

E-mails. Letters. Faxes

1. Write and translate unfamiliar words (ex. 1)
2. Look attentively at the example of a business letter
3. Write a business letter. Use phrases from ex. 3
4. Translate the text at ex.1 (topic "Faxes")
5. Make ex.2, 3, 4 (in written)

1. Write the words and word conversations.

Email address

@ (at)

Account

Message

Attachment

Subject

To Save

To Delete

To include

To allow

To reply (to all)

To forward

Formal style

Informal style

Correspondence

Sender

Return address

Recipient

Salutation / Greeting

Closing

Ending

Signature

Enclosure

To list

Along with

Forms to be returned



2. Useful phrases for writing a business letter

Salutation / Greeting

Dear Sir/Madam — Уважаемый/ая сэр/ мадам (приветствие чаще всего используется, если вы знаете должность адресата, но не его имя).

Dear Mr./Ms./Mrs. Johns — Уважаемый/ая мистер/мисс/миссис Джонс (используется в случае, когда вы знаете имя человека, которому адресуете письмо (обращение Mrs. в данном случае считается более устаревшим)).

Main part

I am writing regarding your inquiry about .../ our phone conversation ... — Обращаюсь к Вам с письмом в связи с Вашим запросом ... / с нашим телефонным звонком...

Thank you for contacting us — Спасибо, что связались с нами

I am (we are) writing to inform you that .../ confirm .../ enquire about .../ complain about ... — Я пишу с тем, чтобы проинформировать/подтвердить.../ сделать запрос.../ пожаловаться на...

I would be grateful if you could ... — Я бы был признателен если бы Вы смогли...

Could you please send me ... — Не могли бы Вы прислать мне...

In addition, I would like to receive ... — В дополнение я бы хотел получить...

Please take notice that... — Пожалуйста, имейте в виду, что...

I am pleased to send you a copy of... — Я рад выслать вам копию...

We appreciate your attitude. — Мы ценим Ваше отношение.

Closing

Please find enclosed (for letters) — К письму прилагается (для писем)

I am looking forward to hearing from you soon. — С нетерпением жду Вашего ответа.

Please do not hesitate to contact us if you need any further assistance. — Пожалуйста, не стесняйтесь связаться с нами, если Вам нужна дальнейшая помощь.

Ending

Your sincerely/ Sincerely yours/ Respectfully — Искренне Ваш (используйте данные фразы, если во вступительной части указывали Dear Sir/Madam или To Whom It May Concern).

Sincerely — С уважением (данная фраза соответствует вступлению Dear с указанием имени адресата).

3. Write a business letter. Use phrases above.

7 Faxes

Get ready!

1 Before you read the passage, talk about these questions.

- 1 How can a fax machine save businesses time and money?
- 2 Do you think the fax machine will be replaced by online technology? Why or why not?



How to Send a Fax

Make sure that your pages reach the right person. Follow these steps and your **documents** will be on their way.

Our **fax number**: (333) 555-2111

*Always include a **cover sheet** with the following information:

- Your name
- Your company's name
- Your telephone number
- The name of the person you are sending the fax to
- The date
- The number of pages
- The **subject**

***Insert** the pages into the fax machine, printed side down.

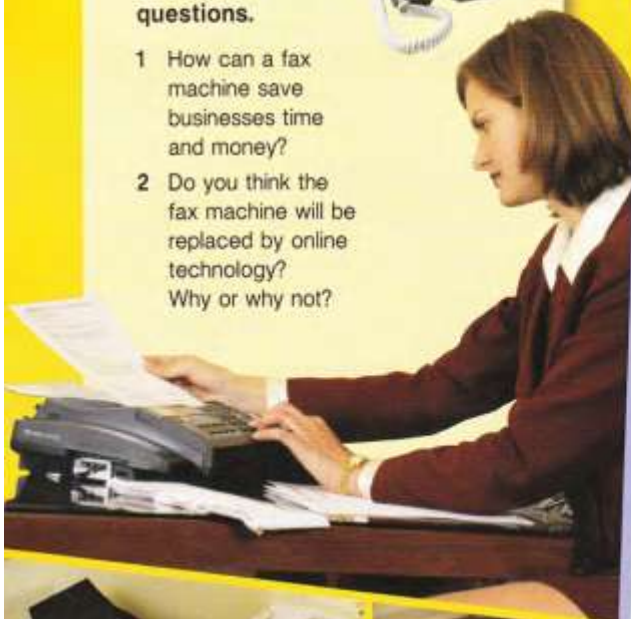
*Enter the fax number you want to send to using the **keypad**.

*The pages will be scanned by the machine.

*The machine will give you a **confirmation** if the pages have **gone through** properly. If the fax does not go through, you will need to **resend**.

*First, telephone the other person and tell them that you are trying to **fax something over**.

*Repeat the earlier steps and wait for confirmation.



Reading

2 Listen and read the poster telling how to send a fax. Then, read the summary of the passage. Fill in the blanks with the correct words and phrases from the word bank. Tell the class how to send a fax.

Word BANK

resend cover sheet go through
send a fax confirmation

The manual gives instructions about how to 1 _____. It lists the information to include on the 2 _____. The sender is instructed to wait to see whether the fax will 3 _____ properly. If not, the sender should telephone the recipient. Next, he or she should try to 4 _____ it and wait for 5 _____ that it has worked.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- 1 Use the number buttons on the fax machine.
k _ _ p _ _
- 2 Did the machine give a notification that the document was sent?
_ o n _ _ _ _ a t _ _ _
- 3 The telephone number goes on the first page of the fax.
c _ _ e r _ h e _ _
- 4 Please send this through the fax machine.
_ e n _ _ f _ _
- 5 Type the code for the recipient's fax machine.
_ _ x n _ _ b _ _

4 Place a check (✓) next to the response that answers the question.

- 1 Did Ms. Chen fax something over to the client?
A Yes, but it did not go through.
B Yes, we need to try to send it again.
- 2 Do I need to resend the fax?
A Yes, you should try it again.
B She doesn't need to know.
- 3 What is the subject of the fax?
A The fax number is right here.
B It's about the upcoming merger.
- 4 Should the pages be inserted face down?
A No, I did not receive a confirmation.
B Yes, that is the correct way.
- 5 Which documents need to be faxed?
A The ones that are in this folder.
B Please write this down.

Listening

5 Listen to a conversation between a new secretary and an office manager. Mark the following statements as true (T) or false (F).

- 1 The woman has tried sending the fax more than once.
- 2 The fax machine is broken.
- 3 The woman has seen this problem before.

6 Listen again and complete the conversation.

Secretary: Oh, so you're sure you have the right 1 _____?

Employee: Yes, I've gotten a 2 _____ each time. But it's always blank pages that get sent.

Secretary: I see. Well, I'm pretty sure I know what the problem is.

Employee: Great! What's 3 _____?

Secretary: You have to insert the pages 4 _____
_____. I think you've been putting them in the
5 _____.

Employee: That would explain the blank pages. What an embarrassing mistake!

Secretary: Don't worry. It 6 _____.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

I think the fax machine is broken.

When I send the fax, my client gets blank pages.

I'm pretty sure I know what the problem is.

Student A: Help Student B find out why his or her fax is not going through correctly. Talk about:

- the problem
- fax number
- solution

Student B: You are having trouble sending a fax. Ask Student A for help.

Writing

8 You are a secretary. Use the conversation from Task 7 and the poster to write a sheet that helps people avoid mistakes with the fax machine. Talk about:

- Fax numbers
- Confirmation
- Inserting pages
