

**LONGMAN  
ENGLISH  
FOR WORK**

**朗文上班族英语**

For Sale in Mainland China

**Ian Badger**  
and  
**Sue Pedley**

商务环境里  
最有效的  
书面表达

南开大学出版社



# 工 作 信 函 天 天 用 英 语

**EVERYDAY BUSINESS WRITING**



**完美沟通**

**——商务社会职场交流必读**

朗文上班族系列英语  
**ENGLISH FOR WORK**

EVERYDAY BUSINESS

# WRITING

工作信函天天用英语

江苏工业学院图书馆  
藏书章

**Ian Badger & Sue Pedley**



南开大学出版社  
天津

**图书在版编目(CIP)数据**

工作信函天天用英语=Everyday Business Writing /  
(英)巴杰(Badger, I.)著. —天津:南开大学出版社,  
2005.7

(朗文上班族系列英语)

ISBN 7-310-02241-6

I.工... II.巴... III.商务—英语—信函—写作  
IV.H315

中国版本图书馆 CIP 数据核字(2005)第 027624 号

**版权所有 侵权必究**

**南开大学出版社出版发行**

出版人:肖占鹏

地址:天津市南开区卫津路 94 号 邮政编码:300071

营销部电话:(022)23508339 23500755

营销部传真:(022)23508542 邮购部电话:(022)23502200

\*

河北昌黎太阳红彩色印刷有限责任公司印刷

全国各地新华书店经销

\*

2005 年 7 月第 1 版 2005 年 7 月第 1 次印刷

880×1230 毫米 32 开本 6.125 印张 161 千字

定价:15.00 元

如遇图书印装质量问题,请与本社营销部联系调换,电话:(022)23507125

# Contents

<b>Introduction</b>	page 1		
<b>1 The basics</b>	<b>Beginnings and endings</b>	<b>Basic layout</b>	
page 5	The writers know each other well	A standard letter	
	The writers know each other	A memo	
	The writers do not know each other	A group email	
<b>2 Making contact</b>	<b>Messages 1</b>	<b>Messages 2</b>	
page 23	A first contact from an individual	A first contact from a company	
	An acknowledgement	A reply	
	A reply	A request for further information	
	Chasing up information	Introducing the company	
	A reply		
<b>3 Arrangements</b>	<b>Arranging a visit</b>	<b>Travel arrangements</b>	<b>Taking and forwarding messages</b>
page 39	An invitation	Arranging an itinerary	Leaving a message
	Replying to an invitation	Making a booking	Passing on a message
	A confirmation	Confirming a reservation	Forwarding a message
	Sending directions	Checking travel arrangements	An acknowledgment
	Chasing up information		An automatic email reply
<b>4 Meetings</b>	<b>Setting up a meeting 1</b>	<b>Setting up a meeting 2</b>	<b>Meeting follow-up</b>
page 61	Suggesting a meeting	Setting the agenda	Minutes of a meeting
	Suggesting a date, time and place	Changing the agenda	Suggested amendments
	Agreeing	Negotiating changes	Comments
	Confirming a meeting	Finalising arrangements	Thanks
	An urgent meeting		
<b>5 Enquiries</b>	<b>Messages 1</b>	<b>Messages 2</b>	
page 81	A general enquiry	Specific enquiries	
	A reply	Advice and recommendations	
	A further request	A request for information	
	A reply	Forwarding a request	
	A cover note	Providing details	
<b>6 Orders, dealing with problems</b>	<b>Orders</b>	<b>Dealing with problems 1</b>	<b>Dealing with problems 2</b>
page 97	Requesting a quote	Problems with a schedule	Unacceptable service
	Placing a first order	A reply	A reply
	A reply	Damaged goods	Misleading information
	Placing a repeat order	A reply	A reply
			Rejecting a complaint

<b>7 Short reports</b> page 119	<b>Providing information</b> A request for information A short report Asking for missing information Providing further information	<b>Focus on facts and figures</b> Presenting numbers Describing trends Making comparisons Drawing conclusions
<b>8 Personal messages</b> page 137	<b>Messages 1</b> Appreciation Congratulations A personal announcement Saying goodbye Saying thank you Responding to thanks	<b>Messages 2</b> Good news Replying to good news Bad news Replying to bad news A reminder Replying to a reminder
<b>Glossary</b>	page 155	
<b>Answers</b>	page 172	
<b>Appendices</b>		
<b>1 Punctuation</b>	page 181	
<b>2 Dates and times</b>	page 183	
<b>3 Abbreviations</b>	page 187	

# Introduction

## English for Work

The books in this series present and practise spoken English and practical writing for everyday communication; they feature key words and expressions which will help you in a wide range of work situations. The target language is introduced through short texts, and developed in language notes and practice exercises.

At the back of each book there is a glossary which contains highlighted language from the texts. Translations of the glossary, in selected languages, can be downloaded from the Longman website, [www.longman-elt.com](http://www.longman-elt.com).

The series is intended for intermediate level learners. *Everyday Business Writing* will be useful supplementary material if you are preparing for business English examinations such as the University of Cambridge Business English Certificate (BEC), particularly the Reading and Writing paper, and the London Chamber of Commerce and Industry (LCCI) English for Business exam.

## Everyday Business Writing

*Everyday Business Writing* is suitable for anyone who uses English in the business world, and for students learning vocational English in adult education classes, colleges and universities.

The book focuses on everyday business writing, which, in today's business world, is usually sent by email. The book also contains some examples of other types of writing such as letters, memos,

telephone messages and cover notes.

Emails are often short and can be very informal. However, even if an email is informal, it should still be accurate, appropriate and easy for the reader to understand. Emails can also be formal—for example when writing to someone for the first time, your email can be just as formal as a letter. There is no standard style for email writing and the book reflects this fact in the range of language presented. One point to note here is the use of contractions. Some people tend to use contractions (I'll call you); others write using full forms (I will call you). In more formal letter writing, full forms are recommended; in emails either form is used.

You may find the other titles in this series helpful:

*Everyday Business English*

*Everyday Technical English*

*Business Presentations*

### **How to use the book**

First of all, work through Unit 1—The basics. This unit sets out basic guidelines for writing emails and provides examples of style and layout. You can then either work through the book unit by unit or choose one that meets your immediate need. Note that in most of the examples, the focus is on the body of the email. The *Subject box* and *To/From* boxes for example are not always included.

You can use the contents page to search for different types of written documents. Start each chapter by looking at the useful phrases. Then read the texts and study the accompanying notes. Certain phrases have been highlighted that have particular features associated with them. However, it is worthwhile noting other phrases that appear in the texts, which are equally important and can also be seen as key phrases. Use a dictionary to check your understanding of the language presented and refer to the appendices at the back of the book.

On the notes pages you will find information on some differences between everyday British and American usage.

After studying the texts and notes, work through the exercises; refer back to the texts and notes as necessary. You will find answers to the exercises at the end of the book.

Finally, refer to the glossary at the back of the book and test yourself on your understanding of the highlighted key expressions. Write translations of these expressions, again using a dictionary if necessary. Visit the *English for Work* pages on the Longman website where you will find translations of the Glossary in a selected number of languages.

You can use this book for self-study or with a teacher. Good luck and enjoy building your "Everyday Business Writing" skills!



Ian Badger and Sue Pedley, Bristol 2003

**Some recommended materials to accompany the *English for Work* series:**

*Longman Business English Dictionary*

*Penguin Quick Guides: Business English Phrases*

*Penguin Quick Guides: Business English Verbs*

*Penguin Quick Guides: Business English Words*

# 1

## The basics

### Some useful phrases.

How are you?

How did the meeting go?

It went very well.

It was good to talk to you yesterday.

I enjoyed meeting you last week.

Thank you for your message.

I've attached a copy of my report.

Everything looks fine.

No changes needed.

Laurent—please make the arrangements.

Please call me.

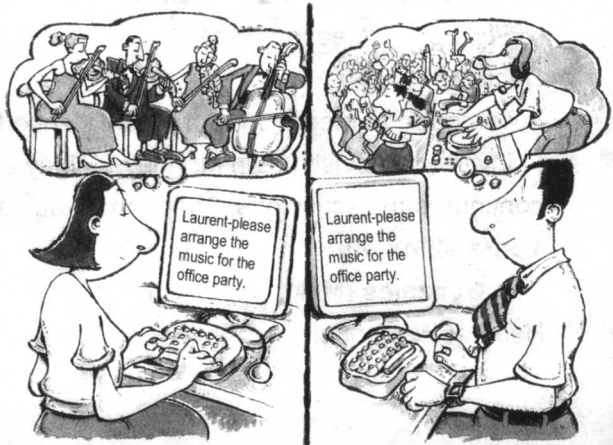
Please do not hesitate to contact me.

I look forward to meeting you on Friday.

Look forward to hearing from you soon.

See you next week.

All the best.



# Beginnings and endings

## **The writers know each other well**

Subject: Leadership course

**Hi Kim**

**How are you?** It was good to talk yesterday.

**I'm finalising the details** of the Leadership Course and I want to be sure that everything is correct. Can you check the brochure again before it goes to the printer, especially pages 5-7? Please email me or call me on my mobile if any changes are needed.

**Best regards**

Anders

Subject: Re: Leadership course

**Anders**

Everything looks fine. **No changes needed.** See you next week.

All the best

Kim

## **The writers know each other**

Subject: Meeting 25 May

**Dear Ms Novotna**

It was good to meet you at the conference last week. I would like to invite you to visit us on Monday 25 May at 11:15 so that we can continue our discussions. I hope that you can come.

**Yours sincerely**

**Piki Gonzales (Mrs)**

Head of Personnel

Subject: Re: Meeting 25 May

Dear Mrs Gonzales

Thank you for the invitation. **I look forward to meeting you** again on 25 May at 11:15 a.m.

Yours sincerely

Tarja Novotna

**The writers do not know each other**

Subject: Insurance policy number RT4968

**Dear Sir/Madam**

I would like to check our insurance cover. We will be shipping new equipment to our Birmingham office next month. Do we need to change our policy or will it be covered?

**Yours faithfully**

Dr Slack (**Senior Manager**)

Subject: Re: Insurance policy number RT4968

Dear Dr Slack

This is to confirm that your current policy covers you and that you do not need to take any further action. If you have any other queries, please do not hesitate to contact me.

Yours sincerely

N. Nuul (Administrator)

# Notes

---

## **Hi Kim**

The way you begin and end a message depends on how well you know the person you are writing to. A good guide is to use the same beginning and ending (or a slightly more formal one) as the other person. In informal emails some people do not use the person's name but start the message:

*Hi/Hello/Good morning/afternoon*

## **How are you?**

When you know each other well, you often begin a message with a friendly greeting. Other openings: *Hope you are well.*

*It was good to see you last week.*

## **I'm finalising the details...**

Saying why you are writing:

*I'm writing to let you know...*

*Just a note to let you know...*

*This is to let you know that...*

Note how contracted forms I'm (I am), You're (You are) etc. are informal and often used in emails.

## **Best regards**

The way to end a message is a matter of personal choice, but if you are writing first, it is best to be more formal than too informal.

Some other informal endings: *Regards*

*Best wishes*

*All the best*

*Cheers* (very informal UK English)

### ***Anders***

You can begin an email by simply writing the person's name at the top of a message.

### ***No changes needed.***

Note that the verb *are* (*No changes are needed*) has been left out here to keep the message short and simple.

### ***Dear Ms Novotna—Yours sincerely***

In emails which follow the style of more formal letters, if you open with a name: *Dear Ms/Mrs/Miss/Mr*; you close with *Yours sincerely*. However, in emails the rules are more relaxed—you can begin a message with *Dear* and end it with *Best regards*, *Best wishes* etc. (see notes above)

*Ms* is used instead of *Mrs* or *Miss* if you do not know if a woman is married or not.

Some women prefer to be called *Ms*.

### ***Piki Gonzales (Mrs)***

A little old-fashioned, but when the reader may not know from your name whether you are male or female, you can help by giving your title, e.g. *Piki Gonzales (Ms)* at the end of your message.

### ***I look forward to meeting you...***

This is one of the most common phrases used at the end of

messages. Note the -ing form of the verb which follows *look forward to*: *I look forward to hearing from you.*  
*I look forward to receiving the report.*

### ***Dear Sir/Madam—Yours faithfully***

Use *Dear Sir/Madam* in formal messages, if you do not know the person you are writing to. *Dear Sir* is also used. This type of message usually ends with: *Yours faithfully*.

### ***Senior Manager***

*As this is a first formal email, the writer includes his name and position. In well-established relationships, with frequent communication, this is not necessary.*

### **British/American differences**

#### **British**

*Hi Kim*

Note: American style uses a colon (:) after the salutation for business correspondence

*Yours faithfully*

#### **American**

*Hi Kim:*

*(Dear Piki: /Dear Sir: or Madam:  
/To Whom it May Concern:)*

This expression is not used in American English.

*Sincerely/Yours truly* would be used instead.

## **British/American differences**

### **British**

*finalising*

*mobile* (phone)

*insurance cover* (not used in American English)

*queries* (exists, but not often used in American English)

### **American**

*finalizing*

*cell(ular)* phone

*insurance policy* (also used in British English)

*questions* (also used in British English)



# Basic layout

---

## A standard letter

Hardy  
Heyward

7 Nogin Road  
Shipsam  
Northshire  
KT3 49P  
UK

18 April 20—

**Dear Mr Loelgen,**

**It was good to meet you at the seminar in Paris.** I am going to be in Amsterdam in June and **I would like to arrange a meeting with you** as you suggested.

**We have many new products** that I am sure will interest you.

**Could you let me know if you are available** on June 5th or 6th?

**I look forward to hearing from you soon.**

Yours sincerely,

*Isabel Hardy*

Isabel Hardy  
Partner