



Generalitat de Catalunya
Departament d'Ensenyament
Institut Can Puig

INSITITUT CAN PUIG

CICLE FORMATIU DE GRAU MITJÀ - GESTIÓ ADMINISTRATIVA

ANGLÈS

DOSSIER DE RECUPERACIÓ

ÍNDEX

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INSTRUCCIONS

S'ha d'entregar el dossier imprès amb els exercicis realitzats i un document annex amb les tasques descrites a continuació:

- Traduir totes les paraules i expressions de la secció Vocabulary Builder del dossier, elaborant així un glossari amb tot el contingut del mòdul.
- Realitzar les activitats de les pàgines 8 a 12.
- Escollir 6 tasques d'escriptura de la secció Writing Guide (pàgines 14 a 20) i elabora-les, presentant-les impreses adjuntament.
- Amb l'ajut dels exemples i els models de referència de les pàgines 21 a 24, elaborar un CV personal i una carta de sol·licitud a un lloc de treball.

Nota: les dades de totes les activitats d'escriptura poden ser reals o fictícies, sense que això afecti la valoració de les activitats.

Vocabulary Builder

Learn the vocabulary you need. Write the words in your language.

POSITIONS

| | |
|----------------------------------|---------------------------------|
| Chief Accountant | Laboratory Technician |
| Computer Programmer | Managing Director |
| Customer Service clerk | Marketing Director |
| Financial Director | Receptionist |
| Head of IT | Sales Representative |
| Head of Research and Development | Senior Administrative Assistant |
| Human Resources Director | Telemarketing Representative |
| Junior Administrative Assistant | |

ORDINAL NUMBERS

| | | |
|--------|---------|--------|
| first | fifth | eighth |
| second | sixth | ninth |
| third | seventh | tenth |
| fourth | | |

> *before page 6*

WELCOMING VISITORS

| | | |
|--------|-----------|-----------|
| coat | milk (n) | tea |
| coffee | seat (n) | teaspoon |
| flight | soda | umbrella |
| jacket | sugar | visitor |
| lemon | sweetener | water (n) |

VERBS

| | |
|-----------|---------|
| follow | show |
| greet | take |
| introduce | welcome |
| offer | |

Extra!

| | |
|-------------------|-----------------------|
| appointment | employer |
| business card | first impression |
| career | legal department |
| company | name plate |
| design department | operations department |
| employee | title |

NUMBERS

| | | |
|--------|-----------|-------------|
| nought | eleven | thirty |
| one | twelve | forty |
| two | thirteen | fifty |
| three | fourteen | sixty |
| four | fifteen | seventy |
| five | sixteen | eighty |
| six | seventeen | ninety |
| seven | eighteen | one hundred |
| eight | nineteen | |
| nine | twenty | |
| ten | | |

PLACES IN THE OFFICE

| | | |
|-----------------|-------------|-----------|
| cafeteria | lift | stairs |
| car park | lobby | stockroom |
| conference room | maintenance | toilet |
| ground floor | department | top floor |
| kitchen | reception | warehouse |
| laboratory | | |

DIRECTIONS

| | |
|----------------------------|---------------|
| at the end of the corridor | look for |
| down | next to |
| enter | on your left |
| get out of | on your right |
| go into | opposite |
| go past | turn left |
| go straight | turn right |
| leave | up |

TELLING THE TIME

| | |
|--------------|------------|
| half past | quarter to |
| o'clock | ten past |
| quarter past | |

OFFICE ROUTINES

| | |
|-----------------------|---------------------|
| answer the phone | search the Internet |
| distribute post | send an e-mail |
| file documents | take a message |
| order office supplies | take minutes |
| schedule a meeting | type a letter |
| send a fax | |

OFFICE SUPPLIES

| | | |
|-------------|-------------|-----------------|
| a box of | hole punch | rubber |
| a packet of | marker | scissors |
| a pair of | paper | stapler |
| a roll of | paper clips | staples |
| envelope | pen | sticky tape |
| folder | pencil | toner cartridge |
| highlighter | ring binder | writing pad |

COLOURS

| | | |
|-------|--------|--------|
| black | grey | red |
| blue | orange | white |
| brown | pink | yellow |
| green | purple | |

ORDERING OFFICE SUPPLIES

| | | |
|------------------|----------------|------------|
| delivery | payment date | quantity |
| delivery date | payments | run low on |
| discount | price | run out of |
| give a reduction | price per unit | subtotal |
| invoice | quality | |

DAYS OF THE WEEK

| | |
|------------------|----------------|
| Monday (Mon) | Friday (Fri) |
| Tuesday (Tues) | Saturday (Sat) |
| Wednesday (Wed) | Sunday (Sun) |
| Thursday (Thurs) | |

MONTHS OF THE YEAR

| | | |
|----------|--------|-----------|
| January | May | September |
| February | June | October |
| March | July | November |
| April | August | December |

Extra!

| | | |
|------------------|--------------|----------------|
| assorted colours | exactly | place an order |
| bulletin board | goods | receipt |
| couple | half a dozen | refund (n) |
| delivery fee | offer (n) | rubber band |
| dozen | paper cutter | ruler |

OFFICE EQUIPMENT

| | | |
|-----------------|-------------|-----------------|
| air-conditioner | keyboard | screen |
| chair | lamp | shelf |
| computer | mouse | shredder |
| desk | photocopier | table |
| filing cabinet | printer | waste paper bin |

OPPOSITES

| | | |
|-------------|--------|----------|
| big | narrow | short |
| close (v) | new | small |
| dark | old | turn off |
| enlarge | open | turn on |
| light (adj) | reduce | wide |
| long | | |

PHOTOCOPYING

| | |
|-----------------|---------|
| black and white | remove |
| colour (adj) | replace |
| paper size | side |
| press a button | stuck |

PRINTED MATERIAL

| | |
|-----------|-------------------|
| catalogue | label |
| chart | magazine article |
| diagram | newspaper article |
| drawing | poster |

SENDING FAXES

| | |
|-------------------|-------------------|
| blank page | printed side down |
| confirmation page | printed side up |
| cover sheet | programmed |
| detail | recipient |
| fax number | resend |
| go through | subject (n) |
| insert | |

PLACES OF WORK

| | |
|------------------|------------|
| bank | hotel |
| department store | law firm |
| factory | museum |
| hospital | restaurant |

Extra!

| | |
|----------------------|----------|
| double-sided copying | scan (v) |
| forget | thick |
| per cent | thin |
| properly | right |
| reach | wrong |
| remember | |

| | | |
|------------|----------------|---------------|
| a busy day | drawer | skill |
| armchair | foot stool | space |
| candidate | for rent | square metres |
| clock | responsibility | |

DOCUMENTS

| | |
|--------------------|-------------------------|
| bank statement | junk mail |
| cheque | mail log |
| contract (n) | product manual |
| customer complaint | request for information |

INCOMING MAIL

| | |
|--------------|-----------|
| adjust | sender |
| document (v) | sort (v) |
| procedure | stamp (v) |

OUTGOING MAIL

| | | |
|-------------|-----------------------|--------------|
| address (n) | international | sample (n) |
| bubble wrap | pick up (v) | ship (v) |
| city | postcode | stamp (n) |
| country | post office | this side up |
| courier (n) | pre-paid envelope | urgent |
| domestic | reach its destination | weigh |
| fragile | registered mail | wrap |

Extra!

| | | |
|-----------|-------------|---------------|
| avenue | enclose | sum of money |
| boulevard | handwriting | transport (v) |
| by air | road | weight |
| by sea | street | |

TAKING MESSAGES

| | | |
|----------------------|-----------------|------------------|
| cut off | leave a message | put me on hold |
| go out of the office | line is busy | return your call |
| interference | on another line | spell your name |
| interrupt | out of town | transfer a call |

FAMILY

| | | |
|----------|--------------|--------|
| aunt | grandparents | sister |
| brother | husband | son |
| children | mother | uncle |
| cousin | nephew | wife |
| daughter | niece | |
| father | parents | |

Extra!

| | |
|--------------------|------------------|
| clearly | offer assistance |
| deliver a message | soft |
| dial (v) | take a call |
| end a conversation | voice |
| hang up | voicemail |
| loud | |

DEALING WITH PHONE REQUESTS

| | |
|------------------------|--------------------|
| apologise | get through |
| as soon as possible | isn't good enough |
| attach | is unavailable |
| at the moment | let me know |
| correct (v) | lose valuable time |
| deal with this problem | remind |
| delay (n) | solution |
| discuss the matter | there's a problem |
| get back to | |

CLOTHING

| | | |
|-------|-------|----------|
| boots | shirt | sweater |
| dress | shoes | trousers |
| jeans | skirt | |

PROBLEMS

| | |
|--------------------|----------------|
| break in (n) | computer crash |
| broken door handle | dripping tap |
| burst pipe | jammed lock |
| carpet stain | power cut |
| car won't start | |

JOBS

| | |
|---------------------|----------------|
| carpenter | mechanic |
| cleaner | plumber |
| computer technician | police officer |
| electrician | |

CALLING FOR SERVICE

| | | |
|---------------|-----------------|-------------|
| be right over | expensive | price quote |
| cheap | in the meantime | repair (v) |

Extra!

| | |
|-----------------------|----------------------|
| back up computers (v) | hot water heater |
| broken blind | lose customers |
| clean filters (v) | replace a light bulb |
| cost (v) | service person |
| gas leak | vacuum carpets |

RECEIVING CALLS

| | | |
|----------------|-------------------------|--------------|
| be careful | no reply | repeat |
| caller | operate the switchboard | ring (v) |
| connect | patience | state (v) |
| extension | professional | wrong number |
| make a mistake | put ... through | |

ADJECTIVES

| | | |
|-----------|----------|---------|
| angry | friendly | rude |
| courteous | funny | serious |

SCHEDULING MEETINGS

| | |
|---------------------|---------------------|
| attend | light refreshments |
| break (n) | make arrangements |
| busy | microphone |
| check your calendar | participant |
| confirm | previous commitment |
| convenient | projector |
| equipment | schedule (v) |
| free | sharp |
| give a presentation | take place |
| hold a meeting | tied up |

RESCHEDULING MEETINGS

| | |
|--------------------------|---------------------------|
| appointment | leave the office urgently |
| arrange | participate |
| cancel | postpone |
| feel ill | reorganise |
| get lost | reschedule |
| get the dates mixed up | running late |
| held up in a traffic jam | suit |

HEALTH PROBLEMS

| | |
|------------|---------------|
| broken leg | headache |
| cold | sore throat |
| earache | toothache |
| flu | upset stomach |

Extra!

| | |
|------------------|-------------------|
| backache | have a meal |
| conference call | medical procedure |
| get better soon | mid-afternoon |
| get confused | mid-morning |
| get well quickly | schedule (n) |
| get well soon | set up |

THE ROOM

| | | |
|---------|-------|--------|
| ceiling | floor | window |
| door | wall | |

Extra!

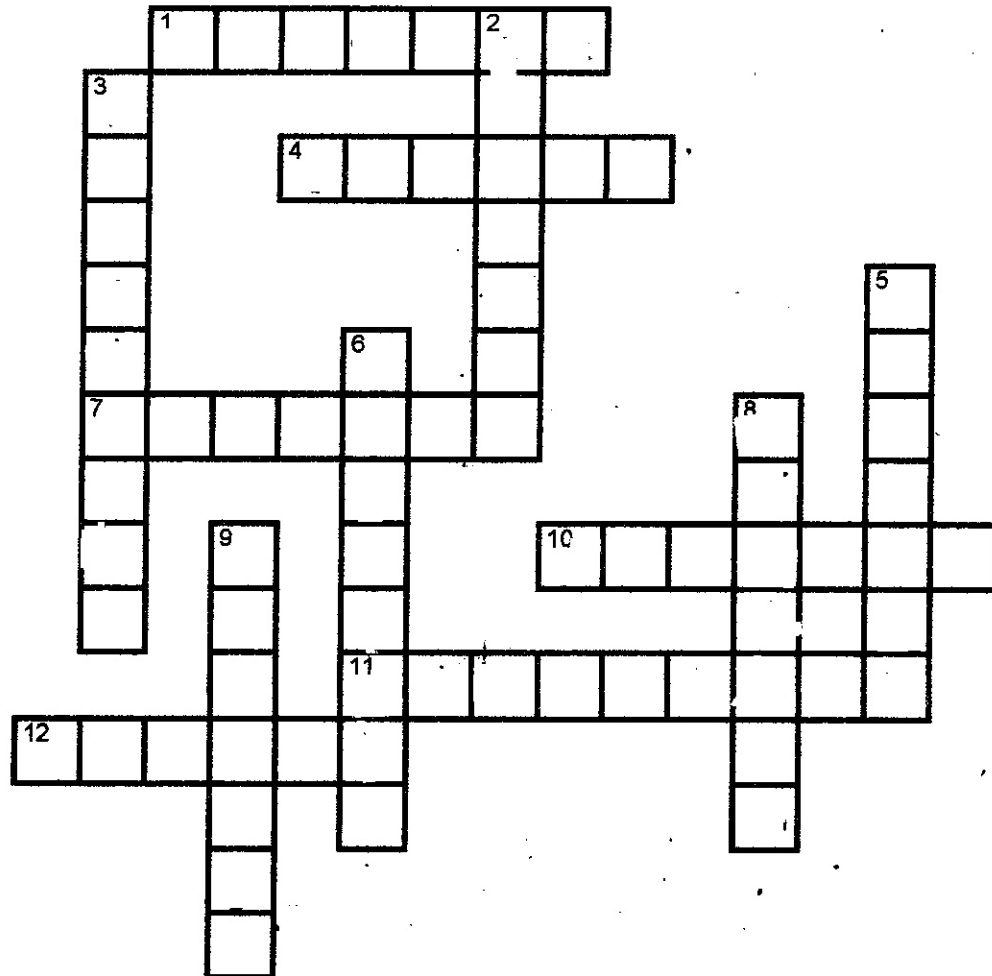
| | | |
|---------------|---------|---------------|
| escalator | meeting | over there |
| inside | near | park (v) |
| interview (n) | outside | parking space |

VOCABULARY EXERCISES

Complete the sentences with suitable words from the picture dictionary.

1. Put the documents in separate _____ and then put them together in a _____.
2. Join the papers with a _____. Or better still, don't make holes in them. Use a _____. They are in the _____.
3. Hang the poster on the wall using _____ or _____.
4. Don't throw the papers to the _____. Destroy them with the _____.
5. If the mouse doesn't work, check that the _____ is in its place and that it is plugged on the correct _____.
6. You don't need a mouse in your laptop. You can use the _____.
7. If the document is fragile, put it in a _____ before sending it.
8. Put the letter in an _____ weigh it on the _____ and then stick the stamps.
9. Write the appointment in your _____.
10. If you don't have a _____ for the operations, use the one in your mobile phone.
11. We need a copy of the e-mail on paper. Use the _____. First, check that the _____ is on and that the _____ has some paper in it.
12. There are many systems to save a copy of your documents from the computer. You can store them in a _____, an _____ or an _____.
13. Close the box with the big cello tape. Use the _____.
14. Put the books on the shelf. If they fall, use two _____.
15. You don't need to write the date by hand on each paper. It's faster if you use a _____.
16. If the pencil tip is broken, use the _____ and sharpen it.
17. Don't write with a pen! If you use a pencil, you can delete mistakes with an _____.
18. The laptop doesn't work? It must have run out of battery. Plug the _____.
19. Use the _____ to open the letters.
20. If you have to present a dossier, don't use a clip. It's much better if it has _____.

Advertising & Business Crosswords



Fill in the puzzle with the verb forms of the nouns below

Across

- 1. production (7)
- 4. launch (6)
- 7. competition (7)
- 10. sponsor/sponsorship (7)
- 11. advertisement (9)
- 12. marketing (6)

Down

- 2. consumption (7)
- 3. publicity (9)
- 5. promotion (7)
- 6. regulation (8)
- 8. confirmation (7)
- 9. packaging (7)

5 Revision and consolidation

A What do you say? Match the functions 1-8 to the actual words.

- | | |
|---|--|
| 1. Introduce yourself. | 9. We're in telecommunications. We make and sell telephones. |
| 2. Answer the phone | 10. This is Gina Adams speaking. |
| 3. Ask where something is. | 11. What do you do? |
| 4. Greet a colleague | 12. Hello. My name's Derek Scott. I work in Accounts. |
| 5. Ask someone about their job | 13. Excuse me. I'm looking for Mr Borge's office. |
| 6. Ask to speak to someone on the phone | 14. This is Kit Mee Leung. She's from our Seoul office. |
| 7. Introduce a colleague | 15. Hello, Andreas. How are you? |
| 8. Say what your company does. | 16. Can you put me through to Ms Turner? |

Work with a partner. Write a short conversation using some of the phrases.

B Vocabulary Put the words in the box under the correct headings.

office assistant accounts personnel receptionist
 insurance financial services accountant dispatch
 production chemicals engineer tourism

| Jobs | Departments | Lines of business |
|------|-------------|-------------------|
| | | |
| | | |
| | | |
| | | |

Add two more words under each heading.

| | | |
|--|--|--|
| | | |
| | | |

C Reading Read this article and answer the questions.

A completely different product and a new way of doing business

When James Dyson introduced the DC01 vacuum cleaner in 1993, few people could have guessed that within a few years it would be the biggest selling vacuum cleaner in Britain. With no bag and a number of space age design features, it was unlike any other vacuum cleaner.

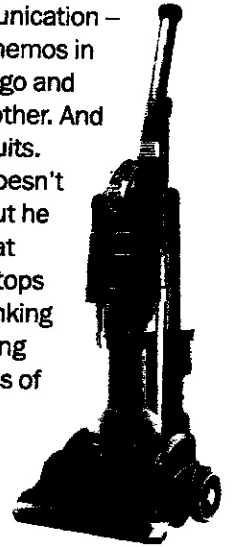
Today, the Dyson company employs 1,050 people at its headquarters in Malmesbury. The company has an annual turnover of £150 million and Dyson vacuum cleaners are sold all around the world. In addition, the company

has won many design awards and, most surprising of all, Dyson cleaners are on display in several of the world's leading museums of modern art.

Dyson is not a typical company. For example, everyone who starts work at Dyson makes a vacuum cleaner on their first day. This way, all the staff know what the company produces and how they produce it.

Designers and engineers work together to design and test their ideas, unlike other companies where they are separate departments. Dyson also believes

in direct communication – no one sends memos in the office, they go and speak to each other. And no one wears suits. James Dyson doesn't insist on this, but he does believe that wearing a suit stops people from thinking creatively. Judging from the success of Dyson, fewer companies will wear suits in future!



Are these statements true (T) or false (F)?

- 1 Dyson vacuum cleaners are not like other cleaners.
- 2 Some of the world's leading museums show Dyson vacuums.
- 3 Design and engineering are separate departments at Dyson.
- 4 People do not communicate by memo at Dyson.
- 5 James Dyson believes that wearing a suit helps you think creatively.

Here are the answers to some questions. Write the questions.

- 6
Malmesbury
- 7
£150 million
- 8
1,050
- 9
vacuum cleaners
- 10
Yes, it is a British company.

A What do you say? Match the functions 1–8 to the actual words.

- | | |
|---------------------------------|---|
| 1 Talk about your routine. | a You should take a holiday. |
| 2 Suggest a time for a meeting. | b Did you have a good journey? |
| 3 Talk about arrangements. | c Could you make some coffee? |
| 4 Ask about a journey. | d Would you like a cup of coffee? |
| 5 Give advice. | e I'm going to Head Office next week. |
| 6 Ask someone to do something | f It was a very successful fair. |
| 7 Talk about a business event. | g Are you free at 12? |
| 8 Offer someone a drink. | h We usually have a meeting on Fridays. |

C Reading

1 Read this article about Asad Latif and answer the questions.

- a How many departments has Asad worked in at Bombay Cotton?
b When did he become an overseas sales representative?
c How often does he travel overseas?

In profile: Asad Latif

Asad Latif joined Bombay Cotton in 1982 when he was 17 years old.

.... (1) Asad's first job was in the Dyeing department. 'I remember the work was very hard. It was always so hot in our department, the smell was terrible, and I was constantly covered in different dyes: My clothes turned a different colour every day!' said Asad.

Soon Asad moved into a clerical job in the company. At first, he processed orders, but soon he was the department manager.

... (2) He changed departments again, this time moving into the Sales department as a travelling salesman. He travelled throughout India selling his company's products to textile firms and clothing manufacturers.

Bombay Cotton was changing, too. By 1991 it was expanding its contacts and was beginning to sell its goods overseas. It had always sold small quantities of its goods to specialist

clothing companies in the United Kingdom.

... (3) The company needed someone to sell its goods abroad, and Asad became the company's first overseas sales representative.

In an average month, Asad travels overseas at least twice. ... (4)

He also spends his time at the company's Bombay offices meeting overseas visitors, discussing new marketing ideas with the Marketing department, completing reports and dealing with orders. Asad is married and has three children.

... (5) 'She works long hours, and I am away visiting customers a lot. It is often difficult to find time for our family,' says Asad.



In profile: Asad Latif

2 These sentences are missing from the article. Where do they belong?

His wife, Orit, is an accountant with a multinational company based in Bombay.

Now it was starting to export larger quantities to Europe and the United States.

At that time, Bombay Cotton was a small company specializing in the manufacture of high quality natural fabrics.

There are now several overseas sales representatives, so he has to check on what they are doing.

Then he discovered what he really wanted to do: sell.

Revision and consolidation

A **What do you say?** Match the functions 1–8 to the actual words.

- | | |
|--|---|
| 1 Make a suggestion. | a I joined the company two years ago. |
| 2 Refuse an invitation. | b Let's buy a new computer. |
| 3 Ask someone a question about the past. | c This one's more expensive. |
| 4 Ask for information. | d It's available in three sizes. |
| 5 Talk about the past. | e Would you like to join me for lunch on Wednesday? |
| 6 Compare. | f Why did you leave your last job? |
| 7 Talk about a product. | g I'd like some information about flights to Tokyo. |
| 8 Invite someone to lunch. | h That's very kind of you, but I'm afraid I can't make Wednesday. |

Work with a partner. Write a short conversation using some of the phrases.

B **Vocabulary** Put the words in the box under the correct headings.

discount starter arrival experience main course single room
 education qualifications payment dessert departure quantity

| Order form | Menu | | Job application | Hotel |
|------------|------|--|-----------------|-------|
| | | | | |
| | | | | |
| | | | | |

Add three more words under each heading.

| | | | | |
|--|--|--|--|--|
| | | | | |
| | | | | |
| | | | | |

Writing Guide



A business card

1 Read the business card and answer the questions.

BLACK'S
FASHIONS



Thomas Ward
Managing Director

35 Queen's Lane, Greendale, England
Office tel: 015578 9754110
Mobile: 077 5864 82223
E-mail: tward@blacks.uknet.co.uk

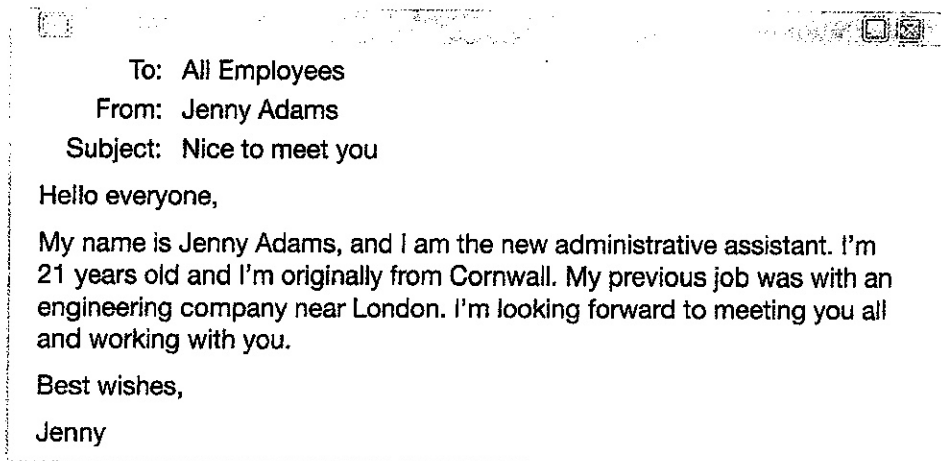
1. Whose business card is this?
2. What is his position?
3. What is his phone number at work?
4. Where is his office?

2 Write a business card.



An e-mail introducing yourself

1 Read the e-mail introducing Jenny and answer the questions.



1. Who is the e-mail to?
2. What is Jenny's position?
3. Where does she come from?
4. Where has she worked?

2 Write an e-mail introducing yourself as a new employee.

2 An e-mail providing directions to a meeting

1 Read the e-mail giving directions and answer the questions.

To: Mr Johnston
 From: Patricia Parsons
 Subject: Meeting – 23rd September

Dear Mr Johnston,

I'd like to confirm our meeting on 23rd September in our offices.

The offices are situated in Globe Tower. When you enter the building, the reception desk is on your right and the lift is next to the desk. Our offices are on the seventh floor. Turn left when you get out of the lift. My office is room 766. It is the third room on your right.

I look forward to seeing you,

Patricia Parsons

1. When is the meeting?
2. In which building are the offices?
3. On which floor is Patricia Parsons' office?
4. How do you get from the lift to her office?

2 Write an e-mail confirming a meeting and giving directions to the meeting room.

WRITING GUIDE

2 An office plan description

1 Read the e-mail providing an office plan description and answer the questions.

To: Ms Keys
 From: May Sherrington
 Subject: Office plan

Dear Ms Keys,

Welcome to Sandy's Textiles. We're pleased to have you join our company. The plan of our offices is attached to help you get around at the beginning. Please feel free to come by the Human Resources Department to ask any questions you may have. As you can see, my office is on the sixth floor. Turn right when you get out of the lift. It's at the end of the corridor, on your left.

Good luck,

May Sherrington
 Director of Human Resources

[officeplan.jpg](#)

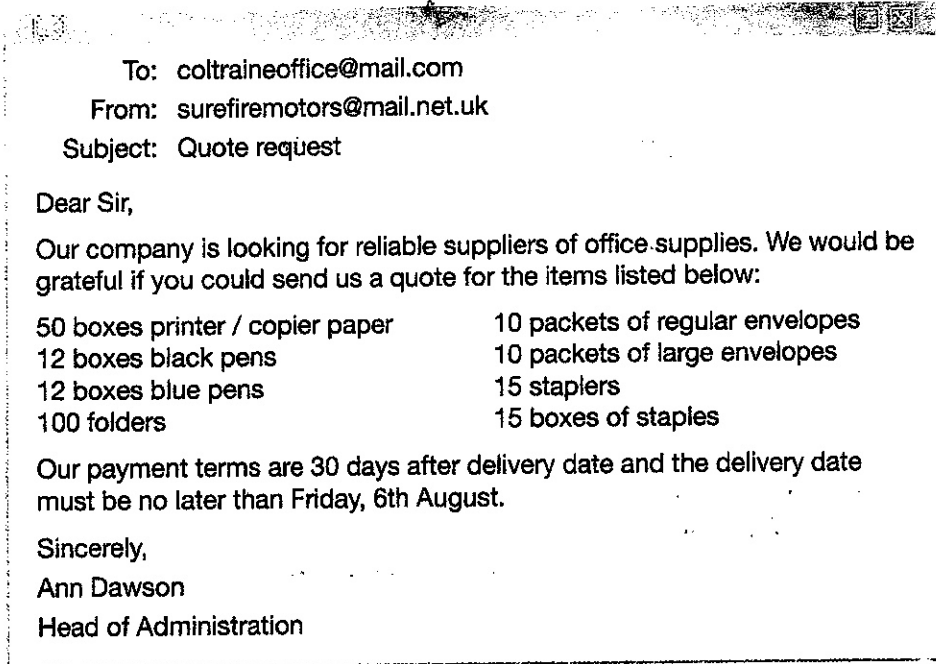
1. Who is providing an office plan description?
2. Why is she sending it to Ms Keys?
3. Why is she inviting Ms Keys to her office?
4. Where is her office?

2 Write an e-mail welcoming a new employee and providing a description of the office plan.

4

An e-mail requesting a quote

1 Read the model e-mail requesting a quote and answer the questions.



1. Who is the e-mail to?
2. Who is it from?
3. Which sentence states the request?
4. What additional information does the writer include?

2 Write an e-mail requesting a quote for at least five items.

6 Addressing an envelope

Read the envelope and answer the questions.

| |
|---|
| <p>Mr Edward Linder Managing Director Modern Art Museum 34, Church Road Westport WS17 4RP</p> |
|---|

1. Who is the letter for?
2. What is his workplace?
3. In which city is it?
4. What is its postcode?

2 Write an address on an envelope.

9 An e-mail requesting a meeting

1 Read the e-mail requesting a meeting and answer the questions.

| |
|---|
| <p>To: Sales Department, Management From: Fred Cuthbertson Subject: Meeting – 5th April</p> <p>Dear All,</p> <p>I would like to schedule a meeting to discuss our recent sales figures. We'd like to hold the meeting on Tuesday, 5th April, from 10.00 till about 12.00, in the first-floor conference room. I hope this is convenient for you all. Please confirm your participation or let me know if there are any problems.</p> <p>Regards, Fred Cuthbertson Director of Sales</p> |
|---|

1. What is the topic of the meeting?
2. When is the meeting?
3. Where is it?
4. Do the employees of the sales department need to reply to the e-mail?

2 Write an e-mail requesting a meeting with people in your office.

10 An e-mail accepting an invitation to a meeting

1 Read the e-mail accepting an invitation to a meeting and answer the questions.

To: Fred Cuthbertson
 From: Janice Brown
 Subject: Re: Department Meeting – 5th April

Dear Fred,

Thank you for your e-mail regarding the meeting on Tuesday, 5th April, at 10.00. I'd like to confirm my attendance. Would you like me to send you a report on the sales I've made since the beginning of March?

Sincerely yours,
 Janice Brown
 Sales Department

1. Who is the e-mail from?
2. Does she mention the time and date of the meeting?
3. Does she mention the meeting place?
4. Does she ask for any additional information?

2 Write an e-mail accepting an invitation to attend a meeting.

10 An e-mail declining an invitation to a meeting

1 Read the e-mail declining an invitation to a meeting and answer the questions.

To: Fred Cuthbertson
 From: Ray Brick
 Subject: Re: Department Meeting – 5th April

Dear Fred,

I've just received your mail regarding the meeting on Tuesday, 5th April. Unfortunately, I'll be tied up that day with visitors from our Japanese office. Can we reschedule for the following day – Wednesday, 6th April? I apologise for the inconvenience.

Ray Brick
 Director of R&D

1. Who is the e-mail from?
2. Why can't he attend the meeting?
3. When does he suggest rescheduling the meeting?
4. What does he apologise for?

2 Write an e-mail declining an invitation to attend a meeting.

WRITING GUIDE

11 A letter of complaint

1 Read a letter of complaint and answer the questions.

Herbertson and Wilks Law Firm
25 Parker Street
Bingley
10th July, 2013

Dear Sir / Madam,

We ordered 25 toner cartridges for our printers on 7th July. The invoice number is 56472. Unfortunately, we only received 13 cartridges and have found one of them to be faulty. Please look into the matter as soon as possible.

Thank you,

Alice Evans
Senior Administrative Assistant
Herbertson and Wilks Law Firm

1. What did the law firm order?
2. What is the invoice number?
3. What are the problems?
4. What does Alice Evans request?

2 Write a letter of complain

11 A response to a letter of complaint

1 Read the response to a letter of complaint and answer the questions.

Barkers Office Supplies
Bradford Industrial Estate
Building 6
Bradford
12th July, 2013

Dear Ms Evans,

Thank you for your letter of 10th July. We apologise for the inconvenience and have sent you 13 toner cartridges by special delivery.

We are also offering you a 10% discount on your next purchase from our company. We appreciate your business and look forward to providing you with the best of service.

Sincerely yours,

Jack Osbourne
Customer Service
Barkers Office Supplies

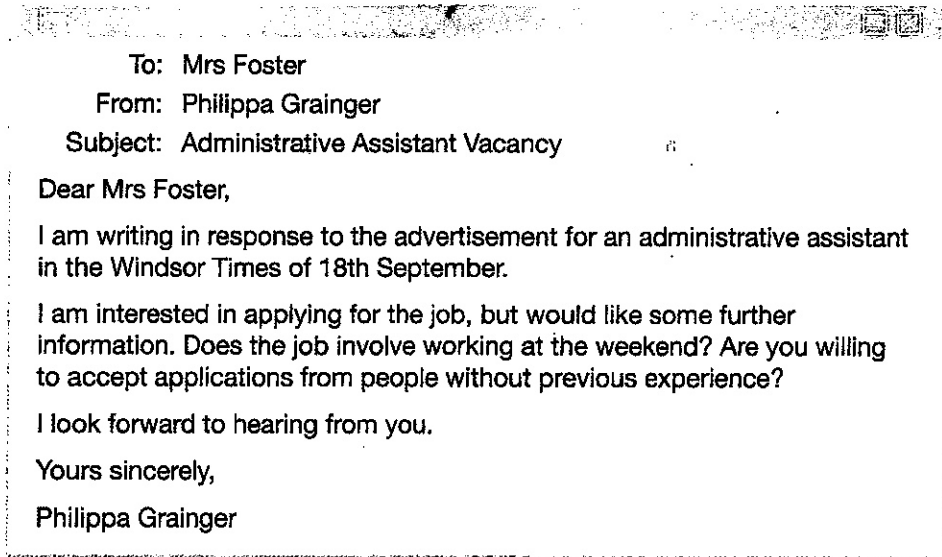
1. Who is the letter from?
2. Which letter does he refer to?
3. How has he handled the problem?
4. What does he offer the recipient?

2 Write a response to a letter of complaint. !

19

An e-mail requesting job information

1 Read an e-mail requesting job information and answer the questions.



- 1. Where did Philippa read about the available job?
- 2. Is Philippa thinking about applying for the job?
- 3. Is Philippa worried about the work hours?
- 4. Has Philippa got previous experience as an administrative assistant?

2 Write an e-mail requesting more information about a job.

James & Hedgehopper Limited

MASTER CUTLERS
Railway Arcade, Harley SG16 4BD

Tel: Harley (0123) 99876


29th January, 1993

Armitage,
Slewich Street,
Crough,
L

Sir,

Thank you for your letter of 23rd January. We still stock the type of that you are looking for, and are pleased to enclose our catalogue price list. We would draw your attention to the discount prices which are operative until 15th March on this range of goods.

Yours faithfully,
for JAMES & HEDGEHOPPER LTD



William Osgood
Managing Director

SMITH, JONES & ROBINSON LIMITED

Rainwear Manufacturers
Block 39, Newtown Industrial Estate,
Newtown SV7 3QS

Tel: 0966 477366

8th August, 1993

Our ref: SAL/35/IM
Your ref: JCB/JG

Messrs. Kidsfunwear Ltd.,
3 High Street,
Barnton, BN17 2EJ

For the attention of Mr. J. Brown

Dear Sir,

Thank you for your enquiry about our children's rainwear. We have pleasure in enclosing our latest catalogue and current price list, and would draw your attention particularly to our SUNFLOWER range. We are prepared to offer the usual discount on these items, and we look forward to receiving your order.

Yours faithfully,



Ian MacIntosh

Sales Department

PETICIÓN DE INFORMACIÓN

We see from your latest catalogue that there is a special offer for office furniture.

We would be grateful if you could send us full details of this offer, including prices, wholesale discounts, payment terms and delivery times.

Según hemos comprobado en la última edición de su catálogo general, tienen una oferta especial de muebles de oficina.

Les agradeceríamos que nos envíen la información necesaria sobre esta oferta, incluyendo precios, descuentos por pedidos al por mayor, forma de pago y fechas de entrega.

CORRESPONDENCIA GENERAL

11 South Street
BARCOMBE
BN7 2BT

14th November, 1993

Dear Betty,

It seems such a long time since we last met and caught up with each other's news. However, I'm writing to say that Peter and I plan to take our holiday this summer in the Lake District, and we'll be driving past Preston on the M6 some time during the morning of Friday, July 23rd. Will you be at home then? Perhaps we could call in? It would be lovely to see you and Alan again and to get news of Janie and Mark. Do let me know whether Friday, 23rd is convenient. We would expect to arrive at your place at around 11 a.m. or so, and hope very much to see you then.

With love from

Susan

65 Middlewich Street,
ADDENBOROUGH.
AGS 9LL

23rd January, 1993

Mr. J. Hedgehopper,
Hedgehopper's Knives Ltd.,
Railway Arcade,
HARLEY

Dear Mr Hedgehopper,

Some years ago I bought a SHARPCUTTER knife from you, and, as you know, it has been invaluable to me. Unfortunately, however, I have now lost it, and wonder if you still stock this range? If so, I should be grateful if you would let me have details of the various types of knife you make, and of their prices.

Yours sincerely,

Thomas Armitage

Thomas Armitage

ALGUIEN CONOCIDO PERSONALMENTE

| | | |
|---|--|------------------------------|
| <p>Dear Mr. Brown, Dear Mrs. Drake, Dear Mr. & Mrs. Chariton, Dear Miss Baker, Dear Ms. Black, Dear Dr. Armstrong, Dear Professor Lyons, Dear Sir Gerald, Dear Lady McLeod, Dear Andrew, Dear Margaret,</p> | <p>Yours sincerely</p> <p>With all good wishes, Yours sincerely</p> <p>With kindest regards, Yours sincerely</p> | <p>trámiento más cordial</p> |
|---|--|------------------------------|

SOLICITUDES DE PUESTOS DE TRABAJO

11 North Street
Barnton,
BN7 2BT

19th February, 1993

Personnel Director,
rs. J.M. Kenyon Ltd.,
brick House,
ton, MC46 6RB

Sir or Madam,¹

With reference to your advertisement in today's Guardian, I wish to
for the post of systems analyst.

I enclose my curriculum vitae. Please do not hesitate to contact me
if you require any further details.

Yours faithfully,

Rosalind A Williamson

CURRICULUM VITAE

| | |
|-----------------------------------|--|
| NAME | Rosalind Anna WILLIAMSON |
| ADDRESS | 11 North Street, Barnton, BN7 2BT, England |
| TELEPHONE | Barnton (0294) 476230 |
| DATE OF BIRTH | 6.5.1963 |
| MARITAL STATUS | Single |
| NATIONALITY | British |
| QUALIFICATIONS | ² B.A. 2nd class Honours degree in Italian with French, University of Newby, England (June 1985) A-levels: Italian (A), French (B), English (D) (1981) O-Levels in 9 subjects. (1979) |
| PRESENT POST | Assistant Personnel Officer, Metal Company plc, Barnton (since January 1987) |
| PREVIOUS EMPLOYMENT | Nov. 1985 - Jan. 1986: Personnel trainee, Metal Company plc. Oct. 1981 - June 1985: Student, University of Newby. |
| SKILLS, INTERESTS AND EXPERIENCE: | fluent Italian & French; adequate German; some Russian; car owner and driver (clean licence); riding & sailing. |

THE FOLLOWING HAVE AGREED TO PROVIDE REFERENCES:

Ms. Alice Bluegown, Personnel Manager, Metal Company plc, Barnton, NB4 3KL
Dr. I.O. Scno, Department of Italian, University of Newby, Newby, SRL3 2RR

o no se sabe si el destinatario es
o mujer, se debe usar esta
Por otra parte, si se conoce la
d del destinatario se puede
na de estas formas al escribir el
y dirección:

*Derek Balder,
s Una Claridge,
Nicola Stokes,
O
Personnel Director
ssrs. J.M. Kenyon Ltd. etc.*

abezamiento de la carta, las
correspondientes serían: "Dear
r", "Dear Mrs Claridge" etc. "Dear
e despedida "Yours sincerely";
m" (según corresponda, si se
hombre o mujer), "Dear Sir or
(si no se sabe).

s que comienzan con el nombre
ona en el encabezamiento (e.g.
Balder") pueden terminar con la
e despedida "Yours sincerely";
nplezan con "Dear Sir/Madam"
nta acaban con "Yours
; seguido de la firma. Véanse
les en las páginas 892 y 894.

cita un puesto en el extranjero
mplear una frase que explique
edémico que se posee, p.ej.
Mexican etc. equivalent of A-
hillarato superior)",
t to a degree in Modern
etc. (Licenciatura en Filología
tc)".

WRITING A CURRICULUM VITAE

When applying for a job, you will often have to supply the employer with your personal details, as well as your educational qualifications and work experience. Read the model CV below.

MODEL

PERSONAL INFORMATION

Name ROSSELL, Joan
Address C/ Prim, s/n, 1r la - Badalona
Telephone no. 600898776
E-mail jrossell@hotmail.com
Nationality Spanish
Date of birth October 17, 1989

WORK EXPERIENCE

Dates 2005-2007
Name of employer Burger King
Occupation or position held Kitchen assistant
Main activities and responsibilities Food preparation

EDUCATION AND TRAINING

Dates 2005-2007
Name of school IES La Pineda
Principal subjects covered Modern languages, history, mathematics
Title of qualification awarded Secondary School Graduate - Batxillerat

PERSONAL SKILLS AND ABILITIES

LANGUAGES

Mother tongue Catalan and Spanish
Other Languages English (good level written and spoken)
French (fluent)

COMPUTER SKILLS

General Microsoft Word, Excel
Graphics or multimedia Photoshop
Programming Java for Internet

OTHER SKILLS AND EXPERIENCE 2004-2006, school basketball team
Since childhood – painting, arts and crafts

DRIVING LICENCE Licence for 125cc motorbike