

# ENGLISH COURSE

*Welcome!*

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# Business Moment



SECRETARIADO  
DO BRASIL

# TODAY YOU WILL LEARN:

- ▶ **Grammar:** Modals of Politeness
- ▶ **Speaking:** How to leave a voice message on the phone
- ▶ **Writing:** How to type an informal email to someone to meet up



# Conversation:

## Why are you studying English?

Read the survey below. Which are true for you?

- ▶ I'm studying English.....
  - so I can use it when I travel internationally
  - for sending clear emails to business colleagues
  - for teleconferencing/speaking with colleagues
  - for understanding articles, documents, and proposals
  - to get into a Master's program abroad
  - because I have to (work is forcing me to)
  
- ▶ Discuss your choices with your teacher/class

# Grammar: Modals of Politeness

Modal	Used for	Structure	Example
Can/Can't	Expressing ability, willingness or permission	Modal + pronoun + simple form of verb + (me)...?	Can you send me a copy of the invoice please?  I can't meet this Friday.
Could/Couldn't	More formal (some say polite) way of expressing "can"		Could you get me a cup of coffee please?  Martha couldn't make coffee this morning.
Will/Won't	Ask to volunteer something		Will you make 10 copies of this document please?
Would/Wouldn't	More formal way to say "will"		Would you stay late today please?

# Practice Exercises

► **Change the commands to a polite request. Use a combination of can/could/will/would.**

1. Read the proposal and email me your comments.
2. Meet me at the café at 6 p.m.
3. Organize the company picnic for this Saturday.
4. Type an email to Mary asking for the sales report.
5. Order supplies for the copy room.
6. Move the quarterly meeting to next week instead of today.
7. Give Mr. Stone the message asap.
8. Tell Mrs. Frank that I called and ask her to call me back.
9. Send me my schedule for the day.
10. Pick up Ms. Lee from the airport this afternoon.

# Grammar Application

- ▶ Write 4 sentences of your own requesting something from a colleague or boss.

1. (can)
2. (could)
3. (will)
4. (would)

# Speaking: Leaving a Message

- ▶ Often times you will make a call and the person is busy or is not in. Being able to leave a clear message over the phone can mean the difference between a call-back or not.
- ▶ You are going to hear two telephone conversations.
- ▶ Fill in the gaps of the conversation as you listen.



# Speaking: Leaving a Message

## Phrases

### CALLER

- ▶ I'd like to speak to....
- ▶ Can I leave a message for....
- ▶ Could you tell her/him (that)...
- ▶ Thanks. Have a good day.

### RECEIVER

- ▶ He's/She's not in right now/not here right now/stepped out.
- ▶ Can I take a message? Would you like to leave a message?
- ▶ What is this regarding?
- ▶ I'll make sure he/she gets the message.

# Speaking: Role Play

- ▶ Create a conversation following the structure below:

**Student A:** Answer the phone and say your company name

**Student B:** Introduce yourself. Ask to speak to    .

**Student A:** Invent a reason why the person isn't there.

**Student B:** Ask to leave a message.

**Student A:** Agree to take the message/Ask for name, number, and reason for the message.

**Student B:** Spell name/give number and reason for calling

**Student A:** Promise to give the message; say goodbye

**Student B:** Thank student A; say goodbye.

- ▶ Switch roles and repeat.

# Writing: Email Meet Up

- ▶ Writing emails to set up a time to meet is very common. Review the sample email for the proper structure:

**Subject:** Meeting Up

Hi Phil,

**I'm in town** until Friday, and **I'd like to meet up** with you to discuss the meeting details before we meet with everyone else. **I'm free** tomorrow afternoon. **Would you be able to** meet for coffee? **You can send me** a message or give me a call at 555-451-9569. Please contact me **asap** to confirm.

Regards,

Patrick O'Conner

# Writing: Application

- ▶ You are Phil. Write an email responding to Patrick O' Connor about a time and place to meet and what you would like to discuss at the meeting. Also make one request of Patrick.
  - ▶ **Include the following:**
    - Subject
    - Greeting
    - Body
    - Closing
- Use at least one compound or complex sentence.

# Excellent Work Today!

- ▶ Today you learned:
  - How to use four modals to politely request things
  - How to leave a telephone message
  - How to write an informal email to meet up with a colleague
- ▶ **Homework:** Send your letter by email and your teacher will revise it. Correct your errors and write a final draft of the email and send it to your teacher.

# WRITING STRATEGIES FOR ADVANCED LEVELS

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## SURVEY REPORTS



## What is a report?

- **A report is an informative piece of writing concerning a particular person, place, situation, plan, etc; it is addressed to one's superior/colleagues, members of a committee, etc, and is written in response to a request or instruction.**
- A report is slightly different to an essay in the sense that it is a far more formal and professional way of conducting an analysis of your topic, in this case your customer service results.

# TYPES OF REPORTS

- **Assessment reports:** aim at evaluating the positive and/or negative features of a person, place, plan, etc; they also include your opinion and/or recommendation
- **Informative reports:** present information about a meeting, progress made on a project, etc.
- **Survey reports** present and analyse the results /findings of research (information gathered from door-to-door surveys/questionnaires) concerning reactions to a product, plan , etc, including general assessment, conclusions and suggestions or recommendation(s).
- **Proposal reports** present plans, decisions or suggestions concerning possible future courses of action for approval by one's superior at work, a bank manager, members of a committee, etc.



# STRUCTURE

- A successful report should consist of:
  - An **introductory paragraph** which clearly states the purpose and content of the report
  - A **main body** in which the relevant information is presented in detail under suitable subheadings; and
  - A **conclusion** which summarises the information given, and may include an opinion and /or suggestion/recommendation.

## CONSIDER THE FOLLOWING ISSUES BEFORE WRITING THE REPORT:

Reports are **written in formal style**  
( complex sentences, non-colloquial  
English, frequent use of passive, linking  
words/phrases.

Think of who the report is being written  
by and who the report is addressed to.

Give your report an appropriate subject  
title, then plan the information you will  
present. Think of suitable subheadings  
and the information you will include.



# WRITING A SURVEY REPORT

- The information presented may have been gathered in a survey/opinion poll or compiled from official statistical data, and may reflect the opinions/preferences, etc of the general public, a particular group of people, a random sample of the population, etc.
- **The information may be presented in the form of facts** ( numbers, percentages and proportions), or **generalisations** ( This indicates/suggests/implies that...)
- Use expressions such as: ***one in ten, two out of five, twenty per cent of the people questioned, a large proportion***, etc. as well as verbs such as: agree, claim, state
- **Present tenses** are normally used to present generalisations.

# USEFUL LANGUAGE TO BEGIN REPORTS



- The purpose/aim/intention of this report is to examine/assess/evaluate the results of a survey in which....people/residents/viewers were asked about/whether/what....
- This report outlines the results of a survey conducted/carried out to determine/discover the reaction/popularity/attitudes/opinion of....
- As requested, this survey report was gathered/obtained by means of a questionnaire/a telephone survey/door-to-door interviews...
- The information below summarises statistics compiled by....

# USEFUL LANGUAGE

## TO END REPORTS

- To conclude/ to sum up/ In conclusion, the survey clearly shows....
- On the basis of these findings, it would seem that.....
- The results of this survey suggest/indicate/demonstrate/reveal that...

# MORE USEFUL LANGUAGE

- **TO EXPRESS FACTS AND PROPORTIONS**
  - Of the 460 people/students/workers who, etc, were questioned/interviewed/asked...
  - 10/50% of people/consumers, etc were of the opinion...
  - The majority/minority of viewers,etc felt/believed that..
  - A significant percentage of those who responded expressed (dis)approval of..
  - A large/small proportion of people surveyed replied/reported that...
  - Over one third/half of those interviewed chose/preferred...

- TO EXPRESS GENERALISATIONS we use:
  - On the whole/Mainly/In general terms/generally speaking..
  - Most consumers prefer...., which is shown/illustrated by the fact that ..
  - It is generally felt that..., as proved/demonstrated by the fact that...
  - Few people approve of...., as confirmed/emphasised by the fact that....
  - This fact suggests/implies/indicates that the average person chooses..

## Active or passive?

- Depending on their position, facts and generalisations can be linked by using verbs either in the active or passive form as in the example:
  - .....which is shown/IMPLIED by the fact that....
  - Which shows/indicates/ilustrates that..



## Making recommendations

- In the light of the results of the survey/questionnaire the introduction of a small fee would seem to be the best choice/option/solution
- I would recommend, therefore, the purchase of five more computers and laser printer
- My recommendations are as follows:

# Report example

## Exam question

The American rapper and musician Macklemore is going on tour in your country. He has agreed to pay a one-hour visit to your school.

The headmistress of your school has asked you to carry out a survey amongst students and then write a report. She wants suggestions on:

- an activity to do with Macklemore which involves as many students as possible
- a present to give Macklemore to say thank you for coming to visit your school.

Write your report in about **180 words**.

# Report example

## *Macklemore's visit to our school*

### *Introduction*

*The aims of this report are to make suggestions for a suitable activity to do with the musician Macklemore when he visits our school and to recommend a present to give him. It is based on a survey of 70 students.*

### *Activity with Macklemore*

*The majority of people surveyed thought that the best way for our students to have contact with the rap star was to organise an interview with Macklemore in the school hall. Macklemore could be on the stage and students could ask him questions using a microphone.*

# Report example

## A suitable present

Most students thought that each class in the school could prepare one page containing a message, a drawing or a poem. The pages could then be put together to make a book to thank Macklemore for his visit.

## Recommendations

I would recommend that we organise an interview with Macklemore in the main hall. All students would like to attend and representatives from each class could ask Macklemore a question. Perhaps we could also consider asking students to design a page for a book that we could give Macklemore as a thank-you present.





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## Top Tips for writing

1. Write a title that shows what the report is about.
2. Divide your report into clear paragraphs with subheadings.
3. State the report's aim or aims in the introduction.
4. Use more formal language, such as full forms rather than contractions.
5. You will probably need to make polite recommendations in the conclusion.



See you  
next time!



Teacher Renata