

To: Gina Minardi <gminardi@pacific.net.sg>

Cc:

Subject: Thanks

Arial 10 B I U

Gina,

Working hard at the moment - how about you? Thanks for looking at my report - great help! :-)

See you,
Derek

2 Check (✓) one or two boxes for each question.

Which email is ...	A	B
a to Derek's friend?	<input type="checkbox"/>	<input type="checkbox"/>
b to a teacher at Derek's school?	<input type="checkbox"/>	<input type="checkbox"/>
c thanking for something?	<input type="checkbox"/>	<input type="checkbox"/>
d formal?	<input type="checkbox"/>	<input type="checkbox"/>
e informal?	<input type="checkbox"/>	<input type="checkbox"/>

2 Formal or informal?



Would you write a formal or an informal email in each situation below? Check (✓) one box for each situation.

You want to ...

- a thank a friend for a gift.
- b apply for a job.
- c ask a language school about courses.
- d ask a friend about his / her new job.
- e write to a company to complain about a product.

	formal	informal
a	<input type="checkbox"/>	<input type="checkbox"/>
b	<input type="checkbox"/>	<input type="checkbox"/>
c	<input type="checkbox"/>	<input type="checkbox"/>
d	<input type="checkbox"/>	<input type="checkbox"/>
e	<input type="checkbox"/>	<input type="checkbox"/>

3 Salutations

- 1 Look at some differences between formal and informal salutations and closings.

LANGUAGE FOCUS

Salutations and closings are different for formal and informal emails:

FORMAL	INFORMAL
Dear Sir / Madam, Mr. / Ms. Black, Dr. Mitchell,	Dear Sarah, Hi, Hello John,
Sincerely yours, Sincerely,	Bye, See you, Take care,

► See pages 117–18 for more information about salutations and closings.

- 2 Write a formal salutation for each of these people.

a Henry Andersson

b Mary Ford, a medical doctor

c Gina Davis

d Jun Hasegawa, a university professor

- 3 Now imagine the people in exercise 1 are your friends. Write an informal salutation for each of them.

a _____

b _____

c _____

d _____

4 Closings

1 Read these closings. Write "F" (formal) or "I" (informal) for each one.

a Sincerely,
Pablo Suarez

d *Take care,*
Jacques

b WbW,
Annie

e Bye,
Vicky :-)

c *Sincerely yours,*
Vittorio Morelli

f Yours truly,
Henrik Andersson

► See page 129 for more information about email abbreviations and text messaging language.

2 Write two formal and two informal closings using your own name.

formal

informal

5 Formal and informal writing styles

REMEMBER!

There are other differences between formal and informal writing, e.g. formal sentences are sometimes longer and more complex; informal sentences are sometimes shorter and simpler.

LANGUAGE FOCUS

Look at some differences between formal and informal correspondence:

FORMAL

complete sentences

no contractions

regular punctuation

no text messaging abbreviations or emoticons

INFORMAL

incomplete sentences, e.g. omission of verb subject (*I, you*), auxiliary verb (*am, have*)

use of contractions (*I'm, you're*)

expressive punctuation, e.g. exclamation points (!)

text messaging abbreviations and emoticons

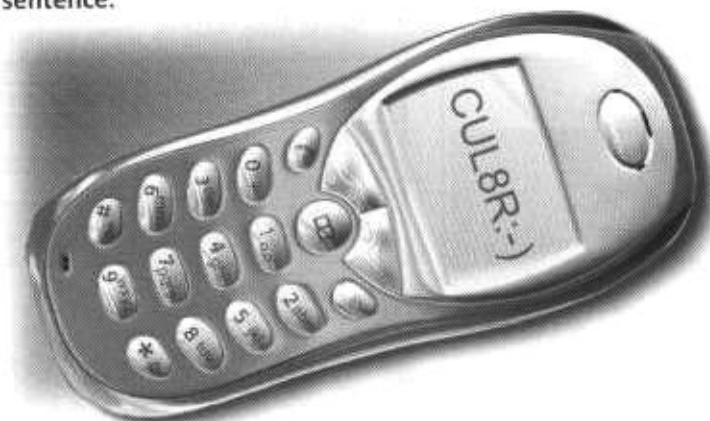
Work with a partner. Look at the emails on page 20. Can you find an example of each item from the table above?

TIP!

Here are some common email / text-messaging abbreviations:

- CUL8R = see you later
- WbW = with best wishes
- FYI = for your information
- BTW = by the way

2 Read these pairs of sentences. Write "F" (formal) or "I" (informal) for each sentence.



- a Everything OK?
- b I hope you are well.
- c Thank you for your letter of September 5, 2004.
- d Got your letter the other day – thanks!
- e Perhaps you could call me at your convenience?
- f Give me a ring sometime, OK?
- g I've sent you an attachment.
- h I have attached a file for your information.
- i I look forward to hearing from you soon.
- j Can't wait to hear your news!!
- k CUL8R,
- l Best wishes,

3 Match each description below (1–5) with one or more sentences from exercise 2.

- 1 a contraction _____
- 2 an incomplete sentence _____
- 3 regular punctuation _____
- 4 expressive punctuation _____
- 5 a text-messaging abbreviation _____

6 Thanking

1 Write the formal and informal phrases in the correct position in the chart below.

Thanks
Thank you very much

Thanks a lot
I am writing to thank you

formal	a _____	for helping me with my report. I learned a great deal.
	b _____	
informal	c _____	for helping me with my report. You were terrific!
	d _____	

- 2 Read the email from an English language student, Vladimir Malevich, to his teacher, Cindy McNally. Work with a partner, and rewrite the email in a more formal style.



To:	cmcnally@alphaenglish.com
Cc:	
Subject:	Thanx!

Arial 10 B I U

Hi, Cindy!
How's it going? Thanx for checking my paper.
See you soon, OK?
Love, Vladimir

- 3 Read the email from another language student, Anna Vargas, to her good friend, Shiro Watanabe. Work with a partner, and rewrite the email in a more informal style. When you have finished, compare your emails with another pair of students.



To:	watanabek@yahoo.com
Cc:	
Subject:	Lunch

Arial 10 B I U

Dear Mr. Watanabe,
I am writing to thank you for the delicious lunch of June 5. I was honored to receive an invitation to visit your home. The spaghetti was marvelous.
I hope you are well, and I look forward to seeing you in class next week.
Sincerely,
Anna Vargas

7 Writing task 1



Choose one of the situations below, and write a formal email to thank someone you don't know well (think of a name). You can use the ideas below and / or your own ideas.

He / She ...



invited you to a party.
— you enjoyed it very much
— everyone was very friendly



gave you a ride home.
— it was a great help
— you hope your friend got home safely



invited you to dinner.
— it was delicious
— what was the name of the dessert?



lent you some DVDs.
— they were very interesting
— you'll give them back very soon

8 Writing task 2



Choose one more situation in exercise 7, and write an informal email to thank a friend (think of a name).

5 Requesting information

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ write a short letter requesting information
- ▶ organize a business letter

1 A letter

1 Read the letter from a student in Mexico.

Calle 5 de Mayo 52
Hipodromo
Condesa
Mexico DF
Mexico

Home and Away
475 Western Avenue
Melbourne 3001
Victoria
Australia

October 6, 2004

Dear Home and Away:

I am hoping to visit Australia later this year, and I recently saw your advertisement about homestay programs in "International Student" magazine.

Could you please send me a copy of your latest catalog?

I look forward to hearing from you.

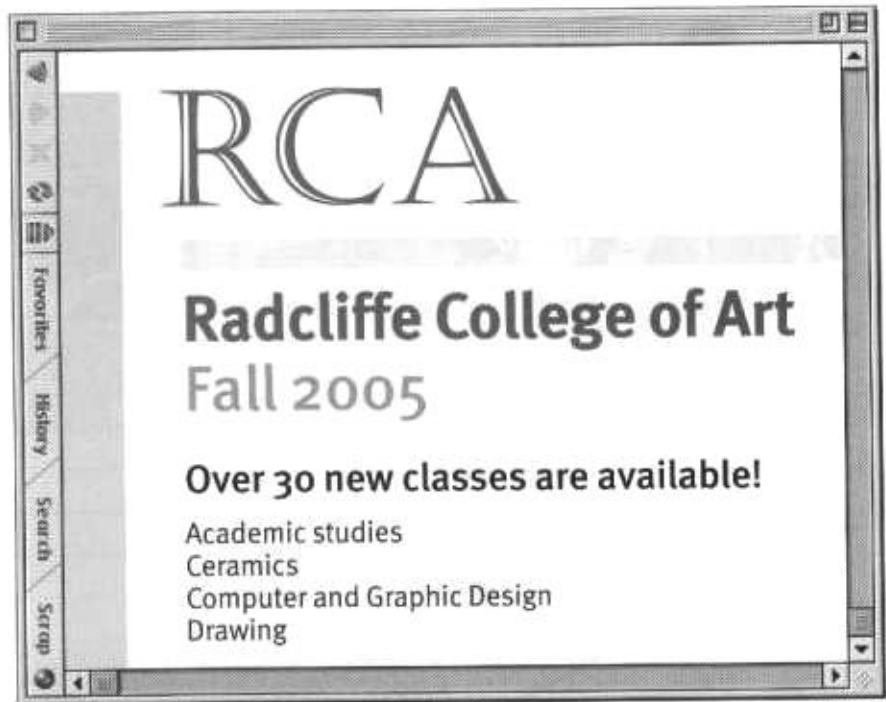
Sincerely,
Maria Rivera
Maria Rivera

2 Answer the questions.

- Which company is Maria writing to?
- Why doesn't she write a person's name in the salutation?
- In which magazine did she see the advertisement?
- What does she ask the company to do?

2 Organizing a letter

Look at these parts of a letter to an art school in Washington. Write them in the correct position in the letter on page 28.



Would you please send me your latest catalog and tuition details?

Thank you in advance for your help.

Dear Sir or Madam,

Jiro Tanizaki

Amanuma
Kawagoe-ku 5
Saitama 350-1224
Japan

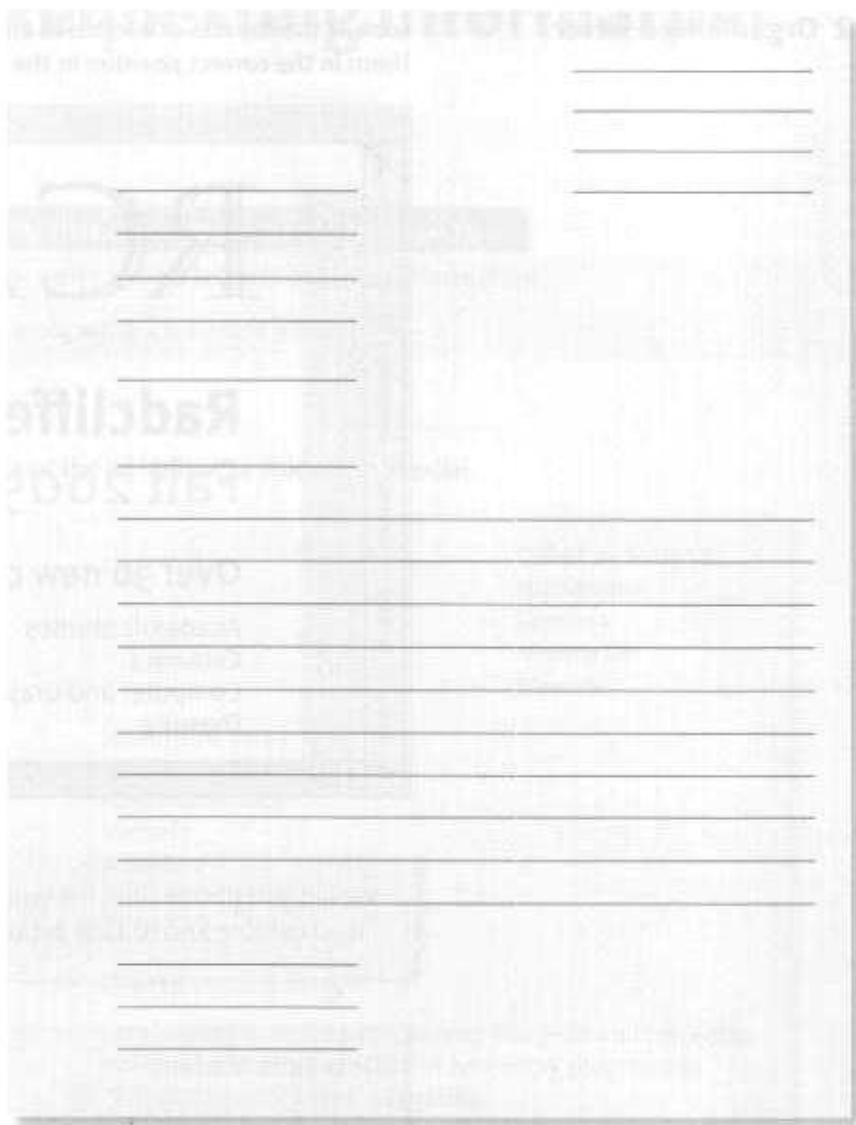
Radcliffe College of Art
1500 28th St. NE
Washington, D.C. 20018
USA

I am thinking of studying digital media design in the U.S., and I was interested in your advertisement in a recent issue of "Art in America" magazine.

Jiro Tanizaki

Sincerely yours,

February 6, 2004



► See pages 109–11 for more information about the layout of a letter.

3 Salutations

Publicity
Department

Personnel Manager

SuperFoods

LANGUAGE FOCUS

If you are writing a business email to an organization, or someone whose name you don't know, you can use these salutations:

Dear Sir or Madam,

the person's job title: *Dear Advertising Manager,*

the name of the department: *Dear Personnel Department,*

the name of the company: *Dear Apple Computer,*

Write four salutations, using your own ideas and / or the ideas on the left.

- a _____
- b _____
- c _____
- d _____

► See pages 117–18 for more information about salutations.

4 Giving a reason

1 Write the correct sentence (1-4) below the matching picture.



- 1 I am a Computer Studies student at Taipei University.
- 2 I would like to pursue a career as a flight attendant.
- 3 I am planning to travel in Europe next summer.
- 4 I am thinking of studying French in Paris this summer.

2 Write the phrases in each sentence in the correct order.

a in the *Straits Times*. / your advertisement / I saw / for intensive courses

b on your website. / the group tours / I'm very interested in

c your new security software / I was very interested to / in *Time* magazine. / read about

d I was interested in / on your website. / the jobs

3 Now join the matching sentences in exercises 1 and 2 like this:

a *I am thinking of studying French in Paris this summer, and I saw your advertisement for intensive courses in the "Straits Times".*

b _____

c _____

d _____

5 Requesting information

To ask someone (a company, school, etc.) to do something, you can use these forms:

USEFUL LANGUAGE

Could you please send me some information about your products?
Would a course catalog?

Please send me your latest catalog.
information about your course.

Write requests for these situations. Use all three forms. You want ...

a a travel agency to send you their latest brochure.

b a university to send you their course catalog.

c a language school to send you details of their English courses.

d a computer software company to send you information about their products.

6 Writing a conclusion

Check (✓) the sentences you think are concluding sentences.

- a I saw your advertisement in the *Buenos Aires Herald*.
- b I hope to hear from you soon.
- c I am a business studies student at Oxford University.
- d I am writing to thank you for the lovely birthday present.
- e I look forward to hearing from you.
- f Thank you in advance for your help.

7 Writing tasks



1

Choose one of the items below and write a letter requesting information. Include a salutation, introduction, reason, request, concluding sentence, closing (for example, *Sincerely,*) and your name.
▶ See pages 117–18 for more information about closings.

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contact us at
www.bardtheater.com

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at work.

For more information, please contact us at
elt.enquiry@oxmin.co.uk

- 2 Find a school, company or organization that interests you, and write a letter asking for information. For ideas, look at advertisements on the Internet, in magazines, or in newspapers.

Review 1

1 Writing to a keypal

1 Read this email from Amy to her keypal Hiroshi. What is her main purpose for writing? Check (✓) the right answer.

- a She wants Hiroshi to do something for her.
- b She is just being friendly.
- c She is inviting Hiroshi to go to the movies.

The screenshot shows an email client window with the following fields:

- To:** Hiroshi <minatoh@aps.jp>
- Cc:** (empty)
- Subject:** hello

The email body contains the following text:

Hi Hiroshi,

How are you? I'm pretty good, but I'm very busy with school work. In fact, I'd like to ask you a favor. My film class is studying movies from different cultures. Each student has to choose a country to study. Of course I chose Japan! But I don't know much about this subject. Can you tell me the names of some popular movies?

By the way, what kind of movies do you like?

I'll write again when I have more time.

Bye for now,
Amy

2 Read Hiroshi's answer to Amy. There are three mistakes in his letter (punctuation, capitalization, and spelling). Circle each mistake.

The screenshot shows an email client window with the following fields:

- To:** <amydexter@mac.com>
- Cc:** (empty)
- Subject:** Re: hello

The email body contains the following text:

Dear Amy,

How are you doing? I'm fine, but I'm also busy with school.

Re. japanese movies – I really like *Princess Mononoke*. It's old, but it's very good. You can look on the Web at <<http://www.princess-mononoke.com>>. The same director made *Spirited Off*. I think both movies are famous in the U.S. But I like action movies best. How about you!

This weekend I'm going on a trip with some freinds from school. I'll tell you about the trip next week.

Your friend,
Hiroshi

- 3 Now correct Hiroshi's mistakes. Write the complete corrected sentences below.
- a _____
- b _____
- c _____
- 4 After Amy received Hiroshi's reply, she wrote to him again. Complete her paragraphs by writing the missing sentences from the list below.
- a I don't like action movies very much, though.
- b What's the name in Japanese?
- c I'm looking forward to hearing about it.
- d Thanks a lot for your help!

To:	Hiroshi <minatoh@aps.jp>
Cc:	
Subject:	movies

Arial 10 B I U

Hi Hiroshi,

1 _____ I found one of the movies you recommended, and I already watched it. The website was great, too. However, I couldn't find the other movie. Are you sure it's called *Spirited Off*?

2 _____

I like animated movies, too. I also like romantic dramas.

3 _____ I guess we have different tastes!

Have a great time on your trip with your friends.

4 _____

Take care,
Amy

2 Completing forms

Fill out the form below. Use your own information. Imagine that your address in London is the Pleasant Inn Hotel, 20 Lime Walk, London W2 3EG.

LANDING CARD
Immigration Act 1971

Please complete clearly in **BLOCK CAPITALS**

Family name

Forenames Sex (M,F)

Date of birth (Day Month Year)

Nationality Occupation

Address in United Kingdom

Signature **AFL 28 992**

for Official use
CAT 18 CODE NAT POL

3 Formal or informal?

Read the salutation or closing for each letter. Decide if it is formal or informal. Then write the appropriate sentence (a or b) on each line.

1 Dear Professor Lee,

- a Hi! How's it going?
- b I am pleased to be in your writing class this term.

2 Dear Admissions Office,

- a I would like to enroll in your summer English program.
- b Hello! My name's Susan.

3 Hi Kim!

- a It was a pleasure seeing you again the other day.
- b Great to see you yesterday!

4

Sincerely yours,
David Bourne

- a Thanks for everything!
- b Thank you very much for all your help.

5

See ya tomorrow—
Terri

- a Could you please let me know the cost of a ticket?
- b How much do the tickets cost?

4 Pairwork dictation

- 1 Work with a partner. Take turns reading sentences to your partner, who will write them down. Student A, use the sentences on page 105. Student B, use the sentences on page 106.

USEFUL LANGUAGE

Could you say that again?
Could you speak more slowly?
How do you spell "..."?
What's the (fourth) word?

Now, write the sentences that your partner reads:

- a _____
- b _____
- c _____
- d _____
- e _____
- f _____

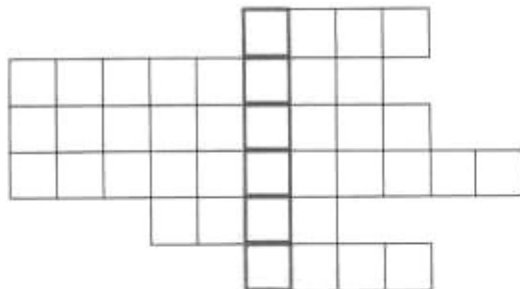
- 2 When you are finished, compare your sentences with your partner's page. Did you write everything correctly?

5 Word puzzle

Write the answers to the clues below in the puzzle. When you are finished, read down to find the answer to this question:

What type of salutation is *Dear Sir or Madam*?

- To join a club, you fill out an application f_____.
- You need a p_____ for your email account.
- A common closing is S_____.
- A course catalog gives i_____ about a school or university.
- The first word of a common salutation is d_____.
- Please write your first name and your l_____ name.

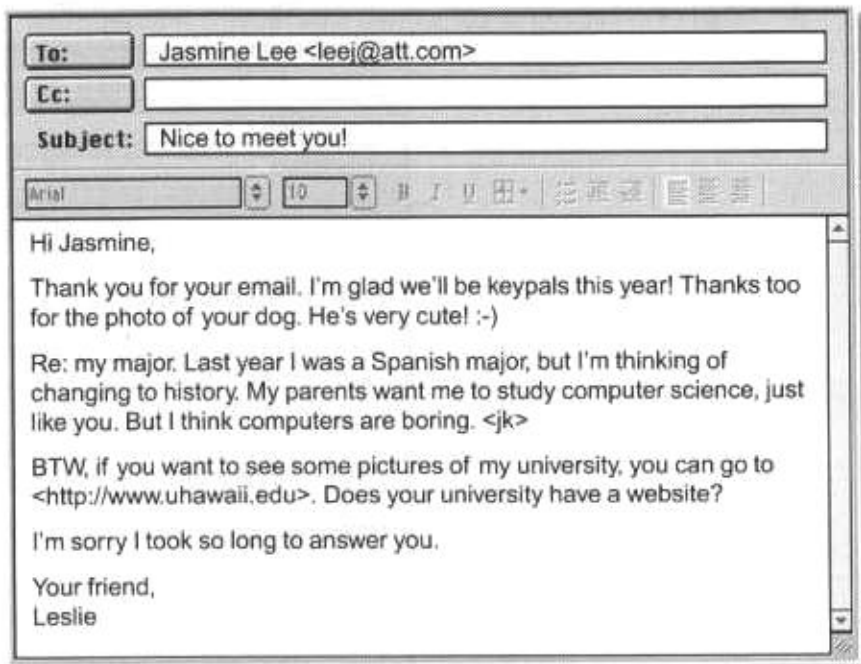


6 Writing and culture: short cuts

TIP!

You can use abbreviations (like NY for New York) or emoticons (like :- (to show you are unhappy) to write more quickly or send shorter messages. These are not appropriate for formal emails, but are common among friends or for informal messages.

- 1 Read the email below. How many abbreviations and emoticons are there? Circle them.



- 2 Match each abbreviation and emoticon to its meaning.

- | | |
|--------|--------------------------------------|
| a :-) | 1 just kidding |
| b ASAP | 2 happy |
| c Re: | 3 by the way (to change the subject) |
| d <jk> | 4 wink |
| e BTW | 5 this is about / in reference to |
| f :-) | 6 as soon as possible |

6 Getting details

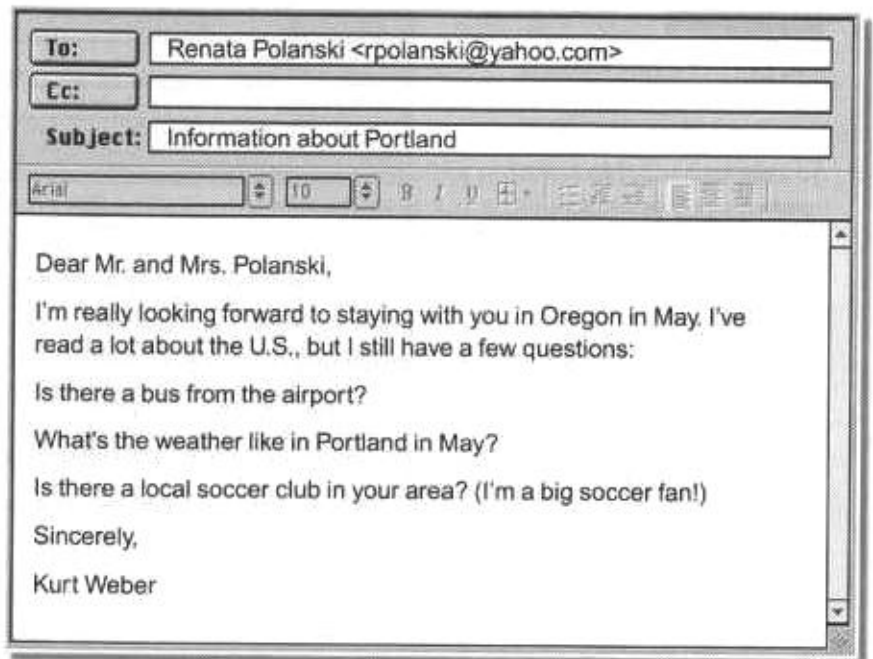
IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ write an email to a host family
- ▶ answer an email from a future visitor
- ▶ use the email reply function
- ▶ ask *yes / no* and *wh-* questions
- ▶ answer questions, and make suggestions and recommendations

1 An email to a host family 1

Read the email to a host family in Oregon quickly. What is Kurt's main reason for writing to Mr. and Mrs. Polanski?

- a to ask if he can visit them
- b to answer their questions
- c to ask for some information



2 Now answer the questions.

- a Is Kurt going to visit Oregon?
- b Has he read much about the U.S.?
- c Does he ask about the weather?
- d Does he ask about food?
- e Is he an American football fan?

2 Appropriate questions

Which of these questions can you ask in an email to a host family before your first visit? Mark each one ✓ (OK), ✗ (not OK), or ? (possible).

- a Is your house clean?
- b Can I cook my own meals?
- c Can you help me with my English if I have problems?
- d Do you have any pets?
- e Is it safe to walk alone at night in your neighborhood?
- f What is your religion?
- g Can I use your car?
- h What do you think of the political situation in your country?
- i Do you have a computer that I can use for email?
- j Can I take a weekend trip?

- 2 Compare your answers with a partner. Then write two appropriate questions of your own.

3 Question forms

1

LANGUAGE FOCUS

There are two main types of questions:

Yes / no questions	<i>Is the weather warm in spring?</i>	<i>Yes, it is.</i>
	<i>Do you ever eat pasta at home?</i>	<i>No, I don't.</i>
Wh- questions	<i>What's the weather like in spring?</i>	<i>It's hot!</i>
	<i>What type of food do you eat at home?</i>	<i>We usually eat fish and rice.</i>

Write *yes / no* questions and answers.

You want to know if...

it is safe to walk alone at night. ✓

Is it safe to walk alone at night? *Yes, it is.*

the family has a computer ✗

Do you have a computer? *No, we don't.*

a it is OK to smoke in the house. ✗

b you need to bring warm clothes. ✓

c there is a swimming pool in the neighborhood. ✗

d you can use the local library. ✓

e there are bars in the area. ✗

REMEMBER!

Question words:

Who...?

When...?

Where...?

Why...?

How...?

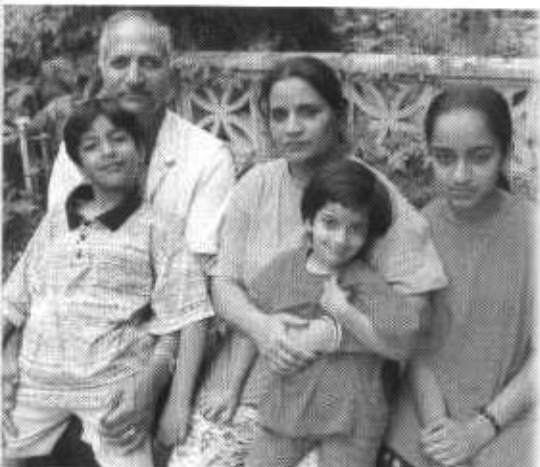
Which...?

How much / many...?

What type...?

What... like?

4 Your email to a host family



2 Read the answers. Then write appropriate wh- questions, e.g.

You should take the number 21 bus.

Which bus should I take?

a The last train is at 11:30 p.m.

When is _____

b You can play tennis at the local sports center.

Where can _____

c You should bring warm clothes.

What type of clothes should _____

d You should see Mrs. Laker at the Laker School of English about classes.

Who should _____

e You need an International Driver's License to rent a car.

What do I need _____

1 You are going to visit a foreign country for the first time and stay with a host family. Choose one of the families below, or use your own ideas.

family	Patel	Voller	Cooper
country	UK	Canada	New Zealand
city	Oxford	Ottawa	Wellington
season	spring	summer	fall

2 Write some questions (yes / no and wh-) to ask your host family. Use the ideas below to help you.



transportation

weather

safety

your room

entertainment

sports facilities

language schools

help with English

food

5 Writing task 1



Write a short email to your host family. You can use Kurt's email in exercise 1.1 to help you.

6 Replying to questions

1 When you reply to another email, you can:

- create a new email message
- use the reply function, and include all of the other email
- use the reply function, and include some of the other email.

Note: When you use the reply function, the subject line automatically changes to *Re: + original title* (*Re:* = about, concerning, in reference to)

2 Read Mrs. Polanski's reply to Kurt. Which method in exercise 1 does she use?

The screenshot shows an email client window with the following fields:

- To:** Kurt Weber <kweber@yahoo.com.de>
- Cc:** (empty)
- Subject:** Re: Information about Portland

The email body contains the following text:

Arial 10 B I U [link icon] [list icon] [print icon] [reply icon] [reply all icon]

Dear Kurt,

Thank you for your email. We are looking forward to your visit, too.

Here are some answers to your questions:

> Is there a bus from the airport?

Yes, there are buses to the city center every 30 minutes, but we'll pick you up at the airport, so don't worry.

> What's the weather like in Portland in May?

It's usually very pleasant, around 65°F – that's 18°C, I think!

> Is there a local soccer club in your area? (I'm a big soccer fan!)

No, I'm sorry, there isn't a local club near us.

I hope this helps. If you have any more questions, please ask!

Best regards,
Renata Polanski

3 Are these statements true (T) or false (F)? Check (✓) the correct box.

- | | T | F |
|--|--------------------------|--------------------------|
| a You can get a bus from the airport to the city center. | <input type="checkbox"/> | <input type="checkbox"/> |
| b Kurt will take a bus from the airport. | <input type="checkbox"/> | <input type="checkbox"/> |
| c Kurt won't need a thick sweater. | <input type="checkbox"/> | <input type="checkbox"/> |
| d There is a local soccer club in Portland. | <input type="checkbox"/> | <input type="checkbox"/> |

7 Answering questions

1 Match the questions on the left with the answers on the right.

- | | |
|--|---|
| a How much does it cost to eat out? | 1 Make sure you bring lots of T-shirts; it's hot! |
| b What clothes should I bring for the summer? | 2 A good three-course meal costs about \$20. |
| c Is there somewhere I can play tennis in your neighborhood? | 3 Yes. Mountain bikes are cheap. |
| d Do young people hitchhike in your country? | 4 I recommend you take the subway. |
| e How much money will I need per week? | 5 Yes, you can play at the public courts for \$3 an hour. |
| f Can I rent a bike easily? | 6 It's about \$50 a day at Autorent. |
| g What's the best way to get to your place from the airport? | 7 Bring about \$300. |
| h Is it expensive to rent a car? | 8 Some people do, but I don't recommend it. It's dangerous. |

2 Imagine the questions in exercise 1 are about the town or city where you live. Work with a partner, and write replies for the questions.

USEFUL LANGUAGE

You can	rent a bike from a store in town. get a meal for about \$20. play at the local tennis court.
I recommend you Make sure you	take the subway. get travel insurance.
Bring You'll need	your sun hat! about \$300 a week.
I don't recommend you It's not a good idea to	hitchhike. carry too much cash.
Be careful of	pickpockets. strangers who are too friendly.

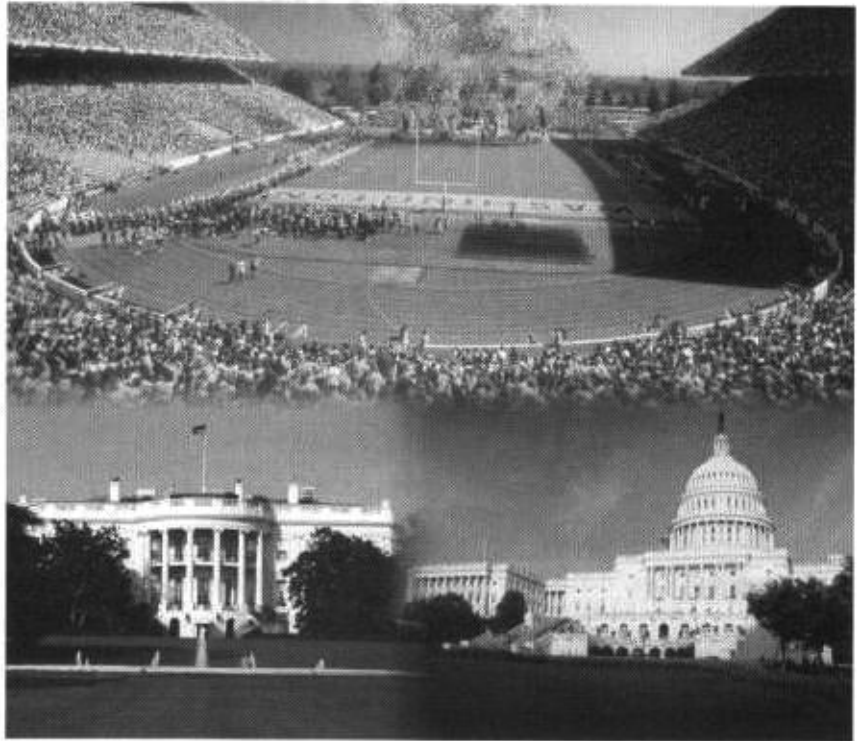
EXAMPLE How much does it cost to eat out?
You can get a meal for two people, including wine, for about \$50.

3 Compare your replies with another pair of students.

8 Writing task 2



- 1 Find a partner who comes from a different town or city. Imagine that you are a foreign student who is going to stay with his / her family.



Write an email to your host family asking for information about their town or city. Remember to use *yes / no* and *wh-* questions.



Send your email to your partner.

- 2 Now imagine you are a member of the host family.

Read the email from your partner.



Write a reply to the email, answering your partner's questions. Use the message reply function.



Send your email to your partner.

- 3 Try to find a classmate who asked for information about the same town or city. Compare the questions you asked and the answers you received.

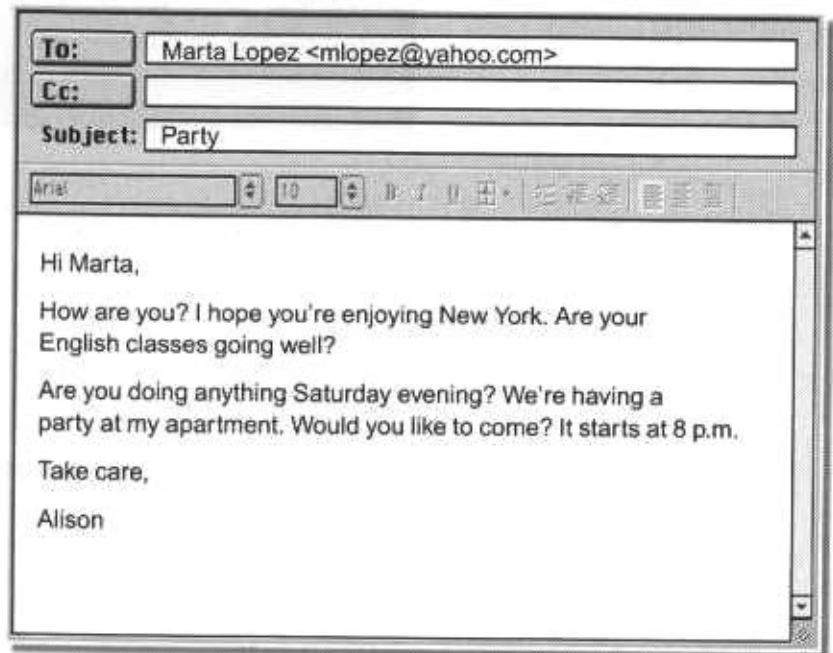
7 Inviting and arranging to meet

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ write an invitation
- ▶ suggest when and where to meet
- ▶ accept and refuse an invitation
- ▶ write days, dates, and times
- ▶ use the present continuous and simple present tenses
- ▶ write about the future

1 An invitation

1 Read the email from a young American woman to a Colombian friend.



2 Complete the sentences using the question words below.

What Why Who Where When

- | | |
|-------------------------------|-----------------------------|
| a _____ is Alison writing to? | To Marta. |
| b _____ is Marta staying? | In New York. |
| c _____ is she doing there? | She's studying English. |
| d _____ is Alison writing? | To invite Marta to a party. |
| e _____ does the party start? | At 8:00. |

2 Talking about the future 1

LANGUAGE FOCUS

We can use the present continuous tense for:

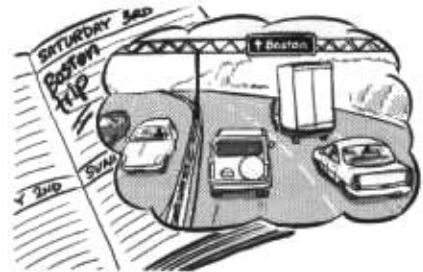
actions that are happening now

What's Jane doing? She's watching TV.

future arrangements

What are you doing this weekend?

We're going to Boston.



Look at the email in 1.1 again. Alison uses the present continuous tense to write about what is happening right now. Write one of the sentences.

a _____

Alison also uses the present continuous tense to write about the future. Write one of the sentences.

b _____

2 Read the sentences. Write "P" (Present) or "F" (Future) in the boxes.

- | | | |
|---|---|--------------------------|
| a | What time are you meeting Zoltán? | <input type="checkbox"/> |
| b | Sorry, I can't make it on Sunday. I'm playing tennis with Jeff. | <input type="checkbox"/> |
| c | I'm writing this in my favorite coffee shop. | <input type="checkbox"/> |
| d | Are you doing anything special on Thursday? | <input type="checkbox"/> |
| e | Maria's working out at the sports club right now. | <input type="checkbox"/> |

3 LANGUAGE FOCUS

We can use the simple present tense to talk about timetables and schedules:

When does the flight leave tomorrow?

It leaves at 11:20 a.m.

How long is the concert?

It starts at 7:30 p.m. and finishes at 9 p.m.

Complete the sentences using the simple present tense.

- a The game _____ at 2:30 p.m., so let's get there early. (begin)
- b We'd better hurry. The train _____ at 7:00 a.m. (leave)
- c The train _____ in Milan at 6:24 p.m. (arrive)
- d What time _____ the library _____ tomorrow? (open)
- e When _____ the shops _____? (close)

3 Days, dates, and times

LANGUAGE FOCUS

Use prepositions with time expressions like this:

We could meet ...

on (+ day / date) Friday
 July 10.
 the weekend.

in (+ month / year) August.
 2005.

at (+ time) 7 a.m.
 2 p.m.

(no preposition) this evening.
 tomorrow afternoon.
 next week.

TIP!



In British English *on* is not omitted.

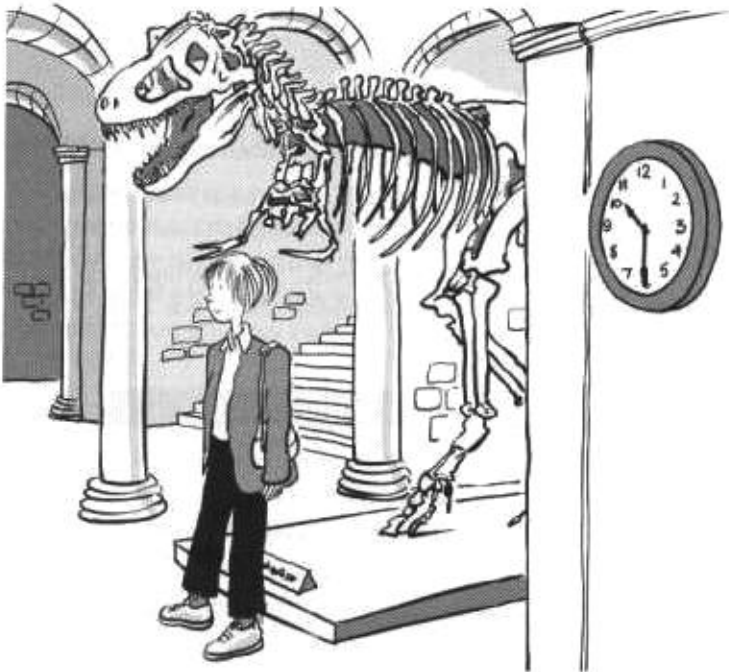


In American English *on* can be omitted before a day or date in informal writing.

You can combine time expressions like this:

We could meet ... (on) Tuesday afternoon.
 Tuesday afternoon at 2 p.m.

Complete the sentences using *on*, *at*, *in*, or – (no preposition).



EXAMPLE *Let's meet in the museum at 10:30 a.m.*

- I'm really looking forward to your visit _____ November 5.
- Should we meet _____ 6 o'clock?
- The concert is _____ Friday.
- I'll see you _____ tomorrow evening.
- They are arriving in Japan _____ April.

4 Inviting

LANGUAGE FOCUS

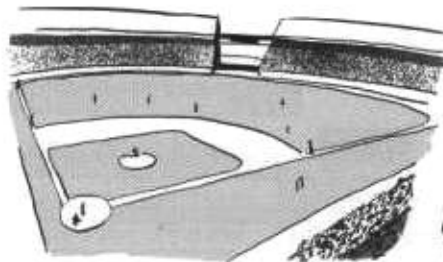
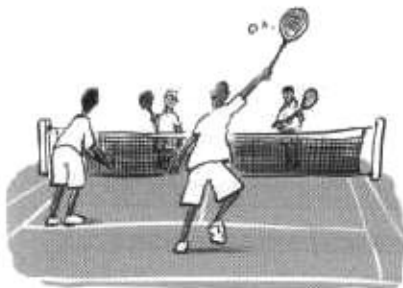
You can write an invitation like this:

Do you want ... to go to a party Saturday evening?

Would you like ...

How about going

Write three invitations using these ideas. Think of your own day and time. Use a different expression each time.



5 Writing task 1



Write an invitation email to a foreign friend who is staying in your town or city. Use Alison's email in exercise 1.1 to help you.

6 Replying to an invitation

Complete the replies to Alison's invitation using these sentences. In Reply A Marta accepts the invitation. In Reply B she declines the invitation.

Can I bring some wine?

Sorry, but I can't make it.

Yes, I'd love to go to the party.

I'm going on a school trip to Boston this weekend.

REPLY A

To:	
Cc:	
Subject:	

Arial TO B I U

Dear Alison,
Thanks for the invitation.
a _____
b _____
Can I have your cellphone number in case I'm late?
See you Saturday!
Marta

REPLY B

To:	
Cc:	
Subject:	

Arial TO B I U

Dear Alison,
Thanks for the invitation.
c _____
d _____
Maybe we can meet sometime next week instead?
Have a great time!
See you soon,
Marta

7 Replying to invitations

LANGUAGE FOCUS

To ACCEPT an invitation:

I'd love to (have dinner).

Dinner sounds great.

That like fun.

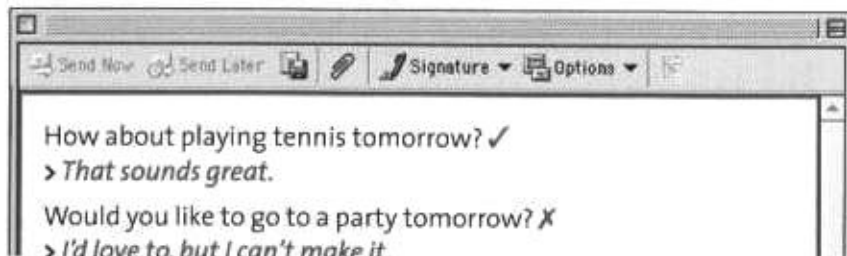
To REFUSE an invitation:

I'd love to, but I can't (make it).

I'm afraid I'm busy.

I'm sorry, but

Write replies to these invitations.



- Do you want to have dinner this evening? ✓

- How about seeing a movie on Saturday? ✓

- Would you like to go to a baseball game on Monday? ✓

- Do you want to visit Jim and Susan next week? X

8 Suggesting another time to meet

LANGUAGE FOCUS

If you refuse an invitation, you can suggest another time to meet:

Maybe we can meet	Saturday	
Why don't we meet	sometime next week	(instead)?
How about going	another time	

Rewrite these sentences in the correct order.

- instead? / we / don't / go / next / Why / week

- exhibition? / about / going / How / to / an

- free / Tuesday / Are / afternoon? / you

9 Writing task 2



Exchange your invitation email from exercise 5.1 with a partner. Write a reply, accepting or refusing the invitation. Use Marta's emails in exercise 6.1 to help you.

8 Making and changing arrangements

IN THIS UNIT, YOU WILL LEARN HOW TO...

- ▶ make a reservation
- ▶ write formal and informal emails about a change in plans
- ▶ write formal and informal apologies

1 An Internet advertisement

1 Jessica Davis is an American student. She wants to visit the Grand Canyon during spring break with a Japanese friend, Mari. She found this information on the Internet.



OLD OAK INN
Bed and Breakfast

900 Oak Avenue
Flagstaff
Arizona 75000

Telephone
(888) 850-1071

Fax
(888) 850-1072

Email
info@oldoakinn.com

Innkeeper
Donna Eastman

Rates
Twin rooms from \$79.

Reservations
Advance reservations recommended.
Reservations guaranteed with Visa or Mastercard.

Cancellations
Full refund, minus \$25 handling fee.

Check-in 4–6 p.m.,
Check-out 11 a.m.
No smoking. No pets.

Location
In Flagstaff, near downtown.

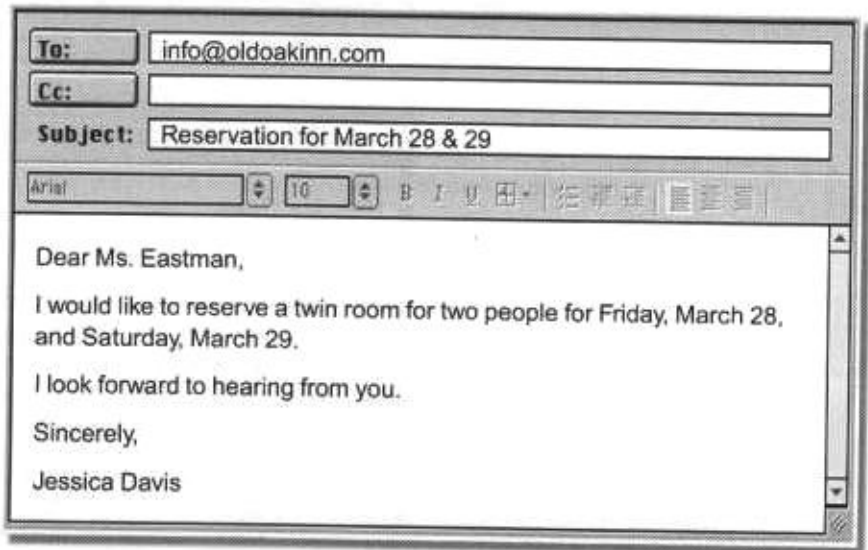
2 Complete these sentences about the Bed and Breakfast.

- Guests cannot bring their _____ to the Old Oak Inn.
- It's a good idea to make an advance _____.
- There is a \$25 _____ fee.
- You have to check out by _____.
- The cheapest rooms cost _____.
- The Old Oak Inn is near _____ Flagstaff.

2 Asking about accommodation

Read Jessica's email to the innkeeper quickly. What does she want to reserve?

- a breakfast for two people
- b a twin room for two nights
- c a single room for two people



3 Writing task 1

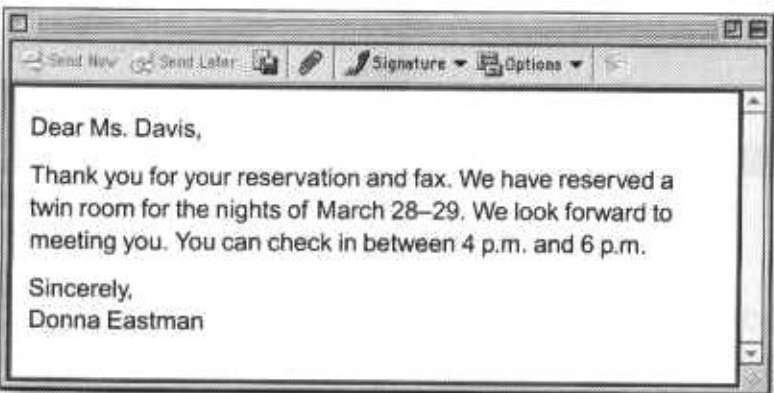
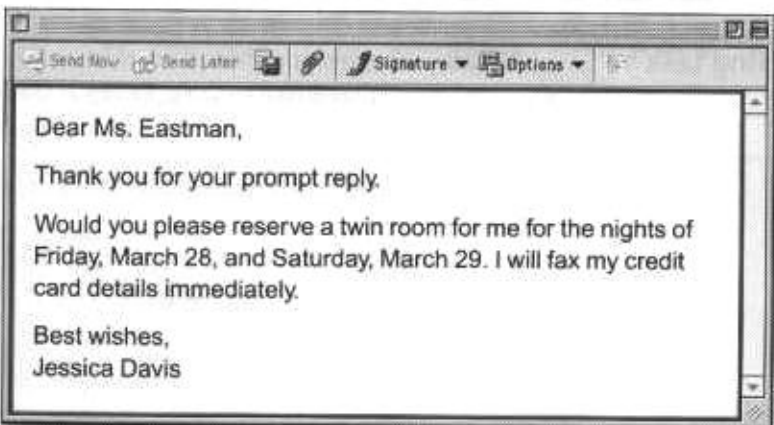
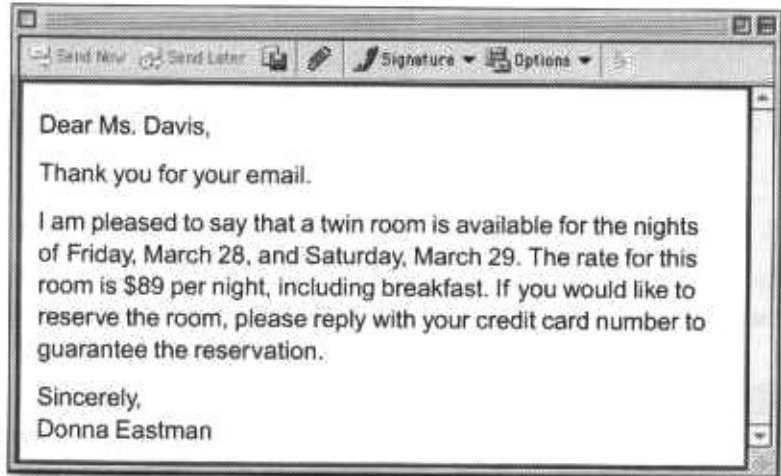
You and your friend want to visit Yellowstone National Park. Write a similar email to Craig Kelley at the Bed and Breakfast below. You want to reserve a twin room for (you choose days and dates).



4 Confirming a reservation

Read the correspondence between Ms. Eastman and Jessica. Underline the words or phrases in the emails which have a similar meaning to the following:

- | | |
|-------------------------|----------------------|
| a I'm happy to tell you | e quick |
| b the cost of | f information |
| c answer | g at once |
| d make sure of | h room with two beds |



5 Writing task 2



You received an email from Craig Kelley of the Old Creek, telling you that the room you requested is available. The rate is \$95. Write a reply confirming your reservation. Use Jessica's email to help you.

6 Changing arrangements 1 Jessica received this email from Mari one week before their trip.
(informal)

To:	davisj@aol.com
Cc:	
Subject:	Grand Canyon trip

Arial 10 B I U

Jessica,
Bad news – afraid I can't go to the Grand Canyon with you. My mother is sick, and I have to return to Japan as soon as possible.
I'm really sorry about this. I hope we can make the trip some other time.
I'll write a longer email soon.
Mari



2 You can make an informal apology like this:

USEFUL LANGUAGE

(I'm) sorry, but	I can't	go to the movies	tomorrow.
(I'm) afraid		meet you (for dinner)	on Sunday.

Write apologies to a friend for the situations below.

a meet / the park / this weekend

b go to the beach / Saturday morning

c meet / lunch tomorrow

d go ... (your idea – you choose where and when)

7 Giving a reason

1 When you write to someone you know to change plans, you should usually give a clear reason.

EXAMPLES *I have to go to the dentist.*
My parents are visiting this weekend.
I have to study for my French test.

You can add the reason to your apology like this:

I'm sorry, but I can't join you Friday. I have to go to the dentist.

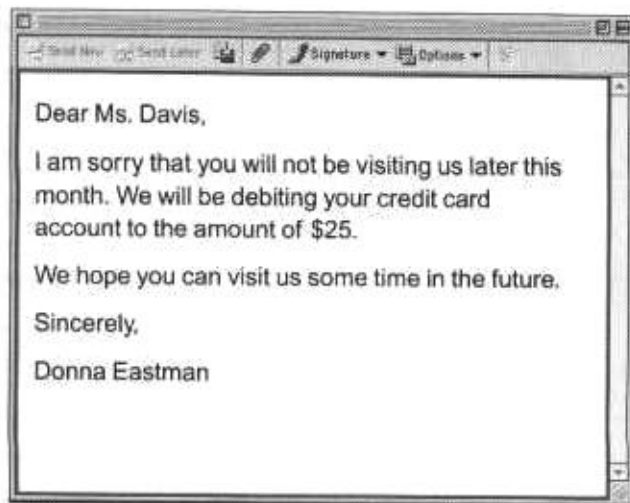
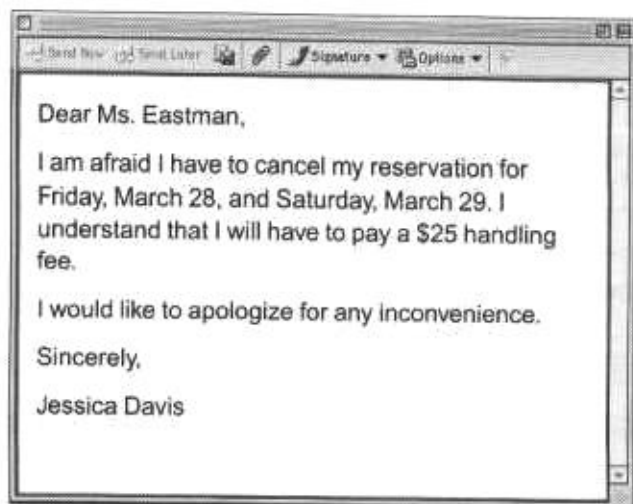
2 Write reasons for your apologies in exercise 6.2. You can use the ideas below or your own ideas.



b _____
c _____
d _____

8 Changing arrangements 1 (formal)

1 Read the emails quickly.



2 Now answer the questions.

- a Why is Jessica writing to Ms. Eastman?
- b Does she give a reason?
- c How much does she have to pay?
- d Does she apologize?
- e Do you think Ms. Eastman's reply is polite?

3 LANGUAGE FOCUS

When you write formally to someone about a change in arrangements:

- a use a polite tone
- b give specific details (date, time, reservation number)
- c keep your message brief
- d sign off with an apology

Note: You do not usually have to give a reason in business correspondence, but this will depend on the situation.

LANGUAGE FOCUS

To apologize politely, you can use these forms:

- I am sorry, but I have to cancel my reservation.
- I am afraid I am unable to attend the meeting on Sunday.
- I regret to say
- I would like to apologize for any inconvenience.
- I hope this will not cause
- Please accept my apologies for

Write apologies for the cancelations below. Use a different expression each time.

EXAMPLE your hotel reservation for January 29
I am sorry, but I have to cancel my hotel reservation for January 29.
I would like to apologize for any inconvenience.

- a your meeting for January 6 at 2 p.m.

- b your conference booking for July 10, reference 17063X

- c your appointment for 10:30 a.m. next Thursday

- d your reservation for a tennis court from 3:30 to 5:30 on Saturday

9 Writing task 3



Write to Craig Kelley, canceling your reservation. Use Jessica's email on the previous page to help you. You are writing three days before your scheduled arrival date.

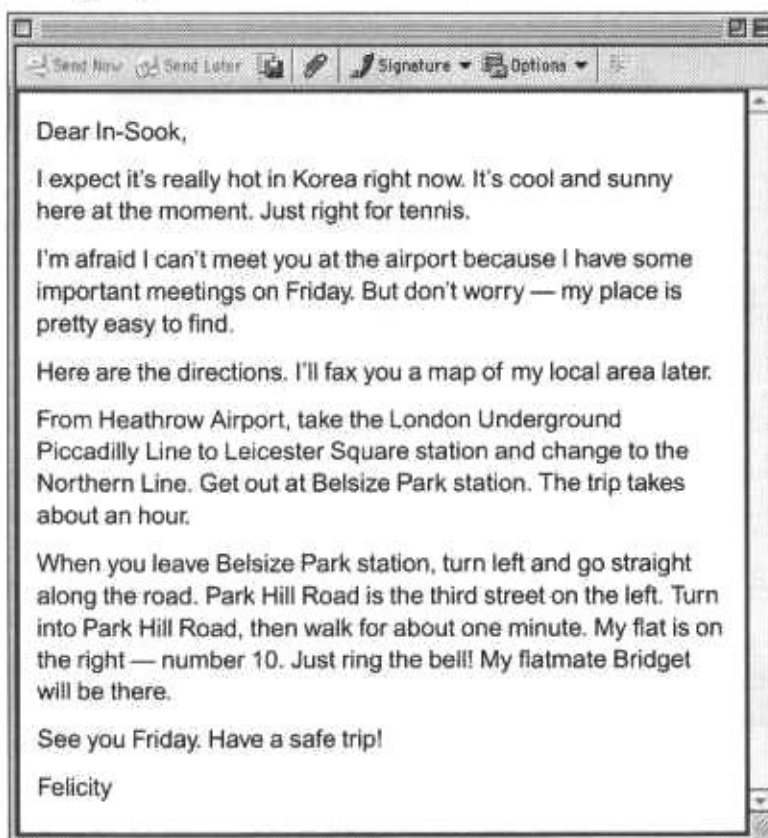
9 Giving instructions

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ give directions
- ▶ fax a map and cover sheet
- ▶ connect sentences using sequencing words (*then, and, when*)

1 An email from a friend

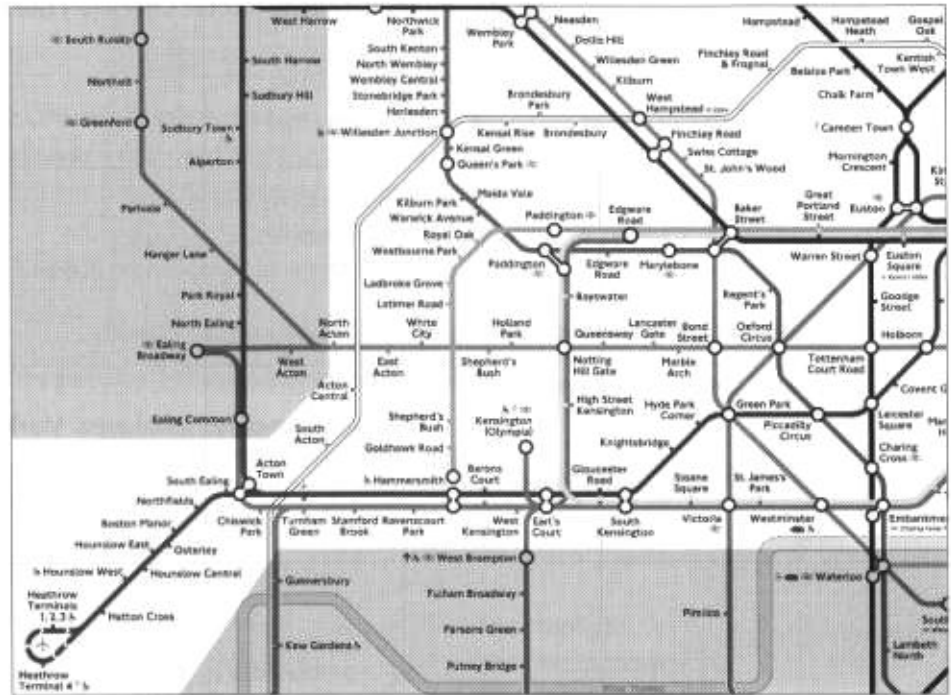
1 In-Sook is going to stay with a friend in London, and she receives an email giving directions to her friend's apartment.



2 Are these statements true (T) or false (F)? Check (✓) the correct box.

- | | T | F |
|---|--------------------------|--------------------------|
| a In-Sook is in England now. | <input type="checkbox"/> | <input type="checkbox"/> |
| b In-Sook is going to visit Felicity on Friday. | <input type="checkbox"/> | <input type="checkbox"/> |
| c Felicity is going to meet In-Sook at the airport. | <input type="checkbox"/> | <input type="checkbox"/> |
| d In-Sook has to change trains. | <input type="checkbox"/> | <input type="checkbox"/> |
| e Felicity's house is near Belsize Park station. | <input type="checkbox"/> | <input type="checkbox"/> |

3 Look at the map of the London Underground and mark In-Sook's route.



2 Sending a fax message

TIP!



- mobile = cellphone
- local area = neighborhood
- flatmate = roommate
- flat = apartment
- underground = subway
- railway = train
- station = station

1 When you send an informal fax message, you can use a cover sheet including the following information:

- the name of the person the message is for
- the date
- your name
- your fax and phone numbers (+ your cellphone number and email address if appropriate)
- total number of pages
- a short message.

2 Write the details of Felicity's fax in the correct places below.

In-Sook Park 2 (including this one) Felicity Webster
0208-341-1816 August 29, 2004

Date: a _____

To: b _____

From: c _____

Phone: d _____

Fax: *0208-341-1874*

Pages: e _____

► See pages 111–12 for more information about faxes.

- 3 Felicity wrote In-Sook a message on her fax cover sheet. Which message do you think Felicity wrote? Check (✓) the box.

Dear In-Sook,

a Could you send me a map of your local area, please?

b Here are the directions from the airport to Leicester Square.

c Here's the map!

d What's the weather like in Korea?

Bye!
Felicity

- 4 This is Felicity's map of her local area. Mark the route from Belsize Park station, and circle Felicity's flat.



3 Giving directions

- 1 You can use these directions to help people use public transport:

USEFUL LANGUAGE

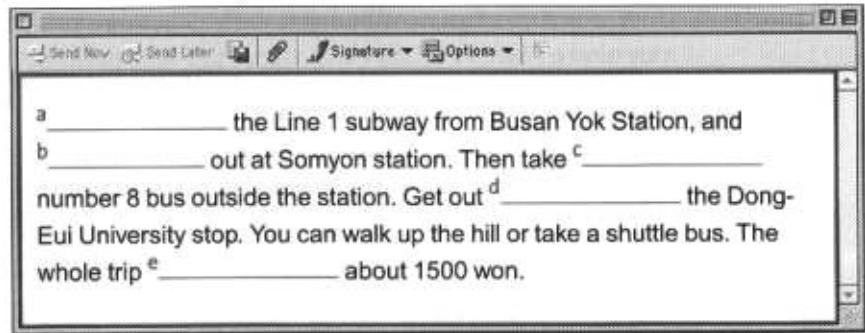
Take the Central line to Oxford Circus.
the Brighton train from Victoria station.

any bus from stop number 3.
the number 6 bus outside the station.

Get out at the last stop.
Euston station.

It takes 30 minutes.
The trip costs £5.00.

Complete the directions to In-Sook's university in Busan.



2 You can use these directions for people walking, cycling, or driving:

USEFUL LANGUAGE

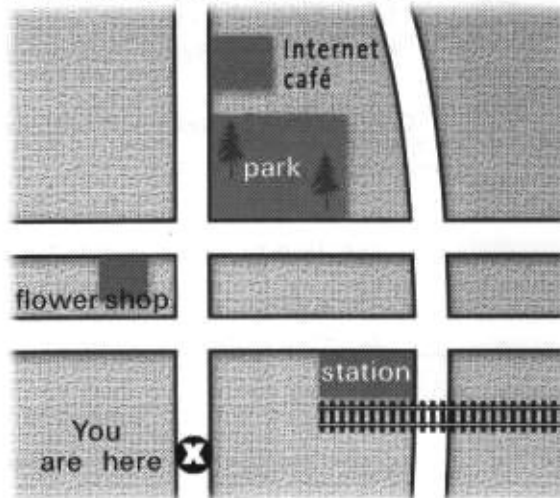
Go straight along the street (past the golf course).

Take the	first	turn on your	left.
	second		right.

Turn	left	at	the stoplight.
	right		the first intersection.

It's on the	left.
	right.

Write directions to each place on the map.



(railway station)

a Turn _____.

b It's _____.

(Internet café)

c Go _____.

d It's _____.

(flower shop)

e Take _____.

f It's _____.

4 Sequencing words 1

TIP!

and and *then* have a similar meaning in these sentences.



LANGUAGE FOCUS

When you write directions, you can connect sentences with *and* like this:

Take the Piccadilly Line to Green Park station. Change to the Victoria Line.

Take the Piccadilly Line to Green Park station *and* change to the Victoria Line. (**Note:** don't use a comma before *and*.)

Take the Piccadilly Line to Green Park station, *then* change to the Victoria Line. (**Note:** use a comma before *then*.)

Connect the sentences below with *and* or *then*.

- Go to the bus stop. Take any bus to King's Cross station.

- Take the District Line to Westminster station. Change to the Jubilee Line.

- Go to Hammersmith station. Go out of the east exit.

- Cross the road. Catch a number 6 bus.

LANGUAGE FOCUS

You can connect two sentences with *when* like this:

Leave Belsize Park station. Turn left.

When you leave Belsize Park station, turn left.

Connect the phrases below with *when*.

- reach the bank / turn right

- see the post office / wait outside

- get to the traffic light / go straight

- get off the bus / cross the road

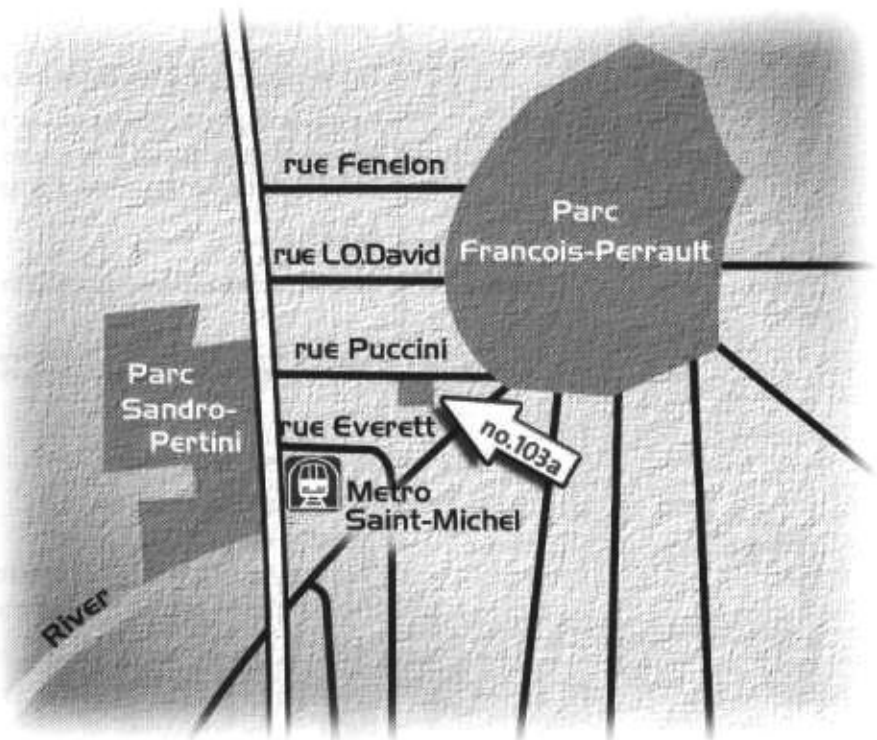
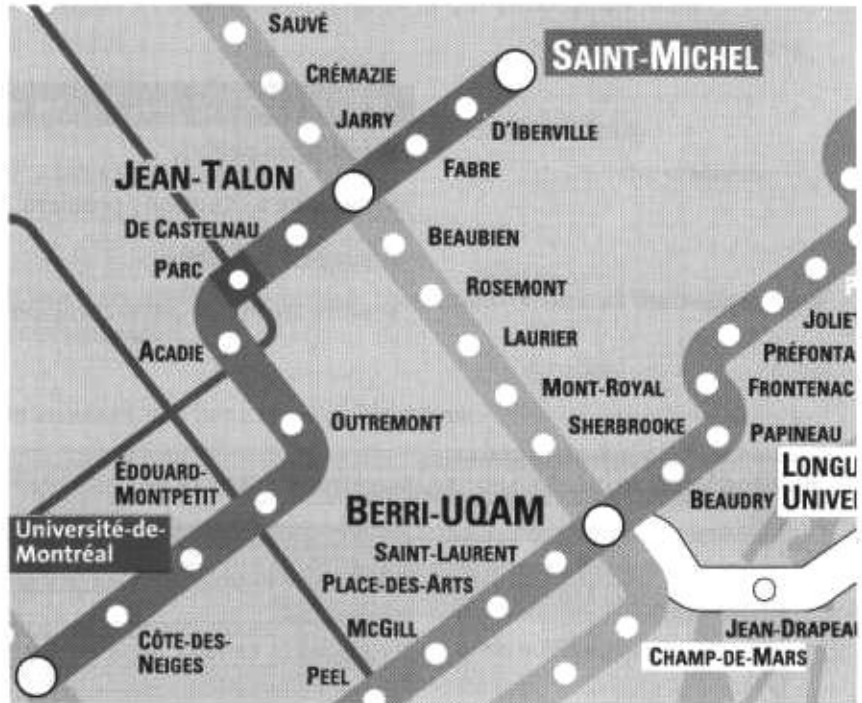
3 Complete the sentences, using *and*, *then*, or *when*. Pay attention to punctuation.

- _____ you reach the bank, turn left.
- Go to Green Park station, _____ take the Victoria line.
- Go to the bus stop _____ take a number 4 bus.
- _____ you leave the building, turn right.
- Take the Central Line to Bond Street station _____ change to the Jubilee line.
- Go to the end of the street, _____ turn right.

5 Writing task 1



You are studying in Montreal and living in an apartment near Saint-Michel subway station. A friend is going to visit you. Write directions from Montreal University. Use Felicity's email to help you.



6 Writing task 2



A foreign friend is going to visit your house or apartment. Email him or her directions from the town / city center. Prepare a map and fax it with a cover sheet.

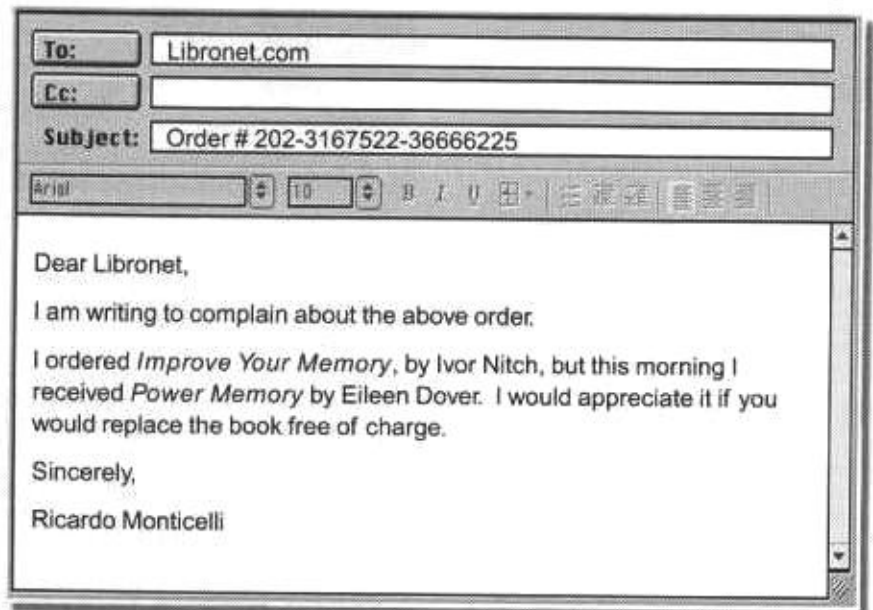
10 Dealing with problems

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ complain politely
- ▶ describe a situation / problem
- ▶ suggest a solution
- ▶ write an email / letter complaining about a service or product

1 A complaint

1 Read the email to an Internet bookseller quickly. Why is Ricardo writing?



2 Now answer the questions.

- a What did Ricardo order?
- b What is the problem?
- c What does he want Libronet to do?
- d Does he want to pay Libronet more money?

2 Writing a complaint

Fill in the blanks, using the words below.

explain possible reference polite solving

When you write a complaint letter, fax, or email, you should ...

- a include a _____ number, if you have one.
- b send the complaint as soon as _____.
- c _____ the situation clearly.
- d suggest a way of _____ the problem.
- e be _____.

3 Reference numbers

- 1 If you have a reference number, you should write it at the beginning of your complaint.

In an email, you can use the subject line:

To:	Drums and Drummer Magazine<drumsanddrummer.com>
Cc:	
Subject:	Subscription VS 332189

Arial 10 B I U

I wrote to you on September 20 regarding my subscription ...

In a letter or fax, you can write the number as a separate, underlined first line:

Dear Mr. Glazunov,

RE: ACCOUNT # 076631K

I am writing about the above account ...

You can also write the number in the main text:

Dear Penzance,

I am writing with reference to my latest order (X23-00011-32) for six garden chairs. They arrived yesterday, but ...



2 Look at these two letters. complete the letters with these phrases.

Mr. Stevens my account (#773206) regarding my order RF553

Dear Sir/Madam,

Re: order ^a _____

I am writing ^b _____ for six widescreen television sets. I ordered them three weeks ago, but they have not arrived. Please let me know when to expect delivery.

Sincerely yours,

James Cameron

Dear ^c _____

I am writing about ^d _____

I would appreciate it if you would send me a statement for this month.

Regards,

Mary Stewart

4 Complaining

TIP!

Don't use emotional language, e.g. *disgusted*, or words like *fault* or *blame*.

You can use these expressions to begin your message:

USEFUL LANGUAGE

I am writing _____ to complain about ...
_____ about a problem with ...
_____ with reference to ...
_____ about ...

The first two expressions have a stronger complaining tone.

Write sentences to complain. Use a different expression each time.

a order # 7214-649 (Conex digital camera)

I am writing to complain about order # 7214-649 (Conex digital camera).

b my subscription to your magazine

c the meal I ate at your restaurant on October 27

d item #346-2001 (skirt)

5 Explaining the situation 1

LANGUAGE FOCUS

When you make a complaint, you can combine contrasting information like this:

The chairs arrived yesterday. (fact)

They were damaged. (complaint)

The chairs arrived yesterday, but they were damaged.

Match the sentences (a–d) with the complaints (1–4). Then connect the sentences with *but*.

a I ordered a small skirt.

1 I am still waiting for delivery.

b I ordered the camera three weeks ago.

2 It was next to the kitchen.

3 I received a large one.

c I reserved a table by the window.

4 I did not receive the September issue.

d I received the August and October issues.

I ordered a small skirt, but _____

2 Write a similar sentence using one of the situations below or your own idea.



6 Requesting action

- 1 When you want someone to do something, you can use these expressions:

USEFUL LANGUAGE

Please	send a replacement as soon as possible.
I would appreciate it if you would	give me a refund
	replace (the jeans) free of charge.

Write similar sentences using the following ideas.

- a send me the correct size
Please send me the correct size.
- b refund the price of the meal
- _____
- c send me the missing issue
- _____
- d confirm that you shipped the order
- _____

- 2 Write the sentences from exercise 5.1. Then write the matching sentences from exercise 6.1.

- a *I ordered a small skirt, but I received a large one. Please send me the correct size.*
- b _____
- c _____
- d _____

7 Polite or impolite?

Which sentence in each pair is NOT polite? Mark it with a cross (X).

- a I'm not satisfied with your product. Your product is garbage.
- b Send me a refund immediately! I would like a refund.
- c I am disgusted with your service. I am unhappy with your service.
- d The printer doesn't work. The stupid printer is useless.
- e You are completely dishonest. I think you overcharged me.
- f The bathroom wasn't clean. Do you ever clean the bathrooms?

8 Writing task 1



1

Choose one of the situations below. Then write a complaint email, letter, or fax.

Company: Hard Wear (clothes manufacturers)

Situation: You ordered a pair of jeans last week. The order number is ku604-203.

Problem: The jeans arrived this morning. They are the wrong color. They are blue – you ordered black.

Solution: You want the company to change the jeans.



Company: Peppy Pizza (pizza delivery service chain)

Situation: You ordered two pizzas from your local Peppy Pizza branch last night.

Problem: The pizzas made you and your friend sick.

Solution: You want your money refunded.

2 Find a partner who chose the same situation, and compare your work.

9 Writing task 2



Work with a partner. Write a complaint explaining the situation and requesting action. Use one of the situations from exercise 5.2 or your own idea. Before you start, make notes below.

Company name

Problem

Reference number

Solution

Review 2

1 Making reservations

1 Read this fax from Melissa. Why is she writing? Check (✓) the correct answer.

- a She is going to fax a map.
- b She is paying for her hotel room.
- c She wants to make a reservation.

To	Cosmopolitan Hotel	Subject	Reservation
From	Melissa Cox	No. of pages	1
Date	June 1, 2005		

Dear Cosmopolitan Hotel,

Thank you for your email. I am writing to ^a _____ my reservation for 2 people for 3 nights, July 24, 25, and 26. I would like to pay with my VISA ^b _____. Here is the number: 4399 2948 381 2833. The expiration ^c _____ is March 2010. The ^d _____ is \$125.00 per night, so please charge my card for \$375.00.

I look ^e _____ to seeing you on July 24. Can you tell me how to get from the bus station to the hotel? Thank you for all your ^f _____.

Sincerely,
Melissa Cox

2 Now complete the fax with these words:

help forward date confirm card rate

3 Read the Cosmopolitan Hotel's answer to Melissa. There are three mistakes in the fax (punctuation, capitalization, and spelling). Circle each mistake.

Dear Ms. Cox,

Thank you for sending your credit card information. We have charged your card for \$475.00 as you asked.

We look forward to seeing you on june 24. Check-in time is, from 3:00-8:00 p.m.

Best wishes,
The Cosmopolitan Hotel

P.S. We are faxing a map with directions from the bus station to the hotel.

4 Now correct the Cosmopolitan Hotel's mistakes. Write the complete corrected sentences below.

- a _____
- b _____
- c _____

- 5 After Melissa received the fax from the hotel, she sent an email. Complete her paragraphs by writing the missing sentences from the list below.
- Please refund \$100 to my credit card.
 - Could you send me a fax confirming this information?
 - I am writing to complain about the fax I received.
 - Please accept my apologies for any inconvenience.

To:	Cosmopolitan Hotel
Cc:	
Subject:	Reservation #200187

Arial 10 B I U

Dear Cosmopolitan Hotel,

1 _____ You said that you were charging me \$475 for three nights, but the charge should be \$375 for three nights (3 x \$125 per night = \$375).

2 _____ In addition, you said that you would see me on June 24. But my friend and I are coming on July 24.

I know that check-in is from 3:00-8:00, but unfortunately we will not be able to check in until after 9:00 pm on July 24, because our plane arrives at 7:45 p.m.

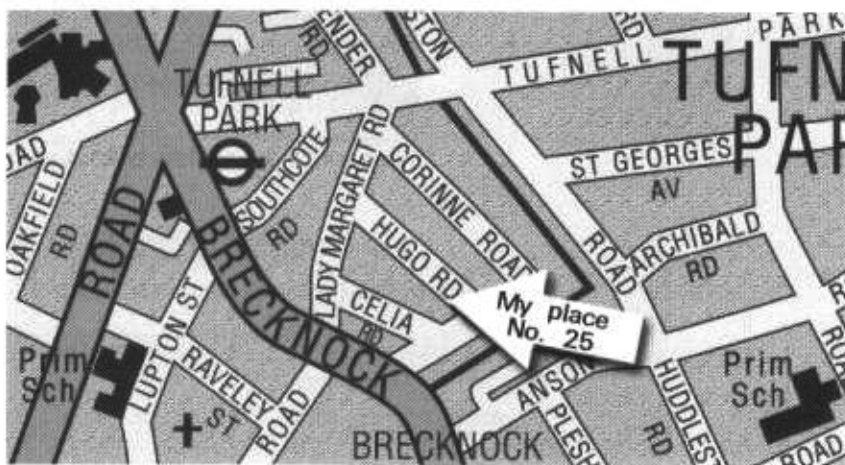
3 _____

4 _____ Thank you for the map.

Sincerely,
Melissa Cox

2 Directions

Look at the map of an area of London. Then write instructions from the underground exit to your flat.



3 Complaints and solutions

Read the complaints below. Then write the appropriate solution.

- 1 The book I received was used, not new.

 - a Please discount the price.
 - b Could you send me a magazine instead?

- 2 I have been waiting for my CDs for four weeks.

 - c Please send my order as soon as possible.
 - d Please replace the CDs free of charge.

- 3 The price on the Internet for a room was \$79.00, but you charged my credit card \$129.00.

 - e Please let me have a second room.
 - f Please send me a refund.

- 4 The software I ordered doesn't work on my computer.

 - g Please send me a free computer.
 - h Can I exchange the software for another version?

- 5 I ordered a medium, but I received a large.

 - i Please send me a replacement.
 - j How much should I pay for a large?

4 Pairwork dictation

- 1 Work with a partner. Take turns reading sentences to your partner, who will write them down. Student A, use the sentences on page 105. Student B, use the sentences on page 106.

USEFUL LANGUAGE

Could you say that again?
Could you speak more slowly?
How do you spell "..."?
What's the (fourth) word?

Now, write the sentences that your partner reads.

- a _____
- b _____
- c _____
- d _____
- e _____
- f _____

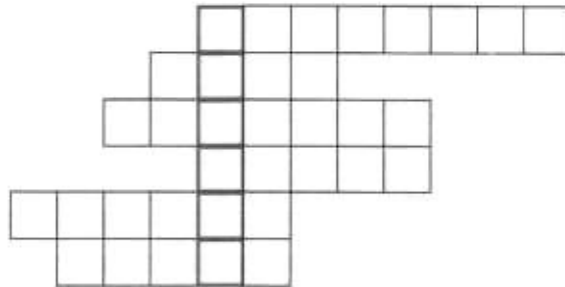
- 2 When you are finished, compare your sentences with your partner's page. Did you write everything correctly?

5 Word puzzle

Write the answers to the clues below in the puzzle. When you are finished, read down to find the answer to this question:

What do you have to do with a reservation if you can't come as planned?

- a If your product is damaged, you should write to c _____.
- b "Take c _____" is a common informal close.
- c Walk for about 5 m _____.
- d A ticket c _____ \$3.45.
- e Don't f _____ to bring an umbrella!
- f We c _____ meet on Saturday at 10:00.



6 Writing and culture: greeting cards

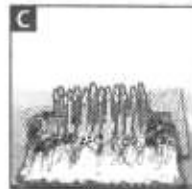
1 In your country, when do people send and receive cards? Make a list, and then share it with a partner or small group.

TIP!

English speakers like to send paper or electronic greeting cards for holidays and special occasions.

2 Write the messages below in the correct order. Then complete the appropriate card.

- 1 merry Christmas / and a happy / Have a / New Year
- 2 wedding / Congratulations / your / on
- 3 wishes / Very / birthday / your / for / best
- 4 Valentine's / Happy / Day



LANGUAGE FOCUS

You can use language like this for special occasions:

Congratulations on your new job.
your engagement.
passing your exams!

Have a happy Halloween.
anniversary.

With a partner, design a greeting card. Choose an occasion, and write a message. Don't forget to draw a picture! Show your card to another pair.

11 Describing

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ describe a place (campus, neighborhood)
- ▶ describe a room, apartment, or house
- ▶ describe a person

1 An email to a friend

1 Read the email.

To: Yun Min
Cc:
Subject: Hello from the University of Oregon!

Arial 10 B I U [font icons]

Dear Yun Min,

Well, I started the English course on Monday. I was nervous, but excited, too.

The university campus is really big. There are a few shops on campus, and some great cafés nearby.

I'm staying with a nice family near the campus. My room gets plenty of sun, which is nice. The neighborhood is quiet, and there's a big park with a lot of big trees.

My classmates are great, and I often hang out with Carlos and Maria from Venezuela. They're very friendly, and they speak good English, too.

I'll only be here for one month, but I hope I'll learn a lot of English.

Write soon,

Susumu

2 Are these statements true (T) or false (F)? Check (✓) the correct box.

- | | T | F |
|---|--------------------------|--------------------------|
| a Susumu is studying English at the University of Oregon. | <input type="checkbox"/> | <input type="checkbox"/> |
| b The campus is big and has a lot of shops. | <input type="checkbox"/> | <input type="checkbox"/> |
| c He is staying with a family near downtown. | <input type="checkbox"/> | <input type="checkbox"/> |
| d He doesn't like his room. | <input type="checkbox"/> | <input type="checkbox"/> |
| e He has some Venezuelan classmates. | <input type="checkbox"/> | <input type="checkbox"/> |

LANGUAGE FOCUS

Look at these pairs of adjectives:

if something is *exciting*, you feel *excited*.

boring

bored

interesting

interested

frightening

frightened

annoying

annoyed

tiring

tired



Fill in the blanks using *ing* adjectives from the *Language focus* box.

- My hometown is pretty _____. Nothing ever happens there.
- Running is more _____ than swimming. I usually swim for an hour, but I can only run for thirty minutes.
- Kurt can be very _____. He often borrows my things without asking.
- I am reading a good book about genetics. It's _____.
- Our plane made an emergency landing. It was really _____.
- The game was really _____. My team scored in the final minute!

2 Fill in the blanks using *ed* adjectives from the *Language focus* box.

- It's my birthday tomorrow. I'm really _____!
- I felt _____ after playing baseball, so I went straight home.
- Julia is _____ with her boyfriend. They had a fight last tonight.
- I always feel _____ if I stay at home. I prefer to go out and have fun.
- Kok-Wing is _____ in yoga.
- We crossed the river on a rope bridge. I was a little _____, to be honest!

3 Describing your neighborhood

1

LANGUAGE FOCUS

Look at these sentences. You can connect them like this:

There's a park. It has a lot of trees.

There's a park with a lot of trees.

Connect these sentences with *with*.

a There's a museum. It has some interesting exhibits.

b There's a library. It has free Internet access.

c There's a mall. It has a lot of stores.

d There's a pond. It has ducks and geese.

- 2 Correct the mistakes in this description, then rewrite it. There are six mistakes, including two missing words.

My new neighborhood is OK, but it's not very interested. There are a lot private houses and apartment building, and there is a small park with a pond. Near the station, there are a nice coffee shop. I sometimes meet my friends there. There's also new movie theater, but it always has bored movies!

- 3 Write a similar paragraph about your neighborhood (without the mistakes!).

4 Describing where you live

1

You can describe where you live like this:

USEFUL LANGUAGE

I live in a small room.
large apartment.
medium-sized house.

alone.

with my parents.
a friend.
my sister.

I share the apartment with a friend.
my sister.

LANGUAGE FOCUS

You can connect two sentences like this:

My room is sunny. This is nice.

My room is sunny, which is nice.

Here *this* and *which* both mean "the fact that the room is sunny".

Connect the sentences below with *which*.

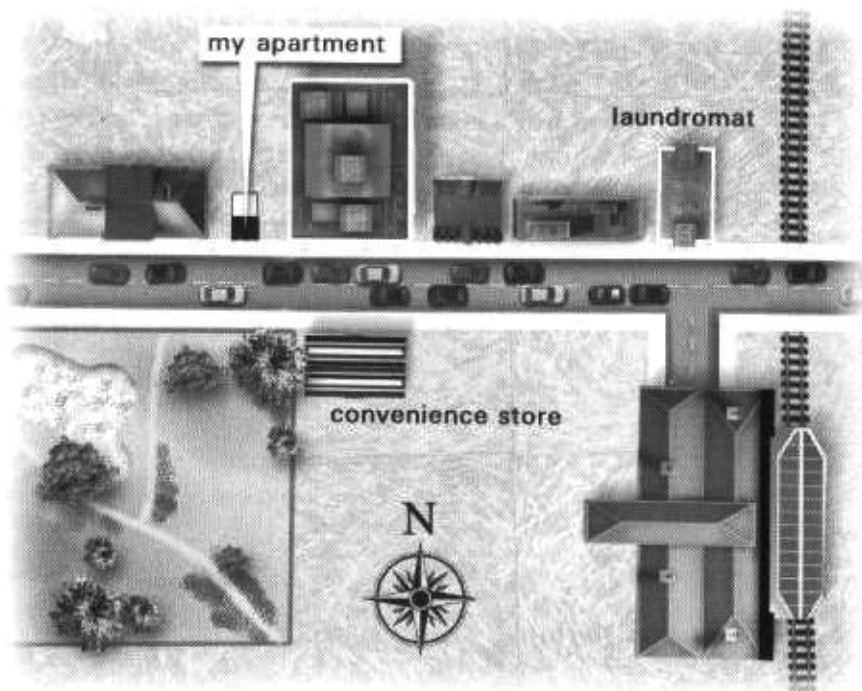
a My parents' house is near the station. This is convenient.

b I share an apartment with friends. This is fun.

c There's a small store across the street. This is useful.

d I live in a small room. This is uncomfortable.

2 Look at the picture and the description. Circle the correct information,



I live alone in a small apartment. It's a (a) *five-minute / thirty-minute* walk from the station. There's a (b) *laundromat / convenience store* across the street, which comes in handy. The apartment is (c) *sunny / dark*, but it's (d) *on / near* a busy road, so it's noisy. It's also (e) *next to / across from* the park. I go jogging there most mornings.

3 Write a similar paragraph about your room or apartment.

5 Describing a person

1 Match the sentences on the left with the ones on the right.

- | | |
|-------------------------------------|---|
| a Amy is a hard-working student. | 1 She can use all sorts of computer software. |
| b Ms. Wang is very patient. | 2 He knows a lot about so many things. |
| c Andy is a really interesting guy. | 3 She studies late every evening. |
| d Tessa is smart. | 4 He's always smiling and joking. |
| e Heinz is always cheerful. | 5 She loves making cakes and cookies for her friends. |
| f Prof. Aziz is very friendly. | 6 She never loses her temper. |
| g Jenny is really generous. | 7 He often chats with students outside class. |

2 The adjectives in exercise 1 (sentences a–g) have a positive meaning. The adjectives below have a negative meaning. Match the positive adjectives with their negative opposites below.

unfriendly	impatient	boring	bad-tempered
lazy	stingy	unintelligent	

positive

negative

hard-working

lazy

3 Work with a partner. Write some more positive words to describe people. If you can, write their opposites, too.

6 Abilities and interests

1 You can describe abilities and interests like this:

USEFUL LANGUAGE

Ken	can	play the guitar. speak French.
	is	good at English. swimming.
	is interested in likes	old cars. skateboarding. skiing. taking photographs.

Speak to four different classmates. Ask each one a different question below, and take notes.

	name	notes
EXAMPLE		
	<i>Junko</i>	<i>ride a motorbike</i>

2 Write a complete sentence about each classmate.

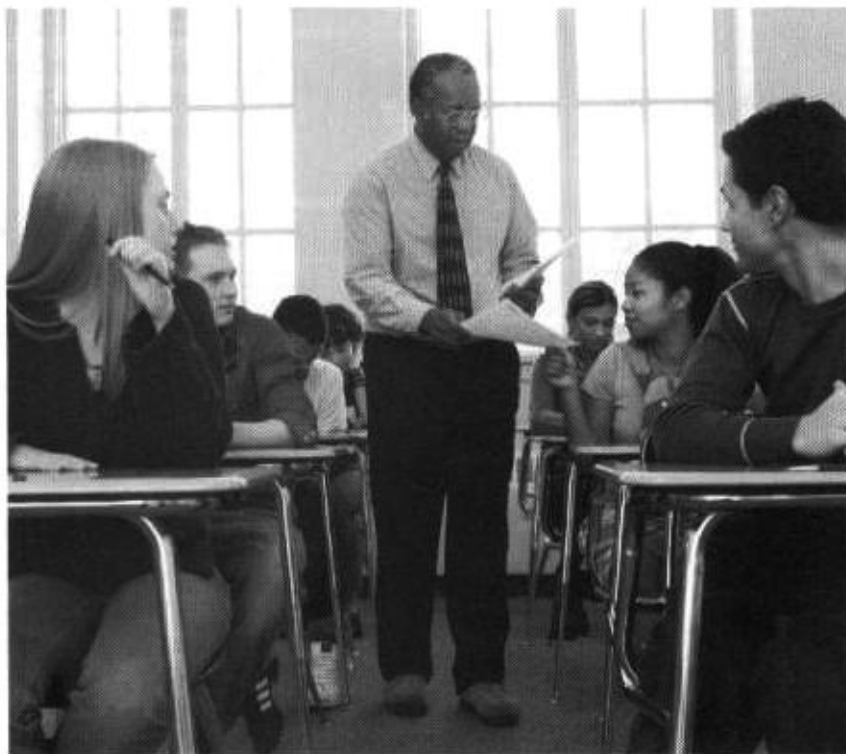
EXAMPLE *Junko can ride a motorbike.*

7 Writing task



Choose one of these tasks.

- Think about your first days at college or university. Write an email to a friend. You can use Susumu's email on page 70 to help you.
- You have just started a short summer course in a foreign country. Write an email to a friend in your own country or another country. You can use Susumu's email on page 70 to help you.



12 Giving an opinion and recommending

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ write your opinion of a store / restaurant / club
- ▶ describe it, and recommend its services
- ▶ write about recent experiences using the present perfect and simple past
- ▶ write about locations

1 Some emails

1 Read the emails quickly. Which email is about ...

- a an Internet café?
- b a CD store?
- c a university movie club?

1 Have you been to Netcafé? It's across from the bank. It has really fast computers, and you can stay as long as you want. I recommend it. The choice of drinks is good, too.

2 Have you heard about the movie club? I joined last week and saw *The Ring*. We watch all kinds of movies, and there's always a discussion afterwards. We meet in room 203 every Friday evening. Why don't you try it?

3 Have you checked out Dr. Jazz? It's a CD store across from McDonald's. I went there this morning, and found some Miles Davis CDs. It specializes in jazz and blues. It's certainly worth a visit!

2 Are these statements true (T) or false (F)? Check (✓) the correct box.

- | | T | F |
|--|--------------------------|--------------------------|
| a Netcafé is next to the bank. | <input type="checkbox"/> | <input type="checkbox"/> |
| b There isn't a good selection of drinks at Netcafé. | <input type="checkbox"/> | <input type="checkbox"/> |
| c The movie club meets once a week. | <input type="checkbox"/> | <input type="checkbox"/> |
| d Dr. Jazz is above McDonald's. | <input type="checkbox"/> | <input type="checkbox"/> |
| e It specializes in jazz and hip-hop. | <input type="checkbox"/> | <input type="checkbox"/> |

2 Asking about recent experiences

LANGUAGE FOCUS

You can use the present perfect tense to ask about recent experiences with or without the time expression *yet*:

Have you tried Pierre's restaurant (yet)?

Write questions about these places.

a go to the multiplex

b check out the new bookstore

c see the new karaoke bar

d try the Mocha coffee shop

3 Location

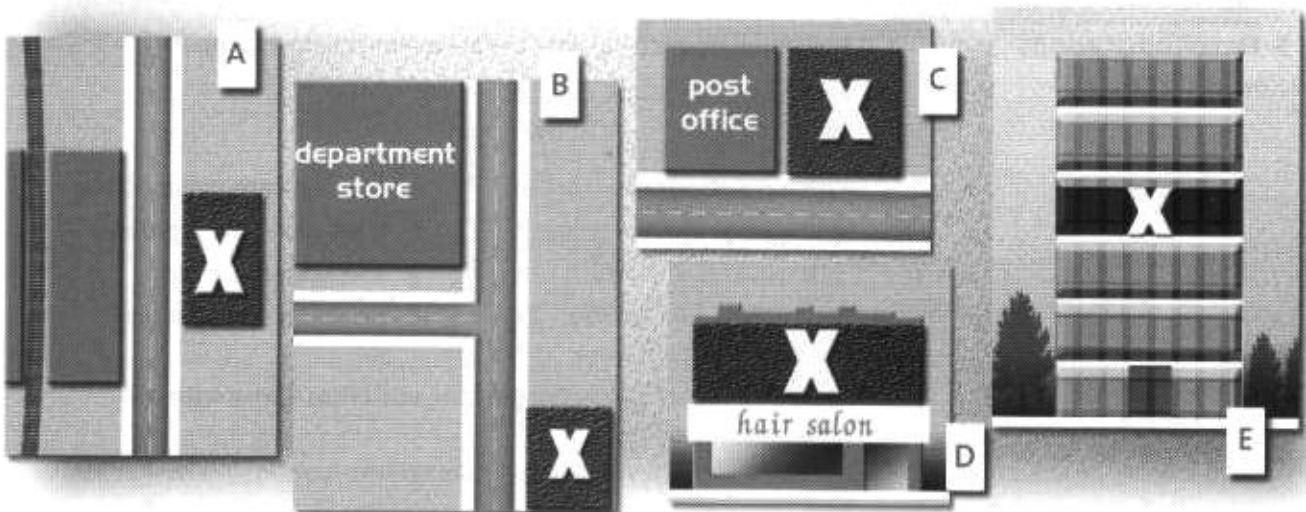
TIP!

In the U. S. the floor at street level is called the *first floor*. In Europe it is the *ground floor*, and the floor above it is the *first floor*.

Write about the location of each place on the map.

USEFUL LANGUAGE

It's	next to	the bank.
	near	the park.
	across from	
	on	the fifth floor.
		the top floor.
	above	the drugstore.



- It's *across from* the station.
- It's _____ the department store.
- It's _____ the post office.
- It's _____ the hair salon.
- It's _____ the 4th floor.

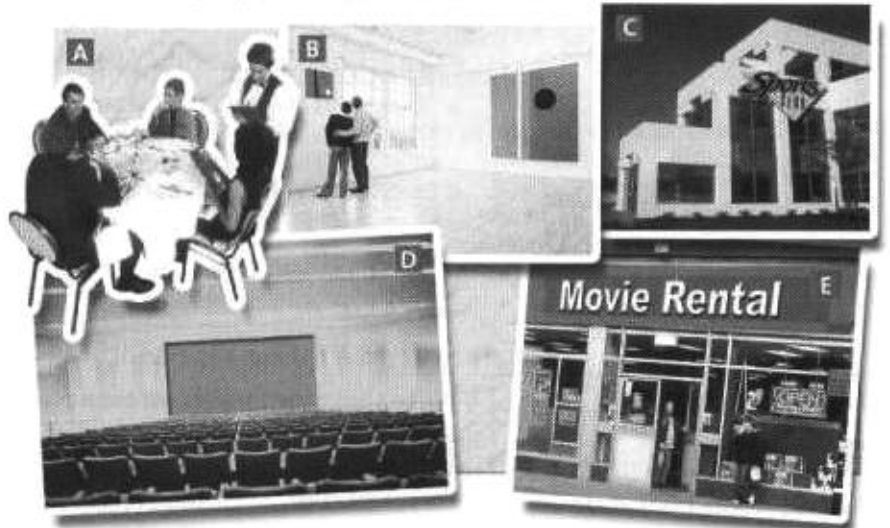
4 Past experiences

LANGUAGE FOCUS

To write about recent completed experiences with a time expression, use the simple past:

I went shopping with my friend last week.

Write the correct form of the verb in each sentence.



- I _____ lunch there yesterday. (have)
- Keiko and I _____ the art gallery on Wednesday. (visit)
- I _____ a free tennis lesson there last week. (take)
- I _____ the new James Bond movie there last night. (see)
- We _____ a couple of DVDs there last night. (rent)

5 Describing goods and services

1 Match the places (1–4) with the statements below (a–h).

- | | |
|---------------|-----------------|
| 1 restaurant | 3 bookstore |
| 2 jeans store | 4 movie theater |

- | | | | |
|---------------------------------|--------------------------|--------------------------------|--------------------------|
| a It has a good travel section. | <input type="checkbox"/> | e The seats are comfortable. | <input type="checkbox"/> |
| b The screen is very large. | <input type="checkbox"/> | f It sells foreign magazines. | <input type="checkbox"/> |
| c It has a lot of styles. | <input type="checkbox"/> | g The waiters are rude. | <input type="checkbox"/> |
| d The food is expensive. | <input type="checkbox"/> | h It sells all the top brands. | <input type="checkbox"/> |

2 Write about each place. Connect the sentences above with *and*.

- a restaurant
The food is expensive, and the waiters are rude.

b jeans store

c bookstore

d movie theater

6 Recommending

USEFUL LANGUAGE

*****	excellent	I highly recommend it.
****	very good	I recommend it. Check it out.
***	average	OK, but nothing special.
**	not very good	I don't recommend it. Give it a miss.
*	terrible	I don't recommend it at all!

Write a suitable comment for each place.

a restaurant *****

It's excellent. I highly recommend it.

b movie theater ****

c CD store **

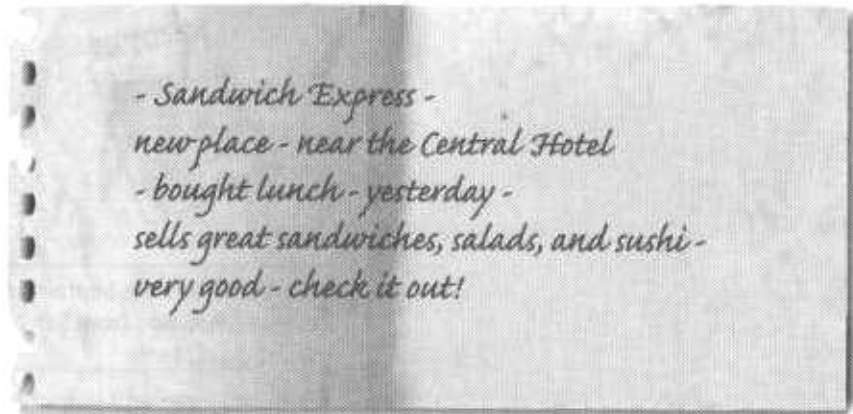
d hair salon *

e department store ***

f game center *****

7 A new store

Read these notes about a new store, then write about it below. When you have finished, compare your recommendation with a partner.




Have you heard about _____

8 On the Internet


- 1 Read these reviews for a movie, a CD, and a book. Write the correct heading (a–c) for each review.
- a *Internet Made Easy*, by Suzie Ryman
 - b *The Power Ring*
 - c CD: *Björn's Greatest Hits*

1




★★★★★ excellent, March 4, 2005
 Reviewer: **Ken** from Seattle, WA, USA
 I ^a _____ this movie. The acting,
 b _____, and locations were all
 fantastic. I ^c _____ recommend it.

2



★★★★☆ very good, April 27, 2005
 Reviewer: **A music lover** from Singapore
 This collection is ^d _____. It has
 all his best ^e _____. My favorite
 songs are *Dark Poetry* and *Mercury*. Check it out!

3



☆☆☆☆ terrible, September 3, 2005
 Reviewer: **P. K. Boo** from San Francisco, CA, USA
 This book is ^f _____ to understand.
 It's out of date and it contains a lot of
 g _____. Don't waste your money!

- 2 Read the reviews again, and fill in the blanks. Use the words below.
- | | | | |
|--------|-----------|------------|--------|
| errors | great | highly | tracks |
| loved | difficult | soundtrack | |

9 Writing task



- 1 Write a short email to a friend recommending one of the things below. Use the emails in exercise 1.1 to help you.

coffee shop website nightclub university club



- 2 Write a short review of a movie, CD, or book for an Internet store website. You can use the examples in exercise 8.1 to help you. Look at customers' reviews on real websites, too.

13 Writing about a vacation

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ write about recent experiences
- ▶ describe places, people, and things

1 An email to a friend

1 Read the email.

The screenshot shows an email client window with the following fields:

- To:** Jane Grand <janegrand@aol.com>
- Cc:** (empty)
- Subject:** Spain

The email body contains the following text:

Dear Jane,

I got back home yesterday. Kimiko and I had a wonderful time in Spain. We did some sightseeing, ate some great food, and took a lot of photos.

We went to Seville, then Granada, and saw the Alhambra. It was fantastic – crowded, but very interesting. We spent the whole day there.

One other thing – while we were waiting to get into the Alhambra, we saw Tom Cruise! Well, I think it was him, anyway ...

See you soon,

Hyun Sil

2 Are these statements true (T) or false (F)? Check (✓) the correct box.

- | | T | F |
|---|--------------------------|--------------------------|
| a Hyun Sil has just returned from her vacation. | <input type="checkbox"/> | <input type="checkbox"/> |
| b She enjoyed herself very much. | <input type="checkbox"/> | <input type="checkbox"/> |
| c She and Kimiko visited Granada first. | <input type="checkbox"/> | <input type="checkbox"/> |
| d There weren't many people in the Alhambra. | <input type="checkbox"/> | <input type="checkbox"/> |
| e They spent only a short time there. | <input type="checkbox"/> | <input type="checkbox"/> |
| f She thinks she saw Tom Cruise. | <input type="checkbox"/> | <input type="checkbox"/> |

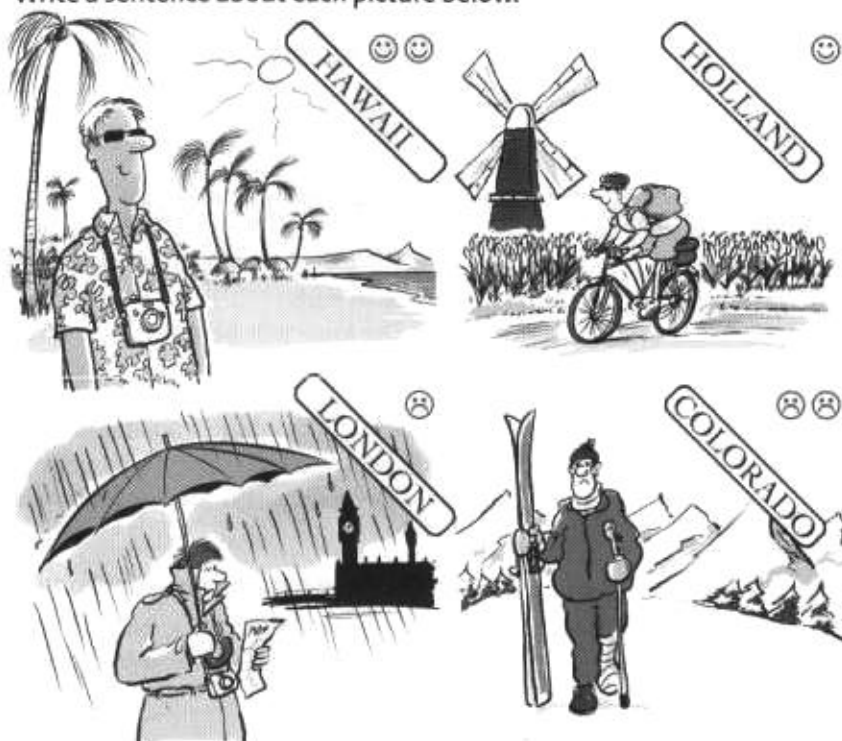
2 Did you have a good time?

You can talk about how you spent your time like this:

USEFUL LANGUAGE

I	had a fantastic 😊😊	vacation
We	great	weekend
Luigi and I	good 😊	time (in the U.S).
	didn't have a very good 😞	
	had a terrible 😞😞	

Write a sentence about each picture below.



- a _____
 b _____
 c _____
 d _____

3 What did you do?

LANGUAGE FOCUS

Look at these sentences:

We did some sightseeing.

We ate some great food.

We took a lot of photos.

We can connect sentences like this:

*We did some sightseeing, ate some great food,
 and took a lot of photos.*

Connect the activities below to make sentences using the simple past tense.

relax on the beach make a lot of new friends
go to clubs every night

a We _____

visit some temples buy some great souvenirs
try to use my Japanese

b I _____

take English classes every morning go to a movie or a show in
visit museums in the afternoon the evening.

c I _____

4 What was it like? 1

LANGUAGE FOCUS

You can combine adjectives that are both positive or both negative with *and*:

The town was lively and interesting. (positive + positive)

The town was ugly and noisy. (negative + negative)

You can combine a positive and a negative adjective with *but*:

The town was interesting but noisy. (positive + negative)

The town was small but lively. (negative + positive)

Combine the adjectives with *and* or *but*:

- a The weather was hot _____ sunny.
mild _____ changeable.
cold _____ rainy.
- b The hotel was cheap _____ dirty.
cheap _____ clean.
expensive _____ noisy.
- c The beach was dirty _____ crowded.
beautiful _____ clean.
clean _____ crowded.
- d The food was cheap _____ delicious.
delicious _____ expensive.
disgusting _____ expensive.

2 Write the words below on the correct lines in the table.

wonderful	so-so	awful	all right
horrible	great	fantastic	terrible

very good = _____

OK = _____

very bad = _____

3 LANGUAGE FOCUS

Look at these sentences:

“Very good” adjective + two positive adjectives:
The nightlife was *fantastic – lively and interesting*.

“Very bad” adjective + two negative adjectives:
The town was *awful – ugly and noisy*.

“OK” adjective + one positive and one negative adjective:
The town was *so-so – pretty but noisy*.

Note that you can use a dash (–) to connect the two parts of a sentence.

Write one similar sentence for each of the following topics.

Weather _____

Hotel _____

Beach _____

Food _____

4 Work with a partner. Write sentences about a vacation using your own ideas, or the pictures below.



the beach



the hotel



the train



the food



the nightclub

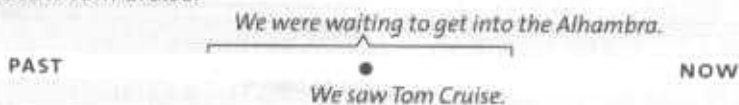
5 What were you doing when it happened? 1

LANGUAGE FOCUS

We often use the past continuous and simple past tense together when the shorter action interrupts the longer one:

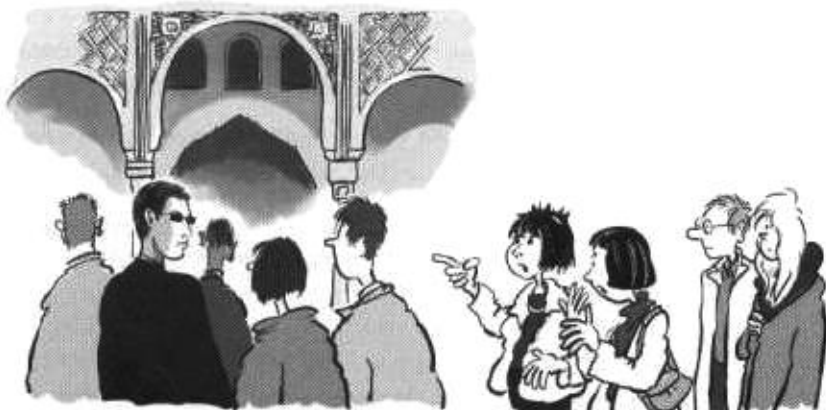
We were waiting to get into the Alhambra.

We saw Tom Cruise.



You can combine the sentences like this:

While we were waiting to get into the Alhambra, we saw Tom Cruise.



Connect these sentences with *while*.



a We were dancing. The fire alarm sounded.



c We were swimming at the beach. There was a shark warning.



b I was taking some pictures. I dropped my camera.



d I was waiting in the airport lounge. I met an old school friend.

2 Write a similar sentence about yourself. It can be true or imaginary.

6 A disastrous vacation

1 Look at the pictures of Jack's vacation, and complete the postcard.



Dear Eri,

I'm writing this card at the airport. We had a ^a _____ vacation! The weather was ^b _____ - it ^c _____ every day, and it was very ^d _____. The mountains were beautiful, but I ^e _____ my traveler's checks, so we ^f _____ cup-noodles every day. While we were ^g _____, Dave ^h _____ and ⁱ _____ his leg. It's great to be coming home!
See you soon,
Jack



New Zealand

2 Work with a partner, and compare your postcards.

7 Writing task



Think of a real trip or vacation you have been on, or use your imagination. You have just returned home. Write an email to a classmate telling him / her about it. Use the ideas below to help you.

Food Weather Hotel Beaches
Tourist sites Shopping Nightlife

14 Writing about an interest

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ write about a personal interest for a personal home page
- ▶ arrange your ideas into paragraphs
- ▶ write captions for photographs

1 A home page

1 Read this section of a personal home page. Who is the writer writing for? Check (✓) one or more boxes.

- a his / her friends and family
- b his / her college teacher
- c anybody who finds the home page
- d music professors

The screenshot shows a web browser window with a sidebar on the left containing 'Favorites', 'History', 'Search', and 'Scrapbook'. The main content area features the word 'REGGAE' in large, bold, white letters. Below the title is a large black and white photograph of Bob Marley. To the right of the photo, there are four paragraphs of text, each with a heading letter (a, b, c, d) and a corresponding empty box for a checkmark. Paragraph 'a' is an introduction to reggae. Paragraph 'b' discusses the origins of reggae in Jamaica and mentions Peter Tosh, Jimmy Cliff, and Bob Marley. Paragraph 'c' is a first-person account of becoming a reggae fan. Paragraph 'd' describes the author's experience playing guitar in a band. Below the text are two small photographs: one of a band performing on stage and another of a person playing a guitar. Each photo has a caption below it.

REGGAE

a _____
Reggae is a type of popular music. It has a very strong rhythm, and many songs are about poverty, social injustice, and religion.

b _____
Reggae began in Jamaica in the late 1960s as the music of poor people. Some famous musicians were Peter Tosh and Jimmy Cliff, but the biggest star was Bob Marley.

c _____
I became a reggae fan when I was about 16. I found some of my parents' old records. Bob Marley was my favorite, and I learned all the words of his songs by heart.

d _____
I like listening to reggae, but I also love to play it. I started to learn the guitar a few years ago. Now I play in my own band – "The Moaners". We play original songs and covers of old classics, such as "I Shot the Sheriff."

Here are a few photos of our band:

 1 One of our gigs

 2 Me and my guitar

2 Complete the home page by writing these headings above the matching paragraphs.

How I became interested in reggae
Introduction

My band
History

LANGUAGE FOCUS

When we write in English, we use paragraphs to organize topics. The first sentence of a paragraph is usually the *topic sentence*. A topic sentence explains the subject of a paragraph.

Write the best topic sentence to complete the paragraph. Choose from the sentences (1–3) below.



a

They have long floppy ears, and long noses. They don't have long legs, though, so they can't run very fast. My dog is called Horace. We got him when he was a tiny puppy – only eight weeks old! Here's a picture of him! [Horace]

- 1 I take my dog for a walk every day.
- 2 Dogs can catch fleas in summer.
- 3 Basset hounds are my favorite type of dog.

b

I eat soybean products like tofu, instead. I eat lots of fruit and vegetables, too. For breakfast, I usually have fruit and yogurt. While I'm at college, I eat at the cafeteria, and often have pasta for lunch. In the evening, I eat with my friends. They think I'm crazy not to eat meat, but it's my choice!

- 1 I never eat potatoes or carrots.
- 2 I'm a vegetarian, so I don't eat meat.
- 3 I like cows and pigs.

- 2** Read the text on the next page. It's part of a home page about photography. Write the topic sentences below at the beginning of the correct paragraphs.

After I left school, I started developing my films at home.
 I have been interested in photography since I was a kid.
 I bought my first digital camera about two years ago.
 I joined my school photography club when I was 12.
 I just bought a new digital camera.

Send Now Send Later Signature Options

a

My parents bought me a camera for my 10th birthday. I don't take pictures with it anymore, but I still have the camera!

b

I started developing and printing my photos at the club, which was a lot of fun.

c

Unfortunately, my parents didn't like the smell, so I stopped taking pictures for a while.

d

The best thing is you can check your pictures instantly. Also, you don't have to buy film or pay for developing your pictures.

e

It's a Canon digital SLR – it was very expensive, but it takes fantastic pictures!

3 Brainstorming

- 1 Before you start writing a text, it's a good idea to brainstorm ideas. You can do this by writing notes about your ideas. You can arrange your notes in different ways, e.g. lists. You can also use *idea maps*. Here is an idea map for the topic in exercise 1:

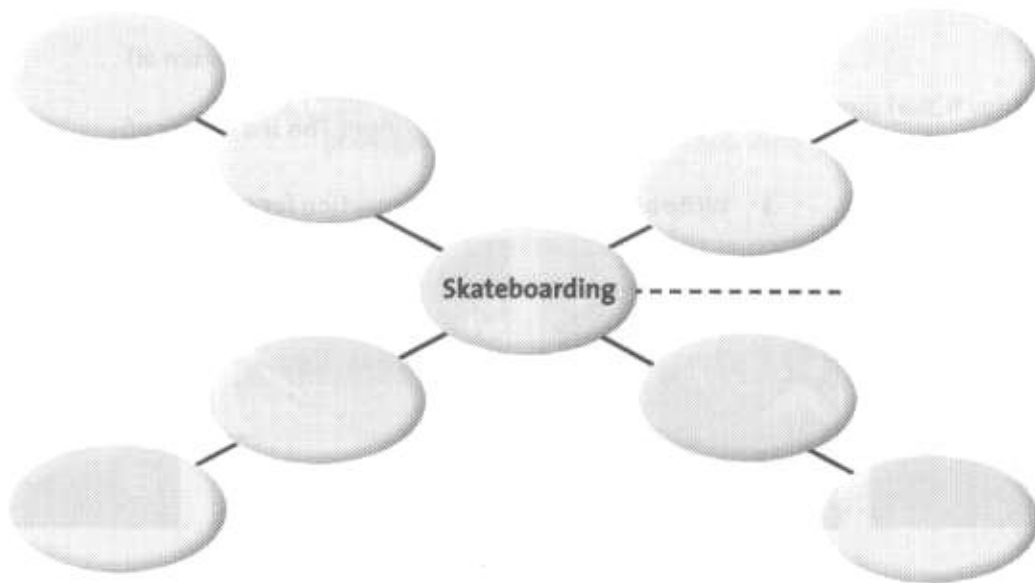


- 2** *Reggae* is the main topic of the text. It is connected to four sub-topics. Write the details of the sub-topics in the correct bubbles:

started in the 1960s
a type of popular music
guitarist, play original songs and covers
parents' old records

- 3** Work with a partner. Complete the idea map below with these notes:

two types (stiff and flexible)
go to the park twice a week
types of skateboard
other equipment
started in the 1960s in California
history
skateboarding and me
helmet, knee and elbow pads



- 4** Add bubbles for the ideas below in the idea map above.

skateboarding tricks
popular with surfers
wood / fiberglass / plastic
kick-flips

- 5** Work with a partner. Use the idea map to write a text about skateboarding for an Internet home page.

4 Writing about photographs

1 You can write a caption for a photograph like this:



This is me and my new camera.



This was taken at my 18th birthday party.



Dave is on his skateboard.



This is a picture of my favorite skateboard.

2 Or shorten it like this:

Me and my new camera.

(omit This is)

My 18th birthday party.

(omit This was taken at)

Dave on his skateboard.

(omit is')

My favorite skateboard.

(omit This is a picture of)

3 Write a short version of each caption for each photograph below.



1 This is my brother Jack and our dog.

2 This was taken on my graduation day.

3 Mom and Dad are playing tennis.

4 This is a picture of my first car.

4 Now add a suitable second sentence to each caption.

Don't we look happy!

Isn't she a beauty?

Jack is the one on the right.

Wimbledon finals!

5 Writing task



- 1 Choose one of the topics below or think of your own topic, and make an idea map. Write about a personal interest for a personal home page.



- 2 Find two or three photographs to illustrate your text. If you can't find photographs, draw simple sketches. Write captions for the photographs.

15 Applying for a job

IN THIS UNIT, YOU WILL LEARN HOW TO ...

- ▶ reply to a job advertisement
- ▶ write a résumé
- ▶ abbreviate sentences, e.g. *Worked as a programmer*

1 A job application from a student

1 Read the advertisement and application letter.



The advertisement is for Victor Publications. It features a logo with the letters 'VP' in a large, bold, white font on a dark background. To the right of the logo, the text 'VICTOR PUBLICATIONS' is written in a smaller, white, sans-serif font. Below the logo, the job title 'Graphic designer' is written in a bold, black font. The main text of the advertisement describes the company's search for a talented graphic designer to join its Hong Kong design team. It mentions that the position is an excellent opportunity for a college graduate and that applicants should speak English and at least one Asian language. It also states that the company offers an excellent salary and benefits. To the right of the main text, there is a section titled 'Apply with résumé to:' which lists the contact information for Jessica Wong, the Personnel Manager at Victor Publications, located at Garden House, 202 Kings Road, Quarry Bay, Hong Kong.

VP VICTOR PUBLICATIONS

Graphic designer

Victor Publications seeks a talented graphic designer to join its Hong Kong design team. Excellent opportunity for a college graduate. Applicants should speak English and at least one Asian language. Excellent salary and benefits.

Apply with résumé to:
Jessica Wong
Personnel Manager
Victor Publications
Garden House
202 Kings Road
Quarry Bay
Hong Kong

Dear Ms. Wong,

I would like to apply for the position of graphic designer advertised in the November 23 issue of the *Asian Times*. I enclose a copy of my résumé, as requested.

As you can see from my résumé, I will graduate from art university next February. Although my work experience is limited, I believe I have the necessary skills for the position of Assistant Designer. I speak English, Japanese, and Korean.

I look forward to hearing from you.

Sincerely,

Miho Taguchi
Miho Taguchi

2 Answer the questions.

- What job is advertised?
- How many Asian languages should the applicant speak?
- What should he / she send?
- Where did Miho see the advertisement?
- Which Asian languages does she speak?

ELT Times September 10 | 2004

WESTMINSTER 

UNIVERSITY PRESS

Sales Representative

The English Language Teaching Sales Department of Westminster University Press is looking for an experienced person to work as a sales representative in Mexico City. Applicants should be fluent speakers of English and Spanish, and have an interest in language learning and teaching.

Apply with résumé to: Jesús Fernández, General Manager, ELT Sales Department.

2 Fill in the blanks in the application letter, using the words below.

requested see enjoyed like
worked work learned enclose

Dear Mr. Fernández,

I would like to apply for the position of Sales Representative advertised in the September 10 issue of the *ELT Times*. I ^a _____ a copy of my résumé, as ^b _____.

As you can ^c _____ from my résumé, I have ^d _____ for Pathfinder Publications for two years. Although I have ^e _____ my time there as a sales representative, and have ^f _____ a great deal about the publishing business, I would now like to look for new challenges. I would also ^g _____ more chances to improve my English skills.

I would very much like to ^h _____ for your company, and I hope that you will consider my application.

I look forward to hearing from you.

3 The shaded words or phrases in the letter have the same or a similar meaning to the ones below. Write the matching items on the correct lines below.

a industry _____	e am writing to _____
b extend my skills _____	f a lot _____
c opportunities _____	g CV _____
d think about _____	h post _____

4 Rewrite the letter, using the phrases from exercise 3.



NAOMI TAGAWA

3-1 Nagayama 2-chome
Tama-shi, Tokyo 206
Tel: +81(456)78-9012
Email: ntagawa@nifty.co.jp

EMPLOYMENT OBJECTIVE

Full-time position as bilingual secretary

EDUCATION

2001– present
Owada University, Tokyo
Bachelor of Arts (Expected February 2005)
Major: English Literature

1998 – 2001
Ichikawa High School, Chiba

EMPLOYMENT EXPERIENCE

2001 – present
Digital Soft Inc. Tokyo
(part-time) Administrative Assistant
Duties include English business correspondence, translation,
and some clerical work

1999 – 2000
Sweaters Sports Club, Tokyo
Receptionist
Duties included dealing with telephone inquiries, processing
membership applications, and supervising equipment rental

SKILLS

Working knowledge of Microsoft Word and Excel.
English: TOEIC score 720, STEP (Eiken) 1.5

INTERESTS

Tennis, reading, photography

REFERENCES

Available on request

2 Are these statements true (T) or false (F)? Check (✓) the correct box.

- | | T | F |
|--|--------------------------|--------------------------|
| a Naomi wrote her address at the top of the page. | <input type="checkbox"/> | <input type="checkbox"/> |
| b She wrote the title of the job she was applying for. | <input type="checkbox"/> | <input type="checkbox"/> |
| c She wrote about her education after her work experience. | <input type="checkbox"/> | <input type="checkbox"/> |
| d She described the type of work she did in each job. | <input type="checkbox"/> | <input type="checkbox"/> |
| e She wrote about her hobbies. | <input type="checkbox"/> | <input type="checkbox"/> |
| f She enclosed references with her résumé. | <input type="checkbox"/> | <input type="checkbox"/> |

4 Ellipsis

LANGUAGE FOCUS

Since the résumé is only about you, you can omit the pronoun *I*, auxiliary verbs (*am, was*), and the possessive *my*. You can also often omit articles (*a, an, the*):

I worked as a part-time cashier. ► Worked as part-time cashier.

Write these sentences in the same way.

- a I can operate both PCs and Macs.

- b I was promoted to senior clerk.

- c My duties included clerical work.

- d I was appointed office manager in June 2004.

- e I wrote movie reviews for the student magazine.

- f I am studying mechanical engineering.

5 Vocabulary

1 The words and phrases on the right are often used in résumés. Match each one with a word or phrase with a similar meaning on the left.

- | | | |
|---------------------------|-------------------------------|--------------------------|
| a be familiar with | 1 operate | <input type="checkbox"/> |
| b use | 2 assist | <input type="checkbox"/> |
| c have responsibility for | 3 have a working knowledge of | <input type="checkbox"/> |
| d help | 4 handle | <input type="checkbox"/> |

2 Rewrite these sentences using the words and phrases in the right-hand column in the previous exercise. Omit words such as *I*, if necessary.

a *I helped* the office staff with computer maintenance.

b *I had responsibility for* customer inquiries.

c *I used* a PC for word processing and spreadsheets.

d *I am familiar with* Microsoft Word and Excel.

6 Writing task 1



Choose one of the four jobs and write an application letter. Use your own ideas.

Galaxy Hotels ★★★

Reception staff

Organization: Galaxy Hotels

Location: Rome, Berlin, Singapore

We are looking for people who enjoy working with others, and can communicate in English and at least one Asian language. Successful applicants will be based in one of the locations above, and duties will include dealing with guests' inquiries and organizing hotel events. Training is provided.

APEX Computers

Designer

Organization: Apex Computers

Location: California

We need a creative and enthusiastic person to join our award-winning design team. Experience in product design is not essential. The successful applicant will work on designs for a variety of products.

MUSIC MAKER

Music correspondents

Organization: Music Maker magazine

Location: London, Sydney, Tokyo, Seoul

Each correspondent will be based in one of the cities above and interview visiting bands and musicians. Applicants must be able to write in English and have a wide knowledge of contemporary popular music.

WORLD AID

Aid worker

Organization: World Aid

Location: Tanzania

We are seeking a young person to work in Tanzania for two years as an assistant primary school teacher. The successful applicant will work at a number of schools and assist local teachers. Applicants should be hard-working and independent. Teaching qualifications are not essential, and training will be provided.

7 Writing task 2



Write your own résumé.



Review 3

1 Describing a place

1 Read the email quickly. Which of these statements is true? Check (✓) the correct box.

- a Mi-Sun is living in a big apartment.
- b All her classmates are Korean and Japanese.
- c She has joined some university clubs.

The screenshot shows an email client window with the following fields:

- To:** Dave Nosworthy <nosworthyd@hotmail.com>
- Cc:** (empty)
- Subject:** Hello from Stanford University!

The email body contains the following text with blank lines for answers:

Dear Dave,

Well, I started the theater studies course ^a _____ week. There are thirty other students taking the course – from all over the world.

The ^b _____ campus is really big. It has a hospital and a shopping ^c _____!

I'm ^d _____ in a small apartment in Palo Alto. The neighborhood is busy, and there's ^e _____ to do in the evenings.

My classmates are ^f _____, and I've joined a few clubs and ^g _____.

I'll only be here for one ^h _____, but I'm sure I'm going to learn a lot!

Write ⁱ _____,

Mi-Sun

2 Complete the email with these words.

university	semester	plenty
societies	staying	great
center	soon	last

2 Recommendations

1 Read the email quickly. Answer the questions.

- Does Dave use the reply function?
- Which places does he recommend?
- What can Mi-Sun do at Lake Lagunita?



2 There is one mistake (punctuation, capitalization, spelling, grammar, or a missing word) in each sentence below. Circle it, then rewrite the complete correct sentence. When you have finished, talk to a partner and compare your work.

- The university, snowboarding society is a lot of fun.

- Have you hear about the new Thai restaurant?

- The new Radiohead CD is excellent – I highly recomend it.

- The food were cold, and the service was awful.

- I liked the comfortable seats and the big screen?

- The *Paper Moon* bookstore has a good selection of books and a great café, to.

3 Pairwork dictation

- 1 Work with a partner. Take turns reading sentences to your partner, who will write them down. Student A, use the sentences on the page 105. Student B, use the sentences on page 106.

USEFUL LANGUAGE

Could you say that again?
Could you speak more slowly?
How do you spell "..."?
What's the (fourth) word?

Write your partner's sentences here:

- a _____
b _____
c _____
d _____
e _____
f _____

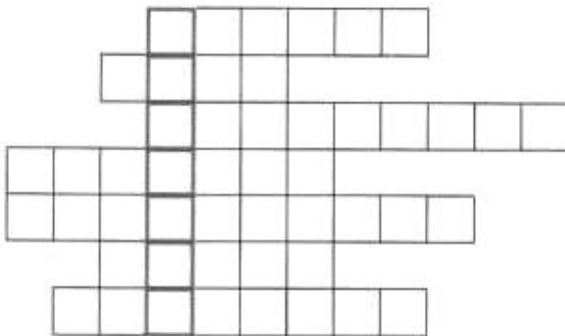
- 2 When you are finished, compare your sentences with your partner's page. Did you write everything correctly?

4 Word puzzle

Write the answers to the clues below in the puzzle. When you are finished, read down to find the answer to this question:

What do you write to describe a photograph or illustration?

- a My apartment is very near the university c _____ .
b Jack is so h _____ -working . He studies for hours every day.
c I sent my résumé to Microsoft's p _____ manager.
d While I was w _____ for the plane, I met my English teacher.
e Before you write, it's a good idea to b _____ for ideas.
f The t _____ sentence is usually the first sentence of a paragraph.
g I hope that you will c _____ my application.



5 A thank-you email

1 Are these statements true (T) or false (F)? Check (✓) the correct box.

- | | T | F |
|------------------------------------|--------------------------|--------------------------|
| a Noriko is writing to her friend. | <input type="checkbox"/> | <input type="checkbox"/> |
| b She is making an inquiry. | <input type="checkbox"/> | <input type="checkbox"/> |
| c She enjoyed writing a home page. | <input type="checkbox"/> | <input type="checkbox"/> |
| d She uses a formal salutation. | <input type="checkbox"/> | <input type="checkbox"/> |

The screenshot shows an email client window with the following fields and content:

- To:** padulac@yahoo.co.jp
- Cc:** (empty)
- Subject:** Thank you
- Font:** Arial, size 10
- Text:**

Dear Ms. Padula,

Thank you very much for the course. I really enjoyed it and I learned a lot. I think my spelling and punctuation have improved!

One of the most interesting things in the course was learning how to write a personal home page.

Best wishes,

Noriko Abe

2 Write a similar email to your teacher. Thank him / her and mention:

- one or two things about your English writing that have improved (spelling, punctuation, grammar, writing style)
- one of the most interesting things in the course (learning how to write ...)
- your own ideas.

The screenshot shows an empty email client window with the following fields:

- To:** (empty)
- Cc:** (empty)
- Subject:** (empty)
- Font:** Arial, size 10
- Text:** (empty)

6 Writing and culture: the Internet

1 In Unit 14, you practiced writing for your personal home page. These people are writing about other ways to write on the Internet.



I sometimes write to news websites about the latest news. I like seeing my email on the web page. My favorite website is the BBC *Have your say* page – people write in from all over the world.



I'm a New York Yankees fan, and I joined the fans' message board a couple of months ago. I like writing a short message, then getting replies right away from other fans. I often spend hours online!



I live in Boston and my sister lives in Los Angeles, so we spend a lot on phone bills. We occasionally use "instant messaging" to save money. We talk online for about an hour. It's fun, but I prefer speaking on the phone.



I want to start my own blog soon. *Blog* is short for *weblog*, and most blogs are diaries for everyone to read. It's very easy to input new information. My brother's blog is really interesting. Yesterday he wrote about his breakfast(!).

2 Talk to a partner.

Do you ...

- write to news websites?
- belong to a message board?
- use instant messaging?
- keep a blog?

If the answer is *no*, ask:

Do you want to ...

3 Write a short paragraph about the type of Internet writing you do, or want to do in the future.

Pairwork dictation

Student A

Review 1

Student A, read these sentences to your partner:

- a I would like to tell you about my family.
- b In the future, I want to write letters in English.
- c I look forward to meeting you next week.
- d Thanks for helping me.
- e I hope to hear from you soon.
- f Could you send me a copy of your catalog?

Review 2

Student A, read these sentences to your partner:

- a I'm looking forward to seeing you in September.
- b Thank you for the invitation.
- c Please fax the information to (541) 346-1092.
- d I am writing to complain about my order.
- e Go three stops on the Chuo line.
- f I hope you will give me a refund.

Review 3

Student A, read these sentences to your partner:

- a I'm staying with a really nice family.
- b This CD is fantastic – check it out!
- c In Rome, we visited some famous places and ate great pizza.
- d Reggae is popular all over the world.
- e I enclose a copy of my résumé as requested.
- f This is me and my family at my graduation!

Pairwork dictation

Student B

Review 1

Student B, read these sentences to your partner:

- a Thanks in advance for your help.
- b I am hoping to stay in San Francisco for three days.
- c I saw your advertisement in the December 12 *New Scientist*.
- d I am a Business Studies student at Waseda University.
- e Please send me a copy of your prospectus.
- f I like playing baseball and going to the movies.

Review 2

Student B, read these sentences to your partner:

- a I have a few questions about the weather.
- b I'm afraid I'm busy Saturday.
- c I would like to apologize for any inconvenience.
- d I am still waiting to receive my books.
- e Get off at the last stop.
- f You'll see a department store on the left.

Review 3

Student B, read these sentences to your partner:

- a My apartment is near the station, which is convenient.
- b The new bakery store downtown is worth a visit.
- c The beaches in Thailand were crowded, but beautiful.
- d I started to play the guitar a few years ago.
- e I have a working knowledge of English and German.
- f I look forward to hearing from you.

Reference section

Section 1 Formats

Emails

1 Writing an email

When you write an email your computer will look something like this:



Click this when you want to ...

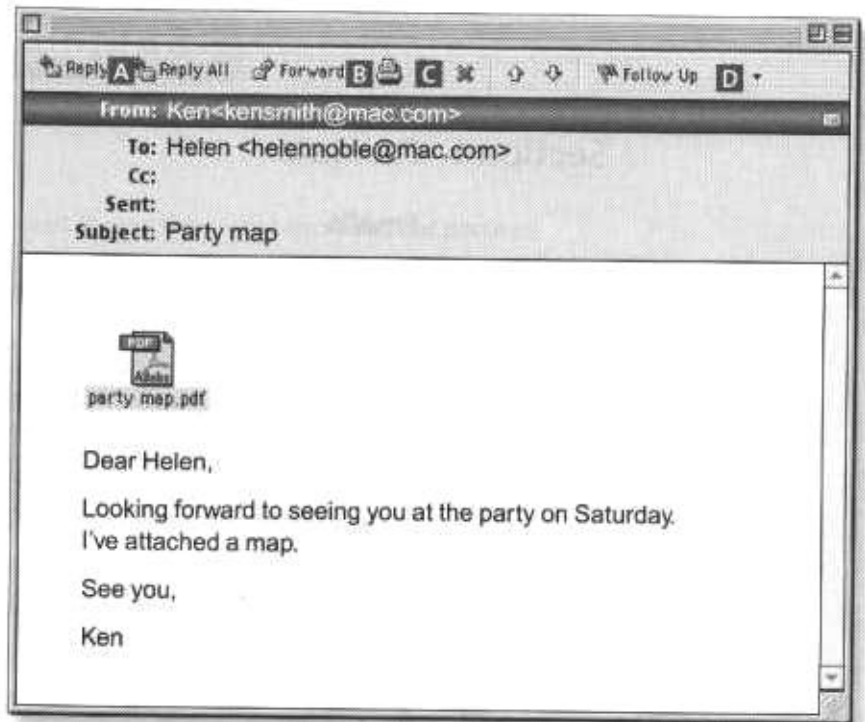
- a send your message.
- b save your message.
- c print your message.
- d attach a document (text file, photographs, etc.)

This is where you ...

- e write the name of the person you are writing to.
- f write the names of other people who will receive the same message.
- g write what the message is about.
- h see the title of a document (text file, photo, etc.) which is sent with the email message.
- i write the body (main text) of the message.

2 Receiving an email

When you receive an email, your computer screen will look something like this:

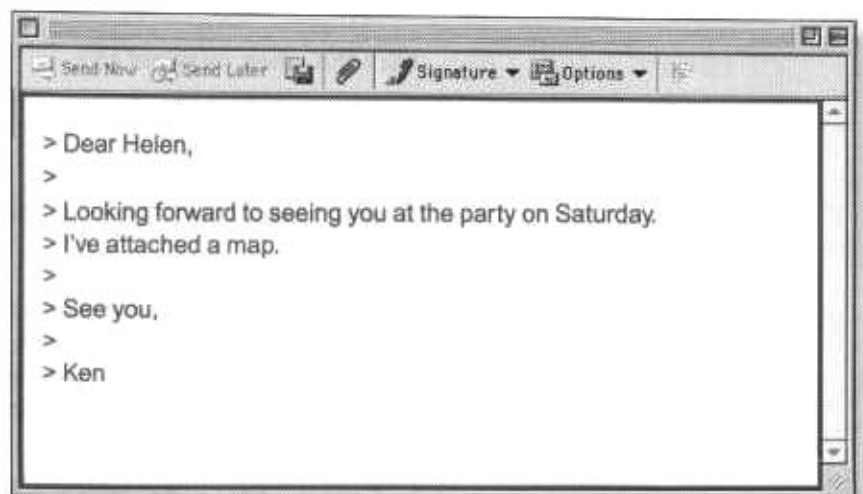


Click this when you want to ...

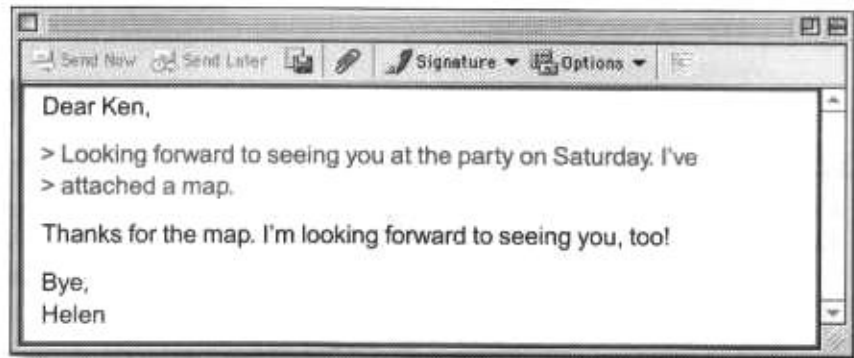
- a reply to the message.
- b send the same message to another person.
- c print a copy of the message.
- d remember an important message.

3 Using the reply function

When you click the "reply" button, the body of your email might look like this:



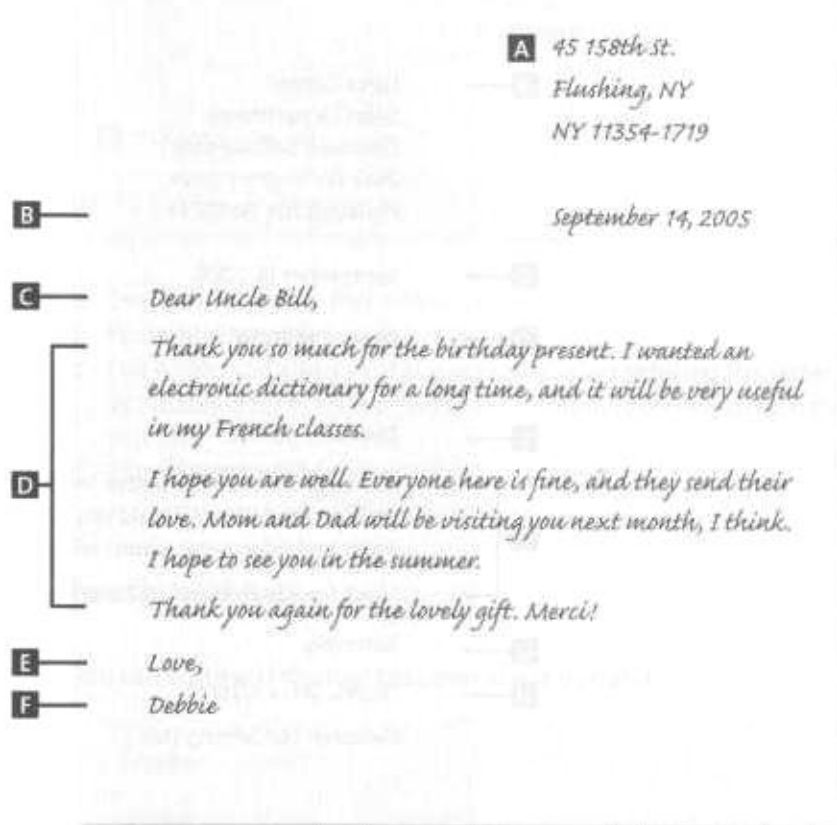
You can edit (change) the message you received when you reply to someone. For example, Helen uses the main body of the email, but changes the salutation, complimentary close, and signature:



Letters

1 Writing a personal letter

You can use the same layout for letters written by hand or on a computer:



- a Heading: Your address. This is not necessary if you use letterhead writing paper.
- b Date: Write this on the right, under your address. Leave a space between your address and the date.
- c Salutation: Capitalize the first word and the name, and use a comma at the end.

* Indent = leave five blank spaces at the beginning of a line (one tab on a word processor)

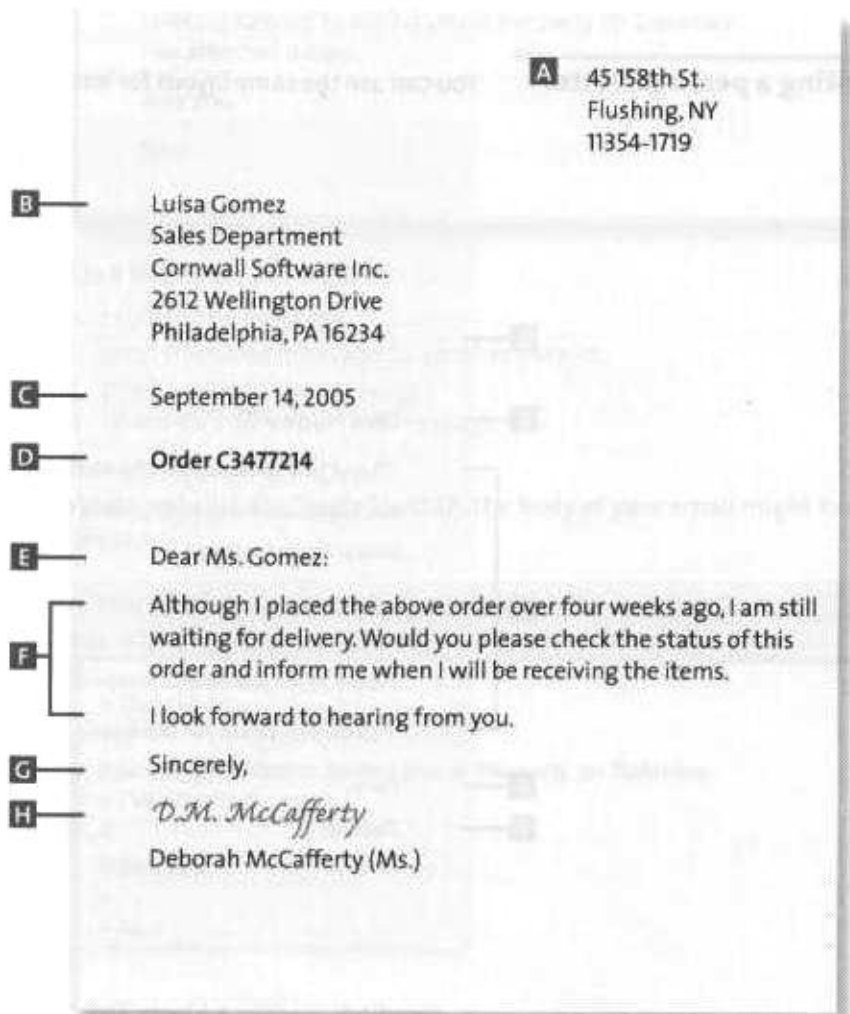
- d Body: Start a new paragraph for each topic. You can indent* the first line of each paragraph if you like.
- e Closing: Position this on the left-hand side of the page. Start with a capital letter, and write a comma at the end.
- f Signature: Your own name. Even if you write a personal letter on a computer, sign it by hand.

2 Writing a business letter

A business letter should be written on a computer.

If you do not know the name of the person you are writing to, use *Dear Sir or Madam*. End with *Sincerely*, and sign yourself with your full name. If you know the person's name, use *Dear Mr. / Ms.*, and end with your full name.

The simplest business letter format is the full-block format. In this format all the parts of the letter (except for your own address) are lined up on the left-hand side of the paper:



- a Heading: Your address. This is not necessary if you use letterhead paper.
- b Inside address: The full name and address of the person you are writing to.

- c Date: Write this on the left, under the address of the person you are writing to. Leave a gap between their address and the date.
- d Subject line: This is optional (you don't have to use it).
- e Salutation: Use the person's title (Mr., Ms., Dr., etc.) and a colon or comma at the end. A colon is more formal.
- f Body: Start a new paragraph for each topic. You can indent the first line of each paragraph if you like.
- g Closing: Position this on the left-hand side of the page. Start with a capital letter, and write a comma at the end.
- h Signature: Write this by hand. Type your full name below your handwritten signature.

3 The envelope

You can use the same layout for personal and business letter envelopes:



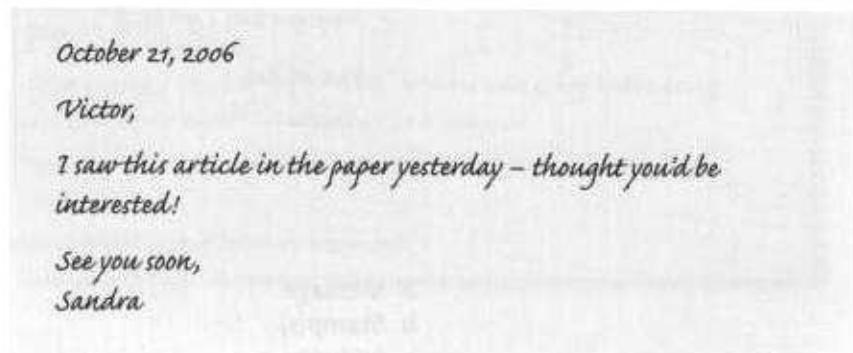
*Some other special instructions:

CONFIDENTIAL
REGISTERED MAIL
SPECIAL DELIVERY
PRINTED MATTER

- a Sender's full name and address. Write this clearly.
- b Postage stamp(s).
- c Full name and address of the person you are sending the letter to. Write this clearly. You can write all of this section in capital letters if you like.
- d Special instructions.*

Fax cover sheets

You can write an informal fax cover sheet by hand:



When you send a fax to a company or organization, include a heading with your message. You can save your heading as a template:

1-26-54 Jinan
Shibuya-ku
Tokyo 150-8571
Japan

Tel/fax: +81 3 4462 7100
e-mail: ssaltz@gol.com

To Elizabeth Pei
From Stephanie Saltz
Subject catalog
Date February 5, 2005
No. of pages 4

Dear Elizabeth,

I found the office equipment catalog you asked about, and I'm sending you copies of the pages about printers.

Let me know if you can't read them.

Best wishes,

Stephanie

Postcards

The reverse side of a picture postcard usually looks like this:

Dear Cathy,

A *Having a wonderful vacation in Greece. The weather is great, the food is wonderful, and the people are really nice. See you when I get back!*

*Best wishes,
Angela*

B 

C *Cathy McCartney*
132 Oban Street
Wadestown
Wellington
NEW ZEALAND

- a Message.
- b Stamp(s).
- c Address.

People often send postcards when they go on vacation. Messages are usually:

- short: three or four sentences
- informal, e.g. use of incomplete sentences
Having a great time in ... / Wish you were here
- descriptive, e.g. use of adjectives.
wonderful, hot, relaxing, boring

Here are some typical messages ...

to family:

Dear All,
Marco and I are having a great time here in Tahiti. We've been relaxing on the beach, but I've been scuba-diving and water-skiing, too. It's beautiful here, and I wish I could stay longer. See you soon.
Love,
Maria

to a teacher:

Dear Ms. Marques,
I'm having a great time in Vancouver. I'm really enjoying the English classes, and my host family is very kind. I think my English has improved a bit! I hope to see you again next semester.
Best wishes,
Natsuko (Terada)

to colleagues:

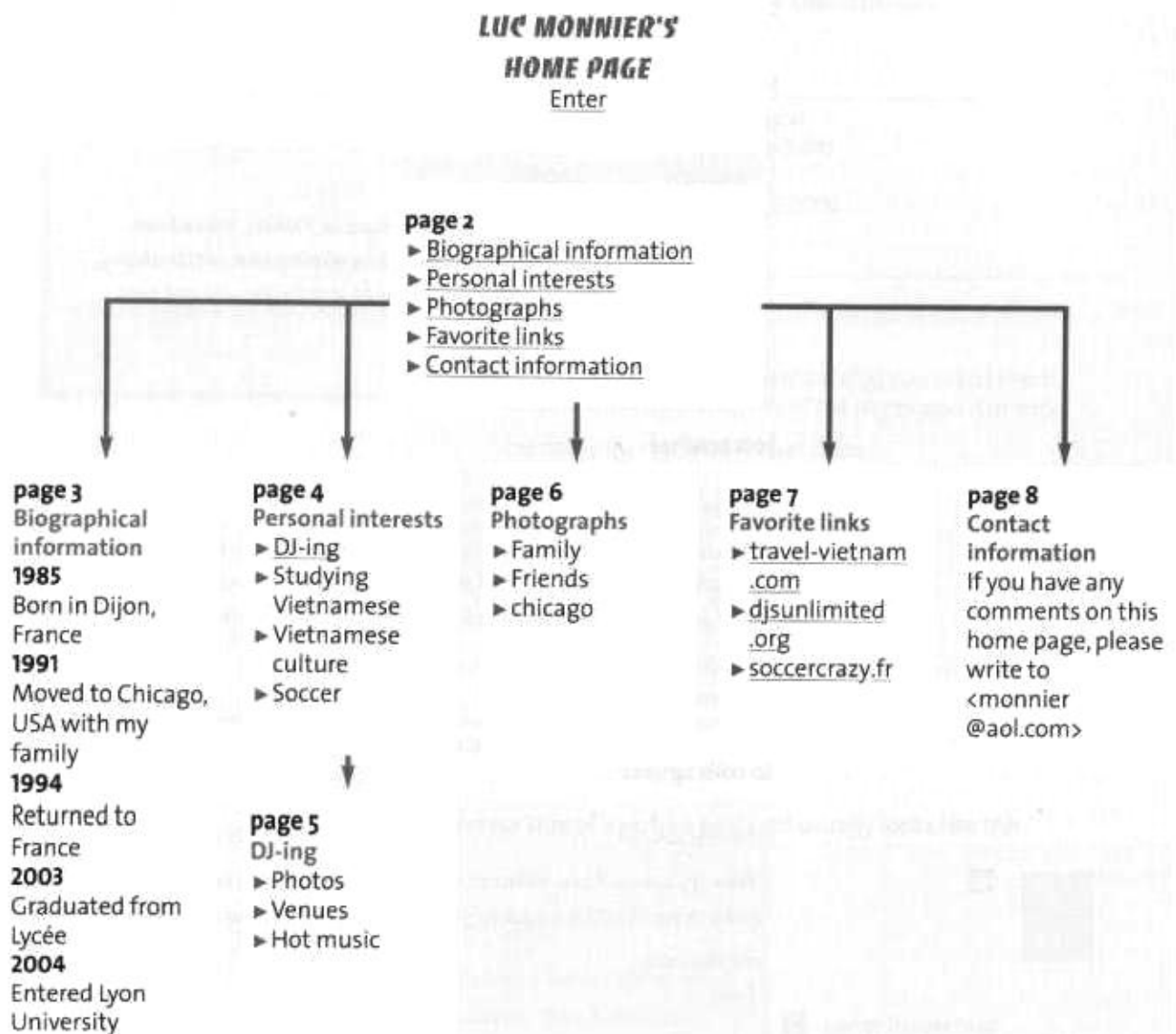
Hi everyone!
Here we are in Paris. Went to Disneyland yesterday. Tomorrow we're going to see the Mona Lisa in the Louvre. We're taking lots of photos!
All the best,
Dave

to a close friend:

Pete,
How are you? Wish you were here. Ibiza is amazing! We're going clubbing every night! I'd like to stay all summer.
See you,
Andy

Internet home pages

Here is a site map for a personal Internet home page:



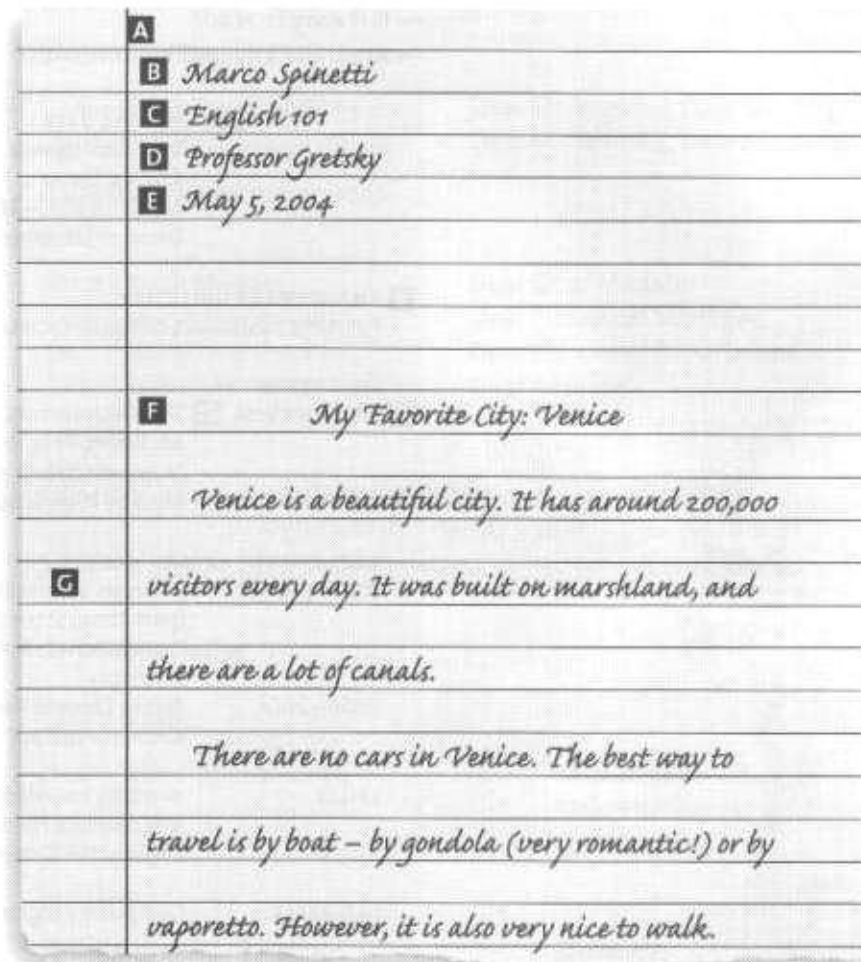
Some important points to remember when you make your home page:

Make sure:

- you keep it simple – don't use too many fonts, colors, or background patterns
- it is easy to read and easy to use
- all the graphics and links are working correctly
- you update the site regularly
- you think carefully about the personal information you put on your home page. Remember anyone can read it.

School compositions

The standard American style for writing a school composition or report by hand looks like this:



- a Left margin. This is usually red. Don't write to the left of this line. The teacher can use this space for comments.
- b Your name. Write your first (given) name, then your last name.
- c The name of the class.
- d The name of the teacher.
- e The date.
- f The title of your composition.
- g The main body of your composition:
 - indent the first line of each paragraph
 - double space your lines (your teacher can make comments and corrections)
 - leave some space at the end of each line.

Job résumés

Before you send off a job résumé, ask yourself these questions:

- Is it well-organized?
- Is it easy to read?
- Are there any spelling mistakes?

A MAKIKO SATO 1-3-7 Takinogawa Kita-ku, Osaka Tel: +81(6)2749-22631 Email: msato@hotmail.com	
B EMPLOYMENT OBJECTIVE Full-time position as bilingual secretary	
EDUCATION	
C 2001–present	D Sendai University, Sendai Bachelor of Engineering (Expected February 2006) Major: electronic engineering
1998–2001	Minami High School, Nagoya, Aichi Prefecture
EMPLOYMENT EXPERIENCE	
2001–present	7-Eleven, Sendai Station (part-time) Store assistant Duties include serving customers and checking inventory
2000–2001	Palace Chinese Restaurant Kitchen assistant
SKILLS	Working knowledge of Macromedia Dreamweaver, Macromedia Fireworks, Adobe Photoshop English: TOEIC score 640
INTERESTS	Computer program design, website design
REFERENCES	Available upon request

- Write your full name, street address, telephone number(s), and email address.
- Write headings in capital letters, and start at the left margin.
- Write dates on the left margin. Put the most recent date at the top of each section.
- Set the information in each section one or two centimeters to the right, to allow space for dates.

The résumé is only about you, so you can shorten sentences like this:

- | | | |
|---|---|--|
| <i>I attended French classes.</i> | — | <i>Attended French classes.</i> |
| <i>My duties include ...</i> | — | <i>Duties include ...</i> |
| <i>I was responsible for ...</i> | — | <i>Responsible for ...</i> |
| <i>I have a working knowledge of Adobe Photoshop.</i> | — | <i>Working knowledge of Adobe Photoshop.</i> |
| <i>I was awarded the Gold Prize.</i> | — | <i>Awarded Gold Prize.</i> |

Section 2 Common features of written English

1 Salutations and closings

1 Business letter or email

SALUTATION

If you know the person's name:

Dear + title + family name + colon or comma

Dear Mr. Vronsky: Dear Ms. Berg:
Dear Mr. Vronsky, Dear Ms. Berg,

If you don't know the person's name:

Dear + Sir or Madam
Dear + person's position
Dear + department name
Dear + company name

Dear Sir or Madam:
Dear Personnel Manager:
Dear Personnel Department:
Dear Amazon:

CLOSING

Sincerely,	+ your handwritten signature (full name) + your	Sincerely, <i>Jessica Wong</i>
Sincerely yours,	typewritten name	Jessica Wong

2 Formal social letter

SALUTATION

Dear + title + family name,

Dear Ms. Everett,
Dear Prof. Evans,
Dear Dr. Berg,

CLOSING

Sincerely,	+ your handwritten signature (full name):	Sincerely, <i>Jessica Wong</i>
Sincerely yours,		

3 Informal letter

SALUTATION

Dear + given name,

Dear Setsuko,

CLOSING

Best wishes, + your signature (given name):
Kind regards,

Best wishes,
Yuri

Kind regards,
Hideo

4 Informal email

SALUTATION

Dear + given name, Dear Brad,
Given name, Brad,
Hil (very informal)

Note: If you often write emails to someone you know well, you can omit a salutation.

CLOSING

See you, + your given name: See you,
Linda
Bye for now, Bye for now,
Pedro

2 Beginnings and endings 1 Business letter or email

BEGINNING

(new subject)
I am writing about ...
(reply)
I am writing in response to your letter of January 22, 2005.
Thank you for your email dated October 5, 2005.

ENDING

Thank you once again.
I look forward to hearing from you.

2 Formal social letter or email

BEGINNING

(new subject)
I am writing about (next week's lecture).
(reply)
Thank you for your email dated March 10, 2004.
I was very pleased to hear from you.

ENDING

I hope to meet you again in the near future.
I look forward to hearing from you.
Please give my regards to everyone.

3 Informal social letter or email

BEGINNING

(new subject)

How are you?

Hope you are keeping well.*

(reply)

Thanks for your email.

Good to hear from you.

ENDING

See you soon.

Write soon!

Take care.

Regards to everyone!

*In informal writing, we can leave out the subject *I* in *I hope...*

Section 3 Capital letters, punctuation, and spelling

1 Capital letters

Use capital letters (upper case):

— at the beginning of a sentence:

This is a pen.

— for names of people, schools, and companies:

Fidel Castro; Chancellor's School; Harrods

— for brand names and products:

Starbucks; Panasonic; Kit-Kat

— for a person's title:

Mrs. Ghandi; Dr. Winterbotham; Prof. Ozaki

— for some abbreviations:

CEO (Chief Executive Officer), M.A. (Master of Arts)

— for names of countries, places, and streets:

Paraguay; Central Park; Elm Street

— for the main words in titles of movies, books, songs, and magazines:

Jaws; War and Peace; The Harder they Come; Time

— for days of the week, months of the year, and special days:

Tuesday; August; Labor Day

Use only capital letters (block capitals) when you fill out forms by hand:

JOHN SMITH
14 ST BERNARD'S ROAD
BIRMINGHAM B92 7BB
UK

2 Punctuation

Punctuation makes your writing easier to understand. The most common punctuation marks are:

1 Period (.)

Use a period:

— at the end of a complete sentence, when this is a statement:

I'm leaving for Europe tomorrow.

— after an abbreviation:

Mr. Ms. Dr. Prof. etc.

— in units of money:

\$5.99 € 35.50

— in units of time (UK):

8.30 10.00

— in email and website addresses:

sjprice@hotmail.com www.oup.com

2 Comma (,)

A comma shows a short break in a complete sentence. Use it in a long sentence before a linking word like *but* or *so*:

I wanted to buy some milk, but the store was closed.

I was very tired, so I went straight to bed.

You can also use it in a list:

I want to visit France, Italy, and Germany.

Use a comma after the salutation in an informal letter or email:

Dear Ms. Perez, Dear Andy,

Use a comma after the complimentary close in any letter or email:

Sincerely, Sincerely yours, Best wishes, Bye for now,

3 Question mark (?)

Use a question mark at the end of a *yes/no* question, or a *wh*-question.

Are you busy Sunday?

What are you doing Sunday?

4 Exclamation mark (!)

Use an exclamation mark at the end of a sentence to show surprise, shock, or pleasure:

Eminem was sitting at the next table!

The car crashed right in front of us!

5 Colon (:)

Use a colon before a list or quotation:

The campus has good sports facilities: a swimming pool, a gymnasium, and tennis courts.

He shouted: "Don't be late!"

And after the salutation in a formal business letter or email:

Dear Mr. Parkinson: Dear Sir or Madam:

6 Semicolon (;)

Use a semicolon to connect two clauses when the second clause gives extra information about the first:

I felt terrible after the flight; I had a headache and my legs hurt.

Hee-Yun is really good at English; she always gets top marks.

7 Apostrophe (')

In informal writing, use an apostrophe to show contractions:
That's a great idea.

Use an apostrophe to show possession:

Have you seen Pim's laptop?

The dog's nose was cold and wet.

If the word or name ends with an *s*, you can show possession in two ways:

Is that James' house? Is that James's house?

8 Quotation marks (" ")

Use quotation marks before and after direct speech (the exact words someone says). Quotation marks contain the words and the punctuation (period, question mark, exclamation mark, etc.):

"It's on the table."

"Where's the police station?"

Do not use quotation marks in reported speech:

He said it was on the table.

She asked us to be quiet.

9 Parentheses ()

Use parentheses to add extra information to a sentence. Notice that the sentence is still complete without the information in parentheses:

I met Jeff the other day (he was here on vacation).

I want to visit some art galleries (especially Tate Modern), and go to the theater.

10 Dash (–)

In informal writing, you can use a dash in the same way as parentheses. If the additional information comes at the end of the sentence, use only one dash:

I met Jeff the other day – he was here on vacation.

I want to visit some art galleries – especially Tate Modern – and go to the theater.

11 Hyphen (-)

A hyphen joins words in a compound word and numbers in a compound number: (a hyphen is shorter than a dash).

mother-in-law medium-sized

thirty-five seventy-one

3 Spelling

If you write on a computer, you probably use a spellchecker. If you don't have an English spellchecker, here is some useful advice on spelling.

1 Common spelling mistakes

People often spell these words incorrectly:

<i>accommodation</i>	<i>definitely</i>	<i>embarrassed</i>	<i>grammar</i>
<i>misspell</i>	<i>noticeable</i>	<i>receive</i>	<i>sandwiches</i>
<i>separate</i>			

People often use these possessive forms wrongly:

Incorrect: *The house has it's own pool.*

Correct: *The house has its own pool.*

Incorrect: *They came in they're new car.*

Correct: *They came in their new car.*

Incorrect: *Is that you're dictionary?*

Correct: *Is that your dictionary?*

2 Adjectives with final *l* and adverbs with *ll*

Always use one *l* at the end of an adjective:

hopeful awful careful

But use a double *l* in the adverb form:

hopefully awfully carefully

3 *ie* and *ei*

When *ie* and *ei* have a long *ee* sound, you can use this rule:

i before e, except after c.

believe chief field niece piece

But when *ei* sounds like *ay*:

neighbor weigh

After *c*, write *ei*:

ceiling receive receipt

4 Plurals: words ending in *y*

If there is a vowel (*a, e, i, o, u*) before the *y*, add an *s* to make the plural:

boy-boys day-days key-keys

If there is a consonant (*b, c, d*, etc.) before the *y*, change the *y* to *i* and add *es*.

baby-babies country-countries memory-memories

5 Verb forms: Simple present

Don't forget to add *s* to the 3rd person singular (*he / she / it*) form:

eat-eats read-reads leave-leaves

With verbs ending in *y*, change the *y* to *ies*:

carry-carries try-tries fly-flies

There are some irregular verbs:

do-does go-goes

6 Verb forms: *ing*

With most verbs, add *ing*:

eat-eating read-reading study-studying

With most verbs ending in *e*, drop the *e*:

have-having hope-hoping leave-leaving

With verbs ending in one *l*, just add *ing*:

feel-feeling travel-traveling sail-sailing

With verbs ending in *ie*, change *ie* to *y*:

die-dying lie-lying

7 Verb forms: Simple past tense

With most regular verbs, add *ed*:

walk-walked reach-reached return-returned

With regular verbs ending in *e*, add *d* only:

save-saved live-lived phone-phoned

You must learn irregular verbs individually:

drive-drove go-went shine-shone

8 Compound nouns

Sometimes when we use two words together, the two words may become one word:

goodbye *businessman*
email *wordprocessing*

Section 4 Functions

1 Expressing likes and dislikes (Unit 1)

I really like...
like...

I think... is OK.

I don't like... very much.
don't like...
hate...

2 Thanking (Unit 4)

FORMAL

I am writing to thank you for helping me with my presentation.
the wonderful dinner.
Thank you very much the beautiful birthday present.

INFORMAL

Thanks a lot for helping me with my presentation.
Thanks the fantastic dinner.
the beautiful birthday present!

3 Requesting (Unit 5)

FORMAL

Could you please send me more information about your school?
Would

Please send me a complete list of language courses.

INFORMAL

Could you send me another copy of the picture?
let me know your new street address?

4 Recommending 1 (Unit 6)

FORMAL

I recommend a taxi.
you take a taxi.

INFORMAL

You can eat at the local restaurant.
Make sure you try the seafood.
Bring warm clothes.
Don't forget your sun hat!

5 Inviting (Unit 7)

FORMAL

Would you like to go to a party Saturday evening?
to join us for a meal tomorrow evening?

INFORMAL

Would you like to go swimming on Monday?
Do you want out for a pizza tonight?
How about going

6 Accepting and refusing an invitation (Unit 7)

1 Accepting

FORMAL

Thank you very much for the dinner invitation.
I would be delighted to accept.

INFORMAL

Thanks for inviting me. I'd love to have dinner.

Dinner sounds great!
like fun!

2 Refusing

FORMAL

Thank you very much for the dinner invitation, but I am afraid
I am unable to come.

INFORMAL

Thanks for inviting me, but I'm afraid I can't make it.
I'm sorry but

7 Apologizing for changing plans (Unit 8)

FORMAL

I am very sorry, but I am afraid I am unable to attend the meeting tomorrow.

INFORMAL

I hate to say I can't join you for the movie tomorrow night.

I'm sorry, I can't make it.

8 Complaining and requesting action (Unit 10)

1 Complaining

I am writing	to complain about about a problem with	the service in your Boston restaurant.
	with reference to about	a printer I bought in your store two days ago.

2 Requesting action

Would you please send a replacement as soon as possible.
give me a refund

I hope you will agree to replace the sweater free of charge.

9 Recommending 2 (Unit 12)

The movie	is excellent.	I highly recommend it.
The exhibition	is very good.	I recommend it.
The new store		Check it out.
	is average.	OK, but nothing special.
	isn't very good.	I don't recommend it. Give it a miss.
	is terrible.	I don't recommend it at all.

Section 5 General

1 Days, dates, and times 1

Days

Always use a capital letter at the beginning of a weekday:
Monday, Tuesday, Wednesday, etc.

In a list, you can use the first three letters (+ period):

Mon. Arrive in Tokyo

Tue. Visit Kamakura

Wed. To Osaka

In a regular sentence, use the full word:

Are you doing anything on Saturday?

Looking forward to seeing you on Friday.

2 Months

Always use a capital letter at the beginning of a month:
August, September, October, etc.

In a list, you can use the short form (three letters + period):

Apr. 9 First semester begins

Jul. 12 First semester ends

Sep. 8 Second semester begins

3 Years

In a regular sentence you can use the full written form, but this is very unusual:

I think we first met in nineteen eighty-nine.

In most writing, the full numeral form is more common:

1998, 2001, 2008

You can use the short form (apostrophe + final two numerals) in informal messages:

See you in '06!

4 Dates

At the beginning of a letter and in a regular sentence, write the date like this:

November 14, 2005

We got married on April 26, 1999.

Use the numerical form* only on forms or for informal letters or emails:

11/14/05

4/26/99

5 Times

In a regular sentence, you can write the hours like this:

Let's meet at six o'clock.

6 o'clock.

6 p.m.

~~*6 o'clock p.m.*~~

And the quarter and half hour times like this:

How about a quarter past six?

half past six?

a quarter to seven?

But most writers use numerals only with a colon. You can add a.m. or p.m. if you like:

How about 6:00? / 6:00 p.m.?

The train leaves at 9:23 / 9:23 a.m.

*Important

In American English, the order is always month / day / year.

In British English, the order is always day / month / year.

6 Prepositions

on + day: *Where should we meet on Friday?*
on + date: *We are leaving on July 24.*

Note: In American English you can omit *on* in informal writing:

Where should we meet Friday?
We're leaving July 24.

in + month: *I was in Australia in August.*
in + year: *She graduated in 2002.*
at + time: *See you at 7 o'clock.*

2 Numbers

In formal writing, spell out numbers from 1 through 100:

Felipe is twenty-one next month.
There are fifty states in the United States.

Use numerals for larger numbers:

My grandfather is 110 years old.
The dictionary has 1,992 pages.

In lists and informal writing, you can use numerals for all numbers.

Note the positions of the commas in these numbers:

219 (no comma)

111, 219

141, 219

141, 219

3, 141, 219

3 Prices

In formal writing, write out smaller prices (under 100 dollars):

Membership is ten dollars.
We paid fifty dollars for the tickets.

Use numerals for larger prices, and place the dollar sign before the number:

My new computer cost \$1,249.
Last month I earned \$900!

Use numerals and a period for prices which include cents:

It cost \$5.25.
The list price was \$99.99.

In lists and informal writing, you can use numerals for all prices.

4 Currencies

COUNTRY	CURRENCY	SYMBOL
Australia	Australian dollar	\$
Brazil	real	R\$
Canada	Canadian dollar	\$
EC (European Community)	euro	€
Hong Kong	HK dollar	\$
Indonesia	rupiah	Rp
Japan	yen	¥
Korea	won	₩
New Zealand	NZ dollar	\$
Thailand	baht	Bht / Bt
United Kingdom	pound	£
United States	U.S. dollar	\$

5 Abbreviations

1 Length

cm.	centimeter(s)
m.	meter(s)
km.	kilometer(s)
in.	inch(es)
ft.	foot, feet
mi.	mile(s)

2 Time

a.m.	ante meridiem (before noon)	11 a.m.
p.m.	post meridiem (after noon)	6:30 p.m.
min., mins.	minute, minutes	
hr., hrs.	hour, hours	

3 Points of the compass

N., S., E., W.	north, south, east, west
NE., SW., etc.	northeast, southwest, etc.

4 Common abbreviations from Latin

e.g.	<i>exempli gratia</i> (for example)
etc.	<i>et cetera</i> (and more in the same way)
i.e.	<i>id est</i> (that is, in other words)
NB	<i>nota bene</i> (note well, take notice)
vs.	<i>versus</i> (against)

5 Personal titles

B.A.	Bachelor of Arts	<i>David Wang, B.A.</i>
B.S.	Bachelor of Science	<i>Veronica McTavish, B.S.</i>
M.A.	Master of Arts	<i>Keiko Takayama, M.A.</i>
Mr.	Mister	<i>Mr. William Davis</i>
Mrs.	Married woman	<i>Mrs. Deborah Davis</i>
Ms.	Woman (married or single)	<i>Ms. Rosetta Garcia</i>
Ph.D.	Doctor of Philosophy	<i>John Smith Ph.D.</i>

6 Others

fwd.	forward
cc.	copy
re:	about, concerning
p., pp.	page, pages
No., no.	number

7 Some common symbols

#	number
@	at
*	asterisk – to mark a note

Ref. #3652
bcrumb@gol.com
*Price: \$250 **

"	inch, inches
'	foot, feet (twelve inches)

*(*batteries not included)*
6" × 4" photos
The table is 5' long and 3' wide.

8 Text-messaging

ABBREVIATION DEFINITION

ATB	All the best
ATM	At the moment
B4	Before
B4N	Bye for now
BBL	Be back later
BTW	By the way
BF	Boyfriend
C	See
CU	See you
CUL8R	See you later
DK	Don't know
DUR	Do you remember?
EVRY1	Everyone
EZY	Easy
F2T	Free to talk
GR8	Great!
GF	Girlfriend
H8	Hate
H&K	Hugs and kisses
IC	I see
IDK	I don't know
ILU	I love you
ILU2	I love you too
J4F	Just for fun

ABBREVIATION DEFINITION

JK	Just kidding
KIT	Keep in touch
L8	Late
L8R	Later
NP	No problem
O4U	Only for you
PLS	Please
R	Are
RU	Are you
SPK	Speak
SPK2 U L8R	Speak to you later
THX	Thanks
U	You
UOK	are you OK?
U2	You too
WOT	What
WTC	Way to go!
WUF	Where are you from?
W8	Wait
X	Kiss
Y	Why?
YR	Your
ZZZZ	Sleeping

6 American English and British English differences

The most important differences are in spelling and vocabulary:

1 Spelling

The main differences in spelling are:

	AMERICAN ENGLISH	BRITISH ENGLISH
-or / -our	color, neighbor, favorite	colour, neighbour, favourite
-z / -s-	organization, recognize	organisation, recognise
-er / -re	theater, meter	theatre, metre
-t / -ll-	canceled, labeled, traveler	cancelled, labelled, traveller

2 Vocabulary

Some useful examples:

AMERICAN ENGLISH	BRITISH ENGLISH
apartment	flat
cellphone	mobile phone
(potato) chips	(potato) crisps
cookie	biscuit
drugstore	chemist
elevator	lift
first floor	ground floor
French fries	chips
gasoline, gas	petrol
one-way ticket	single (ticket)
parking lot	car park
period (in punctuation)	full stop
sidewalk	pavement
subway (train)	underground, tube

3 Writing a business letter

	AMERICAN ENGLISH	BRITISH ENGLISH
Salutation	Dear Mr. Baker, OR (formal business letter) Dear Mr. Baker:	Dear Mr Baker (no period after Mr) (no comma after the name)
Closing	Sincerely, OR Sincerely yours,	Yours faithfully OR Yours sincerely (no comma)

7 Country and city names

In English, some country and city names are spelled (and pronounced) differently to the original language. Here are some examples:

COUNTRY NAME		CITY	
(original)	(English)	(original)	(English)
Belgique	Belgium	Antwerpen	Antwerp
Deutschland	Germany	München	Munich
		Köln	Cologne
Hellas	Greece	Athinaï	Athens
Italia	Italy	Venezia	Venice
		Firenze	Florence
Österreich	Austria	Wien	Vienna
Polska	Poland	Warsawa	Warsaw
Suisse/Schweiz/Svizzera	Switzerland	Genève	Geneva

8 International street addresses

Here is a U.S. address:

Ms. Veronica Chung
12 Forest Court
Mill Valley, CA 94941
USA

The name of the state is usually written as two letters:

CA California CO Colorado CT Connecticut
FL Florida MA Maryland TX Texas

Here are some addresses in other countries:

South Korea:

Mr. Kim Sung-Sook
Pacific Engineering Ltd.
Room 126 Sunshine Building
1-85 Nonhyon-dong
Kangnam-ku
SEOUL 150-320
KOREA

United Kingdom:

Mr. S. J. Hamnet
Star Publishing Ltd.
22 Bristow Gardens
LONDON W8 8PD
U.K.

Japan:

Mr. Jiro Endo
Edomizaka Mori Bdlg 6F
4-1-40 Toranomom
Minatu-ku
Tokyo 105-8529

Australia:

Stavros and Melina Kariotakis
16 Soudan St.
Bardon
Queensland
AUSTRALIA 4065

9 Internet addresses (URLs)

An Internet address or URL (Uniform Resource Locator) usually looks like this:

`http://www.apple.com`

`http://www.bbc.co.uk`

`http://www.elit@oupjapan.co.jp`

When we write an Internet address in an email or letter, we often use pointed brackets like this: `<http://www.apple.com>`. The last part of the address is called the *domain*, and can tell us something about the website.

Some important U.S. domains are:

- `.com*` Commercial (companies and for-profit websites)
- `.org*` Non-profit organizations
- `.net*` Network access groups (e.g. Internet service providers)
- `.gov` Federal governmental agencies
- `.edu` Educational institutions granting 4-year degrees (often `.ac` in other countries)
- `.mil` Military agencies and organizations

There are also 2-digit country domains. If there is no country code, the organization is probably based in the United States. Some examples of country domains are:

- `.uk` United Kingdom
- `.kr` Korea
- `.jp` Japan
- `.au` Australia
- `.ca` Canada
- `.nz` New Zealand
- `.cn` China
- `.de` Germany
- `.fr` France

*These three domains can now be used by anybody!

Notes

Write down key words and expressions that you want to use and remember.

1 Thinking about writing

2 Introducing

3 Completing forms

4 Thanking

5 Requesting information

6 Getting details

7 Inviting and arranging to meet

8 Making and changing arrangements

9 Giving directions

10 Dealing with problems

11 Describing

**12 Giving an opinion
and recommending**

13 Writing about a vacation

14 Writing about an interest

15 Applying for a job

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 - includes cross-cultural information comparing American and British varieties of English
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