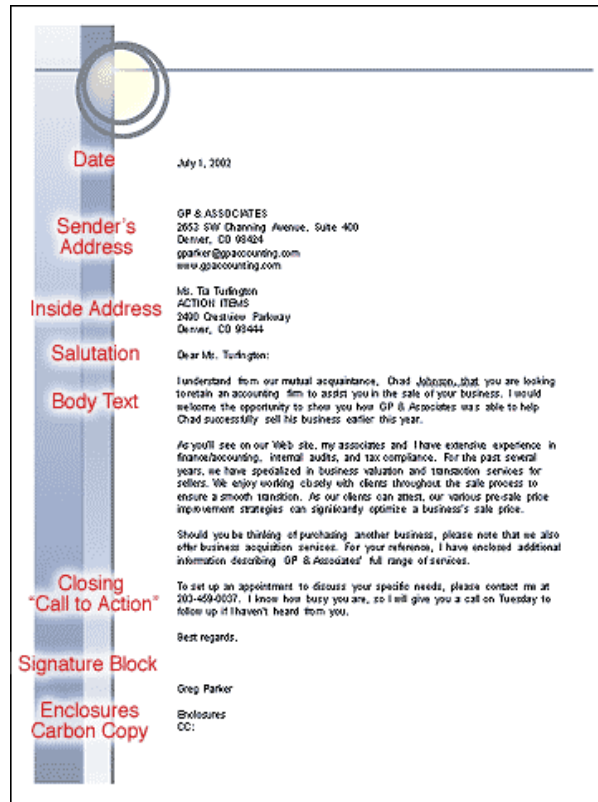


Business English Useful Expression BAD05



I want to call Japan.
May I have the number ,please?

Hiro talks with the long-distance operator.
Operator: Thank you for using AT & T. May I help you?
Hiro : I want to call Japan
Operator: May I have the number please?
Hiro : It`s 045 – 4321-9876
Operator: That`s 045-4321-9876, right?
Hiro : Yes, I want to talk with akiko Kobayashi
Operator: Person-to –person to Akiko Kobayashi Hiro
: That`s right.
Operator: Just a moment. I`m sorry , Sir. Nobody answers.
Hiro : No, answer?? I`ll try again later.

1 Vocabulary

1. employee-(n) - A person who works for a company or another person wages or a salary.
2. employer-(n) - One who pays another to do work.*
3. persuade-(v) - To convince someone of something.*
4. formalize-(v) - To make official or standard.
5. proposal-(n) - A suggested plan.
6. reject-(v) - To not accept.
7. correspondence-(n) - Communication by letters.
8. course-(n) - Line of motion or direction.
9. policy-(n) - A general rule; usually of a government, business or organization.
10. memo-(n) - A short, work-related note.

2 Reading

Business Letters in English

Business letters are formal paper communications between, to or from businesses and usually sent through the Post Office or sometimes by courier. Business letters are sometimes called "snail-mail" (in contrast to email which is faster). This lesson concentrates on business letters but also looks at other business correspondence. It includes:

- letter
- memo
- fax
- email

Who writes Business Letters?

Most people who have an occupation have to write business letters. Some write many letters each day and others only write a few letters over the course of a career. Business people also read letters on a daily basis. Letters are written *from* a person/group, known as the **sender** *to* a person/group, known in business as the **recipient**. Here are some examples of senders and recipients:

- business «» business
- business «» consumer
- job applicant «» company
- citizen «» government official
- employer «» employee
- staff member «» staff member

Why write Business Letters?

There are many reasons why you may need to write business letters or other correspondence:

- to persuade
- to inform
- to request
- to express thanks
- to remind
- to recommend
- to apologize
- to congratulate
- to reject a proposal or offer
- to introduce a person or policy
- to invite or welcome
- to follow up
- to formalize decisions

3 Comprehension Questions

1. What is a Business Letter?

2. What are the reasons you may need to write business letters or other correspondence?

4 Vocabulary

1. We had a long _____ by email.
2. He asked her to marry him but she _____ the proposal.
3. The ship is on a _____ to Spain.
4. The boss wrote a _____ to the workers about the schedule change.
5. It is the school's _____ that all children must wear uniforms.
6. His _____ does not give paid holidays.
7. The company needs more _____s to grow.
8. It took a long time but we finally _____ him to sell the house.
9. The city made a _____ to build a new road.
10. The _____ the agreement in front of their lawyers.