

9.3. OFFICE SUPPLIES AND EQUIPMENT



VOCABULARY & WRITING

Task 1.

Office work entails using a variety of office equipment. Complete the names of different types of office equipment below.

fax _____
 pr ___ er
 sca _____
 shr _____

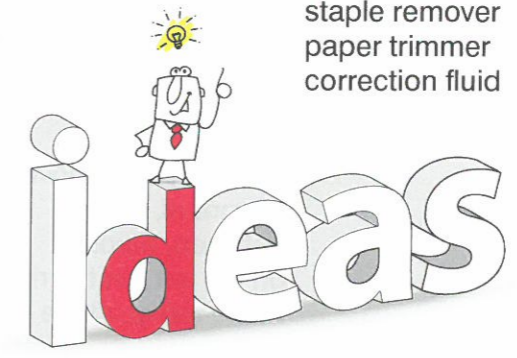
co ___ ut ___
 c ___ ie _
 t ___ ph _____

Task 2.

What can be found on an office assistant's desk? Look at the examples below, and decide how many of them you use.

adhesive tape
 sellotape
 binder
 file folder
 hole punch
 paper shredder
 hanging file
 plastic sleeve
 pen holder
 whiteboard marker
 envelope

notice board
 drawing pin
 clipboard
 notepad
 pin
 post-it notes
 tape dispenser
 rubber band
 staple remover
 paper trimmer
 correction fluid



Task 3.

Fill in the sentences below with the correct preposition.

1. Have you attached papers _____ a paper clip?
2. Are you sure you put the yellow folder _____ the bookshelf?
3. Where do you store papers? I couldn't find them _____ your desk.
4. You forgot to attach this info _____ our notice board.
5. Write the address _____ the front of the envelope.
6. I need to translate this official letter _____ German.
7. Where exactly is the conference held? I'm not quite sure, but it's somewhere in _____ Gdynia and Sopot.
8. Are you dizzy? Just sit _____ the table and take a deep breath.
9. My idea of organising an Italian-style evening for our business partners was greeted _____ great enthusiasm.
10. Could you please put this invoice _____ the grey envelope _____ your right?
11. We were supposed to finish _____ 11:00. However, the meeting went on _____ the afternoon.
12. As an assistant, I report _____ our HR manager who has 25 people _____ him.
13. Will you manage to sort it out _____ an hour? Sure, I'll be back in around 45 minutes.
14. Could you direct me to the conference room? Sure, it's _____ the corridor from my office.
15. I need to find a big hotel in London. What about this one? It's for _____ to 500 people.

Task 4.

What should a meeting room be equipped with? Look at the following examples, and describe the meeting room in your company using the prepositions of location below.

overhead projector
 slide projector
 digital projector (VGA and HDMI inputs)
 projection screen (folding or floor screens)
 whiteboard
 whiteboard markers
 remote control for projectors
 handheld microphone
 computer
 laser pointer
 flip chart
 screen
 loudspeakers

at, in, on
 inside, outside
 near, by, next to, beside
 below, under, above, over
 across from, opposite

below, under, above, over
 in front of, behind
 between, among
 on the left, on the right
 at the top of, at the bottom of

Task 5.

Complete the following phrases below with the words below.

pile (x2) | pack | ream | roll | box

- a _____ of DVDs
 a _____ of pencils
 a _____ of books
 a _____ of documents
 a _____ of sellotape
 a _____ of paper

**WRITING: SEMIFORMAL EMAIL****Task 6.**

You noticed after a weekend that you are running out of some office supplies. Make a list of supplies you need, and write an email to your stationery distributor placing an order. In your writing, use the phrases below.

Useful phrases for semiformal email writing:

Dear _____

I would like to place an order for _____ from your catalogue _____

Please include your latest catalogue with the order.

Would it be possible for you to send me the samples of _____

For your reference, here is a summary of the order: _____

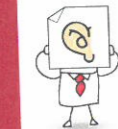
Please send the items to the address below: _____

If this order cannot be processed as requested, please contact me at _____
 (telephone number or email address)

Please feel free to contact me for any clarifications/discrepancy in the order details.

I look forward to your reply/confirmation.

Best/Kind regards _____



LISTENING

CD2 31

Task 1.

Listen to Angie, an office assistant talking about her work, and make a list of everyday duties performed by office assistants.

OFFICE ASSISTANTS:

Task 2.

What duties does an office assistant perform in your company?



VOCABULARY

Task 1.

Look at the stages of holding meetings, and put them in chronological order from the first to the last stage.

- | | |
|-------------------------------------|----------|
| call the meeting | 1. _____ |
| circulate the minutes | 2. _____ |
| invite people to attend the meeting | 3. _____ |
| draw up an agenda | 4. _____ |
| close the meeting | 5. _____ |
| circulate the agenda | 6. _____ |
| take minutes | 7. _____ |



9.4. OFFICE WORK

Task 2.

Provide synonyms of the italicised verbs below.

- adjourn* the meeting →
- call off* the meeting →
- chair* the meeting →
- approve* the minutes →
- arrange* the meeting →
- take sth off* the agenda →

Task 3.

Fill in the gaps below with the correct preposition.

1. Let's bring the meeting _____ a close. We're short of time.
2. We need to agree _____ further action. We cannot just go round in circles.
3. Did you notify employees _____ our stand-up meeting at 12:00?
4. Have you started this new project yet? We're almost done. Today, we're having the kick-_____ meeting.
5. We had a really _____-depth discussion about our new business partnership

Task 4.

Complete the phrases below by filling in the gaps with the correct verb.

At the meeting people may:

- | | |
|--------------------|--------------------|
| _____ a compromise | _____ opinions |
| _____ conclusions | _____ an objection |
| _____ proposals | _____ suggestions |
| _____ a vote | _____ resolutions |
| _____ decisions | |



LISTENING & READING

CD2 32

Task 1.

Listen to Jamie, a certified meeting planner talking about his work, and discuss this job with the group. Is this profession common in Poland?



Task 2.

Read the text about a new attitude to meetings, and find synonyms of the words below.

The need to run effective meetings is more intense than ever in modern times, given ever-increasing pressures on people's time, and the fact that people are now rarely based in the same location, due to mobile working and progressively 'globalised' teams and organisational structures. New technology provides several alternatives to the conventional face-to-face meeting around a table, for example phone and video-conferencing, increasingly mobile and web-based. These 'virtual meeting' methods save time and money, but given the advantages of physical face-to-face communications, there will always be a trade-off between the efficiencies of 'virtual meetings' (phone and video-conferencing notably) and the imperfections of remote communications methods (notably the inability to convey body language effectively via video conferencing, and the inability to convey body language and facial expressions by phone communications).

- teleworking →
- unified →
- benefit →
- compromise →
- defect →
- communicate →

Task 3.

Make a list of advantages and disadvantages of both meeting types, and provide exemplary situations in which virtual meetings would be more beneficial than traditional ones.

Face-to-face meeting		Virtual meeting	
Advantages	Disadvantages	Advantages	Disadvantages



WRITING: FORMAL LETTER & EMAIL

Task 1.

You work as an office assistant in a law firm, and you are going to arrange a meeting for your superior lawyer and her VIP clients. They visit your law firm to conclude contract negotiation. Write a formal email to the clients on behalf of your superior lawyer, and inform them about all meeting arrangements. In your writing, use the phrases below.

Useful phrases for formal letter writing:

Dear Sir/Madam _____

To whom it may concern _____

Dear Clients _____

Dear Mr _____

Dear Mrs _____ (married female recipient)

Dear Ms _____ (female recipient, marital status unknown)

Dear Miss _____ (female recipient, single female recipient)

I would like to confirm/inform you about _____

Further to our previous arrangements, I would like to _____

I am writing with reference to _____

Should you require further information, please call/email me directly.

Please find attached the details of _____

We look forward to meeting you soon.

Yours faithfully/Faithfully _____ (unknown recipient name)

Yours sincerely/Sincerely _____ (known recipient name)

Task 2.

You are a client who has just received the letter mentioned in Task 1. Reply to this letter confirming your attendance. In your writing, use the phrases below.

Useful phrases for formal email writing:

Dear Mr _____

Dear Mrs _____ (married female recipient)

Dear Ms _____ (female recipient, marital status unknown)

Dear Miss _____ (female recipient, single female recipient)

I am writing in connection with/with reference to _____

I would like to confirm _____

May I ask about _____

Would you be so kind and let me know _____

I need further assistance in _____

Please find attached my _____
I look forward to your reply.

Yours faithfully/Faithfully _____ (unknown recipient name)
Yours sincerely/Sincerely _____ (known recipient name)



SPEAKING

Task 1.

Is arranging an appropriate seating layout important when holding meetings? Look at the following layouts, and provide examples of your company's meetings for each layout below.

- ▶ Formal presentations to large groups:
theatre-style with the audience in rows, preferably with tables, facing the chairman
- ▶ Medium-sized participative meetings:
horseshoe (U) table layout with the open part of the U facing the chairman's table
- ▶ Small meetings for debate and discussion:
boardroom-style with one rectangular table with the chairperson at one end
- ▶ Relaxed team meetings for planning and creative sessions:
lounge-style with comfortable chairs and coffee tables

Task 2.

Look at the questions related to business meeting etiquette, and express your opinion using the phrases below.

In my view _____
As far as I'm concerned _____
Personally, I believe/feel _____
I tend to think that _____
I'm convinced that _____
Speaking for myself _____
As far as I know _____
As far as I understand/can see _____
I'd like to point out that _____
What I mean is _____
It seems to me that _____
From my point of view _____
If I'm not mistaken _____
I might be wrong, but _____
I have mixed feelings about _____

1. Being on time or just in time?
2. Your phone on the table or in the bag?
3. Drinking coffee/eating snacks or waiting for the break?
4. Casual or formal dress code?

BUSINESS SKILLS

Task 1.

Imagine you are going to receive Chinese visitors in your company. Make a list of phrases which might be useful in such situations. Some phrases are given below. Role play the situation of receiving Chinese visitors. First, you are an office assistant, and another student is one of the visitors from China. Then, swap roles.

My name is _____ Pleased to meet you.
Can I bring you something to drink?
Would you like to take a seat?

Task 2.

Imagine your visitors from China have the needs or problems listed below. How would you help them? First, your partner takes the role of a Chinese visitor asking for help, and you as an office assistant try to handle the situation. Then, swap roles.

- I need to charge my mobile phone.
- I would like to explore the city in the afternoon.
- I need to find a Chinese restaurant here.
- I need to exchange euros into Polish zlotys.
- I spilt coffee on my contract documentation.
- I need to email my boss as soon as possible, but my laptop seems to be out of order.
- I have problems with accessing the Internet.

Task 3.

Do you happen to receive visitors from different cultures? Decide how you would prepare such a visit to avoid a culture clash.

Task 4.

Personal assistants arrange appointments for their bosses. Complete the dialogue below using your own ideas, and role play it with a partner.

Good afternoon. My name is Maria Zielikowska, Leszek Karwowski's assistant.

I would like to make an appointment for my boss with Mr Tadeusz Nowak.

Can we schedule the meeting at 9:30 on Monday?

What about Monday at 12:00? Can Mr Nowak make it then?

Hold on a moment, and I'll check his diary.

Yes, that would be fine.

Thanks a lot. Goodbye.

Task 5.

Your boss is having a meeting on Wednesday afternoon, but you have just noticed that you arranged a meeting with another client on the same day, and the meeting time overlaps as well. Call one of the clients, explain the situation to him/her, and try to reschedule the meeting.

Task 6.

You are supposed to organise a business lunch for your boss and his/her Norwegian client. Choose the restaurant, and make a telephone call to book a table.

Task 7.

You accompany your boss while eating out with business clients who visited your company. Your task is to:

- a) book a table for four by the window
- b) make small talk with your business clients
- c) recommend a starter/soup/main course/dessert in a restaurant

Task 8.

Your task is to organise a networking event for the business partners your company cooperates with. Make a list of ideas for the event, and discuss them with your boss. Tell him/her about the date, venue, schedule, participants and the benefits your company may derive from this event.

Task 9.

You work for an international company cooperating closely with Chinese investors. Approximately, once a month your boss travels on business to China. He is a traditionalist in the middle of his fifties who cannot imagine arranging videoconferencing instead of going to China personally. Talk to your boss, and try to persuade him to choose other forms of meetings than face-to-face ones. Remember to provide relevant arguments to support your ideas.



WRITING: INFORMAL EMAIL

Task 1.

Have you ever congratulated your colleague on his/her success at work? What did you say to him/her? What would you say in such a situation?

Task 2.

You have just received an email that your team leader was promoted to a higher managerial position. Write an email congratulating him/her on the promotion using the phrases below.

Useful phrases for informal email writing:

- Dear _____
- Hi/Hello _____
- I was happy to hear _____
- Congratulations on your promotion to _____ (position)
- I am sending you my warmest congratulations.
- Please accept my congratulations on _____
- I'm sure you'll manage to _____
- I wish you good luck.
- Good luck with your work.
- Best wishes for continued success in your career.
- Hope to hear from you soon.
- Best wishes _____
- All the best _____
- Love _____
- Monika (closing the email with your first name)

BUSINESS SKILLS

Task 1.

How do you write dates in English? Look at the examples below, and then decide how the notation of 05/06/12 would be interpreted by British and American people.

British English

26 June 2012
26th June, 2012
26 Jun 2012
26th Jun 2012
26/06/12

American English

June 26, 2012
06/26/12

International Version

YYYY-MM-DD
YYYY-year (e.g. 2015)
MM-month (from 01 to 12)
D-day (from 01 to 31)

05/06/12

UK _____
US _____

Task 2.

How do you say the following numbers in English? Practise saying the numbers below.

- ▶ Flight number LH 4234
- ▶ Year 2015
- ▶ Telephone number 775405521
- ▶ Money €69.34
- ▶ Measurement 13 1/2 cm
- ▶ Measurement 310 m²
- ▶ Measurement 6×9 cm
- ▶ Time 7:30
- ▶ Time 7:45
- ▶ Time 19:52
- ▶ Time 16:12
- ▶ Fraction 1/2
- ▶ Fraction 1/3 and 2/3
- ▶ Fraction 1/4
- ▶ Calculation 2 + 5 = 7
- ▶ Calculation 9 - 4 = 5
- ▶ Calculation 3 × 8 = 24
- ▶ Calculation 21 / 9 = 3

Task 3.

Your boss asked you to prepare a presentation about your company profile. Make a list of the most important facts about your company, its product/service portfolio, people who work there and the company's market position. Deliver the presentation in front of your boss using the phrases below.

We are a well-known manufacturer/service provider of _____ based in _____
We are a well-established company founded in _____
Our company is a fast-growing business run by _____
We manufacture high-quality _____
We offer a wide range of _____
We provide our customers with tailor-made solutions in _____
With many years of experience, we handle _____
Our experts specialise in _____

Useful phrases for delivering presentations:

- The subject/topic of my presentation is _____
- I'm going to divide my presentation into _____ parts.
- Let's begin/start by _____
- First of all, I'll _____ and then I'll go on to _____
- Then _____
- Finally _____
- Moving on now to _____
- Let me turn to _____
- The next issue I'd like to focus on is _____
- Let's look at _____
- I'd like to draw your attention to _____
- What these figures clearly show is _____
- Just to give you the background to this _____
- To put this into perspective _____
- Let's consider this issue in more detail _____
- As an illustration, _____ or To illustrate this point _____
- A pertinent example of this is _____
- To give you a relevant example _____
- To sum up _____ or To summarise _____
- To conclude _____ or In conclusion _____ or I'd like to recap _____
- The take-home message here is _____
- In other words _____
- To put it more simply _____
- I'm happy to answer any queries/questions.
- Please feel free to ask questions.



SPEAKING & VOCABULARY

Task 1.

What does professional image mean to you? Does the image of an office assistant contribute to an overall corporate image?



Task 2.

Take the perspective of your boss. What attributes would he/she appreciate in an office assistant's work? Look at the examples below, and discuss them with a partner. Add your own ideas as well.

Key attributes of an office assistant:

- have a sense of humour
- think outside the box
- display excellent interpersonal skills
- show commitment
- delegate effectively
- pay attention to details
- keep confidential information secret
- organise work well
- be trustworthy and loyal
- be thick-skinned
- understand a boss instantly
- listen actively
- keep calm
- have a flexible attitude
- meet agreed deadlines
- anticipate needs
- take pride in a high standard of work

Task 3.

How do you prioritise tasks? Decide whether you use any of the tools below.

- | | |
|-------------------------|----------------------------------|
| handwritten to-do lists | PDA (personal digital assistant) |
| computer calendar | filing trays |

Task 4.

What staff records should an office assistant keep? Look at the examples below, and choose the correct answer for each gap.

It's good practice to keep records of each worker's:

- training and 1) _____
- employment history – date employment began, promotions, job 2) _____
- absence – records of lateness, 3) _____ and any other authorised or unauthorised absences
- personal details – name, address, emergency phone number(s), qualifications, work-relevant 4) _____
- terms and 5) _____ of employment – including a copy of each employee's written statement and correspondence relating to any changes to their terms and conditions

More generally, you should keep written records, e.g. 6) _____ of:

- meetings with workplace representatives
- any disciplinary action you have ever 7) _____, in particular disciplinary hearings, although disciplinary warnings should be removed from employee's personnel files once they have expired
- individual and 8) _____ redundancy consultation meetings and agreements
- negotiations 9) _____ to information and consultation agreements

- | | | | |
|--------------------|---------------------|---------------|---------------|
| 1. a) appraisals | b) appraisers | c) appraises | d) approvals |
| 2. a) roles | b) histories | c) titles | d) tokens |
| 3. a) sick pay | b) sickness | c) sick leave | d) sickie |
| 4. a) disadvantage | b) disqualification | c) disability | d) disorder |
| 5. a) regulations | b) conditions | c) rules | d) procedures |
| 6. a) memos | b) briefs | c) minutes | d) motions |
| 7. a) done | b) made | c) got | d) taken |
| 8. a) collective | b) team | c) group | d) joint |
| 9. a) regarding | b) concerning | c) relating | d) relocating |

Task 5.

Is there anything like telephone etiquette at work? Are there any rules you follow while making or taking phone calls?

BUSINESS SKILLS

Task 1.

Call your boss, and:

- a) inform him/her about a workplace accident of an employee who was later transported to hospital
- b) warn him/her against a strike which is supposed to be organised by employees dissatisfied with payment conditions
- c) advise him/her on changing an itinerary of a business trip to Portugal so that the boss can stop in Spain for a day and meet his/her long-term Spanish business partners there
- d) advise him/her on different methods of alleviating jet lag symptoms

Task 2.

Your task is to make a phone call, and:

- a) buy return tickets for two people (Gdańsk–Amsterdam, Monday–Wednesday)
- b) reschedule a flight from Thursday to Saturday
- c) book a single room and two double rooms in Berlin
- d) reserve a table for a business lunch for your boss and his/her Swedish clients



VOCABULARY & SPEAKING

Task 1.

Fill in the following sentences with the correct preposition.

- How often do you travel _____ business?
- I'm travelling _____ Greece this summer.
- Do you travel to work _____ train?
- Do you happen to travel _____ 160 km/h?
- Let's dream and travel forward _____ time.
- My job involves a lot _____ travel.
- My boss travels widely. He's _____ on his travels again.
- The company will reimburse you _____ your travel expenses.
- How much travel allowance are you entitled _____?

Task 2.

Your boss decided to mix business with pleasure and travel to Italy. He is going to meet a client there, conduct contract negotiation for two days, and then take some rest during the next two days. Use the collocations below to describe the situation to a partner.

take leave

arrange an itinerary

buy flight tickets

book a hotel

make an advance payment

pack a suitcase

hire a car

attend a meeting

negotiate a contract

go sightseeing

Task 3.

Choose the correct preposition below.

- We've just arrived *in/at* Katowice. Could anybody pick us up/down from the airport?
- My boss bought a duty-free bracelet *at/on* the airport.
- Let's meet *at/on* the gate.
- I need to go *along/through* passport control.
- Could you go *to/for* the baggage claim and pick up my suitcase?
- My boss asked me to book a ticket *for/at* the 14:30 flight to Paris.
- Did you stop *across/over* in Brussels on your way to Beijing?
- Who assists the tourists *in/at* the check-in point?
- Here is your boarding pass – your flight leaves *from/for* gate 10C.
- Take *of/off* your shoes. And my laptop? Yes, take it *over/out* from your bag.
- Put your luggage *in/on* this scale.
- Put the keys *in/at* the tray and walk *along/through* the metal detector.
- Brussels Airlines flight *to/for* Berlin is now boarding.
- My PA will meet you *at/for* the arrivals lounge.
- I need to show our guests *over/around* the city.
- Were you happy *with/at* your hotel?
- Can you give me a *wake-up/in* call at 5:30?

- I'll send you formal confirmation *through/by* email.
- You need to fill *in/on* this form.
- Do you provide access *for/to* the Internet here?

Task 4.

Choose the correct answer for each gap below.

- Would you like a/an _____ or a window seat?
 - aisle
 - boarding
 - double
 - alone
- Would you like to make it _____ or one-way?
 - back
 - return
 - double
 - single
- Why do you want to fly business _____? I need some extra leg room.
 - level
 - form
 - class
 - way
- Please do not leave any bags _____.
 - untouched
 - unattended
 - accommodated
 - alone
- Do you have anything to _____, any alcohol or tobacco?
 - deliver
 - drop
 - draw
 - declare
- This is the final _____ for flight BA134 to New York.
 - call
 - sign
 - note
 - notification
- Please make your _____ to Gate 59.
 - step
 - way
 - road
 - trip
- How many _____ of luggage do you have? Any hand luggage?
 - kilos
 - weight
 - pieces
 - forms
- Please return to your seats and fasten your _____.
 - seatbelts
 - fasteners
 - straps
 - laces
- You can fly direct to Manchester – there is no _____.
 - carryover
 - layover
 - changeover
 - makeover
- What kind of room would you like, _____ or double?
 - alone
 - twin
 - single
 - one
- May I _____ your email address?
 - have
 - do
 - bring
 - ask

13. Breakfast is _____ from 7:30 to 10:30.
 a) prepared c) served
 b) produced d) serviced
14. Can you send someone to _____ the light in my room?
 a) remedy c) suspend
 b) fix d) mend
15. I've booked two single rooms in the _____ of Nerkowski.
 a) title c) details
 b) form d) name
16. Is conference equipment available free of _____?
 a) charge c) payment
 b) pay d) fee
17. Can I _____ my stay for another day?
 a) enlarge c) account
 b) extend d) accommodate
18. We are fully _____. There is no single vacancy left.
 a) placed c) scheduled
 b) reserved d) booked
19. What _____ make your hotel attractive to VIP guests?
 a) improvements c) amenities
 b) conveniences d) developments
20. Do you _____ luxury service to business travellers?
 a) maintain c) undertake
 b) establish d) provide



GRAMMAR: MODAL VERBS

Task 1.

Fill in the gaps below with the correct modal verbs such as *may, can, cannot, could, should, shall, would, must, mustn't* and *have to*.

- _____ you speak fluent English?
- You _____ visit our factory in order to get a deeper insight into our production process.
- Meetings _____ reach a deadlock because people stick to their opinion.
- So, _____ we move on to the next slide of my presentation?
- You _____ use social media sites during work time. It's against our internal regulations.
- Unfortunately, I _____ offer you a bigger discount.
- You _____ call our client immediately after arriving at the office.
- I don't think you _____ consider this career move. It's too risky.
- Our sales profits _____ increase over the next quarter.

- What _____ I do with this contract documentation?
- Do you remember our previous assistant? She _____ always put her documents in order.
- You _____ leave the office earlier than 4:00 p.m. Our working time is 8:00 a.m. till 4:00 p.m.
- We _____ pick him up from the airport by 7 a.m.
- Are they late? Yes, but they _____ be here soon.
- I'm looking for Elwira. Where's she? She _____ be in a meeting. Let me check it.
- Since the flight is delayed, we _____ postpone the meeting.
- Are you sure it's Marek who's become our team leader? It _____ be him. I have no doubts.
- I _____ remember to send the copies of these reports to our finance department.
- _____ you be able to arrive at the office before 8:00 a.m.?
- _____ you get back to me as soon as possible?
- You _____ wear formal clothes while attending a job interview.
- I _____ to meet Daniel right now. I can't find him anywhere in the office.
- It is almost 7:00 p.m. I _____ as well finish off for today and go home.
- _____ you be so kind and forward this message to me?
- I _____ find the price list. Have you seen it anywhere?

Task 2.

Practise the modal verbs you completed in Task 1. Think about your work, and tell a partner:

- what you can do to advance in your career
- what you cannot do during work hours
- what you could change in your office
- what you should do today and tomorrow
- what you have to do to improve your Business English skills

BUSINESS SKILLS

Task 1.

Decipher the email abbreviations below.

FW →
 RE →
 bcc →

cc →
 asap →



Task 2.

Which phrases below would you use to write an informal email/letter, and which ones would you use to write a formal one? Label each phrase as F (formal), I (informal) and N (neutral).

Dear Sir or Madam	
Hi Marta	
Olivia	
Dear Dr Smith	
Dear Mr, Mrs, Miss Kowalski/-a	
Dear Maria	
Hello Daria	

Task 3.

Complete the phrases below used to finish emails and letters.

Yours f____hf____y
Yours s____ce____l____
Reg _____

B____t w____s
T____e ca____
A_l the b_st



VOCABULARY

Task 1.

Fill in sentences below with the correct preposition.

- _____ reference to your letter as of 2 March, I am sending you a complete price list.
- _____ response to you previous email, I would like to send you the information requested.
- Thank you for your letter _____ 24 May.
- I am writing to express my dissatisfaction _____ your products.
- Further _____ our meeting, I am sending you the agenda for the next one.
- As requested, here is the report _____ our company financial performance in the first quarter of 2015.
- I am writing _____ connection with the conference held on 3 April.
- I would be grateful if you could send me the information _____ our company policy.
- Could you please notify all employees _____ the recent changes?
- I would like to apologise _____ my delay.
- Please find enclosed a summary _____ the report.
- I am enclosing a copy of your invoice sent _____ 12 April.

- Please find enclosed a copy _____ your invoice.
- If you require any further information, do not hesitate to contact me _____ your convenience.
- I look forward _____ meeting you next Monday.

Task 2.

Rewrite the formal sentences below using neutral language.

- Amend where applicable.

- For further information, see over.

- Should you require more brochures, an extra set will be sent on demand.

- We will assist you as soon as possible.

- The time of the meeting is subject to alteration.

- I am at your disposal should you need further assistance.

- I will provide further information on request.

- We apologise for any inconvenience caused by our sales representative.
