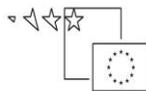




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IRENA MARINKO
VESNA MARINKO

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Avtorici:

dr. Irena Marinko, prof. ang. j. in nem. j.

LEILA d.o.o.

Višja strokovna šola



Vesna Marinko, prof. ang. j. in nem. j.

LEILA d.o.o.

Višja strokovna šola

Strokovna recenzentka: Mira Hinić, prof. ang. j. in nem. j.

Lektor: Mike Smith, lektor angleškega jezika

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INTRODUCTION

Welcome to the course of Business English. So far you have probably already had some experience with the English language. Now it is time to improve your communication skills, repeat grammar and add new words to your vocabulary, especially in the area of business.

We will talk about getting acquainted with new people, good language learners, people and their jobs, the future of executive secretaries. We will also write advertisements, make announcements, practice conversation on the phone, write business letters and e-mails, and give short presentations on different companies and jobs. We will have a look at English grammar which will help improve your language abilities.

There are many exercises in this book which will help you repeat the lessons but if you want to do additional exercises you can go to the Internet and simply type the name of the subject, theme or grammatical part you want to repeat and the search engine will find many exercises for you to practice. You can also use the links at the end of explanations of grammar in this course book.

In order to get the best out of this course and textbook we advise you to come to lessons prepared in advance. Before attending the lectures read the contents of the lesson you are about to work on, and be sure that after the lectures you read the lesson again. You should write all unknown words into your personal dictionary and translate them. Repeat the unknown words every day.

We are sure that this book will provide you with new information in the area of Business English and help you repeat and improve your language abilities and skills. When you finish the course, you will feel more confident when speaking and listening to your business partners as well as during business trips and everyday Web-browsing. The new knowledge will enable you to achieve fluent communication in English and find new opportunities to develop your knowledge.



1 GETTING ACQUAINTED

INTRODUCTION

In this lesson you will learn how to get acquainted with new people, how to introduce yourself or introduce your new business partner to your co-workers. You will have a look at different occupations and will describe the nature of their work. You will discuss time management or how you could effectively use your free time to learn English.

In the second, that is grammatical part, you will repeat the forms and use of the Present Simple and Present Continuous Tenses.

In the third part you will have a look at the protocol of behaviour in some common business situations in the USA and Great Britain. You will compare the differences typical of the two countries and discuss the consequences of (not) knowing the foreign cultures.

This lesson will help you understand how important it is to respect the rules of business protocol. It will teach you how to make good first impression and start a smooth conversation with foreigners.

1.1 GUESS WHO I AM



Read the following paragraphs and try to find out who these people are.

1. Hello. I was born in Seattle, Washington. When I was in elementary school I was particularly interested in mathematics and science. I enrolled at Harvard University in 1973 intending to get a pre-law degree, but did not have a definite study plan. I created the world's largest company, Microsoft, where I worked as a chief executive (CEO) and I am the world's richest man. I am married and have three children. My hobby is computer science. By now you must know that my name is _____.

2. How are you? I was born on March 28th, 1986. I am an American pop singer-songwriter. I enrolled at New York University's Tisch School of the Arts in 2003. I became famous with the album *The Fame*. I was inspired by glam rock singers like David Bowie and Freddie Mercury, as well as dance-pop artists such as Madonna and Michael Jackson. I am well recognized for my outré and ever-changing sense of style in music, in fashion, in performance and in my music videos. I have no children yet and I am not married. My real name is Stefani Joanne Angelina Germanotta. Who am I? _____.

3. Hi. Welcome to Slovenia. I come from Slovenia and was born in Novo Mesto. School and I were never the best of friends but I managed to enrol at the Faculty of Mathematics. Of course I dropped out before it was too late and devoted my life to theatre and television. I have performed in many plays and movies. I used to be a presenter in a TV show where I asked people questions and gave them lots of money. So, my name is _____, but people call me _____.

4. Pleased to meet you. I am a professor of mathematics and physics, a journalist, a master of sociology and I have a PhD in Philosophy. I am a member of the editorial board of the magazine Nova Revija. I have written hundreds of articles. I am also the author of nine books as well as a member of several associations and of the Slovene and international PEN centre. I do not think you will find out who I am, or will you? _____.

For a moment think about how you would introduce yourself then present yourself to your class.



To know more about introducing yourself have a look at the following web page <http://www.wikihow.com/Introduce-Yourself>. Take a piece of paper and introduce yourself.

1.2 DIFFERENT OCCUPATIONS

What do these people do? Describe their work.

an executive secretary
a housewife
a student
a doctor
a dentist
a businessman
a nurse
an accountant

a teacher
a technician
an office worker
an economist
an engineer
a lawyer
a clerk
a managing director/ a boss

Work with your neighbour. Introduce yourself and get acquainted. Collect data about your neighbour and introduce him or her to your class.

Find out:

- his/her name,
- where he/she comes from,
- what his/her occupation is,
- where he/she works,
- his/her hobbies and interests.



Now ask questions about your partner's English and present new information to your classmates.

Find out:

- how often he/she uses English,
- what is it about (supply, products, meetings ...),
- where he/she tries to learn new English words (abroad, language courses, books, school, etc.),
- does he/she make phone calls in English (who to, what about)?

1.3 TIME MANAGEMENT

In a busy working day it is not easy to find time to study. Discuss this problem with your neighbours (work in groups of two) and plan how to manage your time.

1. Which part of your day is most productive?
2. When do you find it easiest to concentrate and when do you find it most difficult?
3. When do you find time to relax?
4. When will you find time to study English?
5. How do you plan to study English between lessons?
6. Are you going to read English newspapers, work with this course book, read English books, watch English programmes on TV or listen to English cassettes in your car? What else could you do?
7. What would you like to learn in English classes?



1.4 THE PRESENT TENSES

1.4.1 The Present Simple Tense

The only inflexion in the Present Simple Tense is the -s of the third person singular. The auxiliary verbs (except do, be and have) take no -s in the third person singular. It is used for habitual actions and general truths, not necessarily now.

Table 1: Present Simple Tense

I	speak	do not (don't) speak	Do I speak?
he she it	speaks	does not (doesn't) speak	Does he/she/it speak?
we you they	speak	do not (don't) speak	Do we/you/they speak?

Use the Present Simple Tense:

- for permanent situations (The Earth revolves around the Sun.)
- for things which always happen (I usually wake up at 7.)
- for repeated actions (Mary goes to work every day.)
- for facts about future events (I start my work tomorrow.)

Adverbial Adjuncts: always, usually, sometimes, every day, twice, weekly, daily, never, generally, often ...

1.4.2 The Present Continuous Tense

It is formed by the verb 'be' and -ing form of the verb. It is used for actions happening now, at this moment.

Some verbs are practically never used in the Present Continuous Tense: verbs of condition or behaviour not strictly under human control, e.g. see, hear, exist, want, believe, know, like, love (but *look at* and *listen to* are used in the continuous form).

Present Continuous can also be used as an **immediate future**: He is leaving soon.

Table 2: Present Continuous Tense

I	am ('m) speaking	am not speaking	Am I speaking?
he she it	is ('s) speaking	is not (isn't) speaking	Is he/she/it speaking?
we you they	are ('re) speaking	are not (aren't) speaking	Are we/you/they speaking?

Use the Present Continuous Tense:

- for things which are happening now (I am speaking on the phone right now.)
- for temporary states and activities; today, this week, this evening etc. (He's working till 8 pm this week.)
- for future personal arrangements (We're meeting them in the afternoon.)

Adverbial Adjuncts: now, at present, at this moment, today ...



What is the difference between:

- a present
- at present
- to present

Supply a suitable present tense.

1. We _____ (learn) English now.
2. He _____ (sit) on a chair and _____ (write) a letter.
3. Bad students never _____ (work) hard.
4. It _____ (rain) in winter. It _____ (rain) now.
5. I _____ (wake up) at seven and _____ (have) breakfast at half past.

6. He generally _____ (speak) English but today he _____ (speak) French.
7. Our secretary _____ (search) some new books in the bookstore at present; she always _____ (search) new books on Tuesdays.
8. The sun _____ (rise) in the east; now it _____ (set) and night _____ (fall).
9. That man in the black pullover who _____ (walk) past the window _____ (live) next door.
10. The National and University Library _____ (exist) to serve scholarship, research and innovation.
11. I _____ (wear) a coat because the sun _____ (not shine).
12. He _____ (be) in the reading room and _____ (search) some databases bought by the library from other organisations.
13. I _____ (spend) this weekend in Italy. I _____ (go) there nearly every week.
14. "Where are you?" "I _____ (sit) in the map library." "What _____ you _____ (do) there?" "I _____ (try) to find out where Perth is."
15. "Where _____ you _____ (go) now?" "I _____ (go) to the library." "I _____ (go) today also, but I _____ (not go) very often." "I _____ (go) every week, but today I _____ (go) for the second time in three days."
16. On my way to work I generally _____ (meet) many children who _____ (go) to school.
17. Look, a man _____ (run) after the bus. He _____ (want) to catch it.
18. It _____ (be) very cold now. _____ you _____ (think) it _____ (freeze)?
19. Individuals usually _____ (obtain) documents or loans from the Document Supply Centre via their local library or institution library.
20. The Research Register _____ (list) the research specialities of the staff.



If you wish to do more exercises in Present Simple and Continuous Tenses, follow this web page:

http://www.englishlearner.com/tests/present_simple_continuous_quiz_1.shtml

1.5 PROTOCOL IN THE UNITED STATES OF AMERICA



According to United States *Cultural Etiquette* (Morrison, 1994, 409, 410) the standard greeting is a smile, often accompanied by a nod, wave and/or verbal greeting.

In business situations, a handshake is used. Weak handshakes are taken as a sign of weakness. Men usually wait for women to offer their hand before shaking.

Good friends and family members usually embrace, finishing the embrace with a pat or two on the back. The backslap is a sign of friendship.

If you see an acquaintance at a distance, a wave is appropriate.

The greeting "How are you?" is not an inquiry about your health. The best response is a short one, such as "Fine, thanks."

When you meet someone for the first time, use a title and their last name until you are told to do otherwise (this may happen immediately). Sometimes you will not be told the last name; in this case just use the first name or the nickname.

The standard space between you and your conversation partner should be about two feet. Most US executives will be uncomfortable standing closer than that.

In general, friends of the same sex do not hold hands. If men hold hands, it will probably be interpreted as a sign of sexual preference.

There are many ways to call a waiter over: make eye contact and raise your eyebrows, briefly wave to get his or her attention, or mouth the word for what you want, such as water or coffee. To call for the check, make a writing gesture or mouth the word check.

When sitting, US citizens often look very relaxed. They may sit with the ankle of one leg on their knee.

In cities, conservative business clothing is best. In rural areas and small towns, clothing is less formal and less fashionable.

The standard US conversation starter is “What do you do?” - meaning “What kind of work do you do and for whom?” This is not considered at all rude or boring.

Compliments are exchanged very often. They are often used as conversation starters. If you wish to chat with someone, you can compliment something that person has or has done.

Until you know a person well, avoid discussing religion, money, politics, or other controversial subjects (abortion, race, sex discrimination).

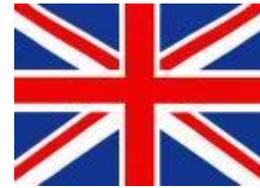
Fill in the appropriate verb and find out who these people are.

- a) I from the United States but I in London. I am the most important film star and singer in the world. When I was in high school I had the best marks. It to me that people prefer to listen to my songs than watch my movies. I music myself and I also film directors how to organize the movie in which I to play.
- b) My name Helen, I have played the main roles in a number of movies. My last film awarded an Oscar and I Queen Elizabeth II. A couple of years ago I in a TV series about Queen Elizabeth I. youthat I already over 65 years old?

Is this English as well? Use a dictionary and try to find out which words belong to British English and which to American.

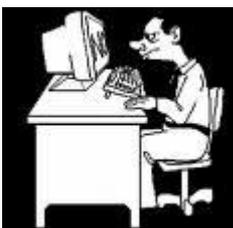
program	programme
gas	petrol
baggage	luggage
sidewalk	pavement
vacation	holiday
cab	taxi
elevator	lift
apartment	flat
Scotch tape	sellotape
cookie	biscuit
candy	sweets
semester	term

1.6 BE CAREFUL ABOUT THE BRITISH ROYAL FAMILY



Read the statements describing business behaviour in England. Which of them are not in accordance with business ethics?

1. Schedule your visits at least a few days ahead of time, then confirm your appointment upon your arrival in England.
2. The best way to make contact with English business people is through a third party.
3. The hierarchy in business is as follows: the managing director, the deputy (corporate vice president), the divisional officers, the deputy directors, and finally, the managers.
4. Change is always a good thing to the English.
5. The English often reveal excitement or other emotions; try to be open as well.
6. It is best for a company to send younger executives to England, as they are more respected and usually more open in conduct.
7. An oral agreement is considered binding, followed by written confirmation. Only major agreements will require legal procedures.
8. Exchanging business cards is not essential.
9. The English do not consider themselves European. This is vital when discussing issues regarding the European Union.
10. Many English executives have a habit of starting a sentence and then allowing it to trail off without ever completing the thought.
11. The English apologize often, for even small inconveniences.
12. The English usually do not enjoy talking about animals.
13. The English like to hear jokes about the royal family.
14. If you are the guest, you must initiate your departure, as your hosts will not indicate that they wish the evening to come to an end.
15. During meals you should keep your hands and elbows on the table.
16. A handshake is standard for business occasions and when visiting a home; women do not necessarily shake hands.
17. A woman may extend her hand; men should wait for women to do so.
18. The English are beginning to use first names as is done in the United States. However, you should do so only at the initiative of your hosts.
19. Avoid repeating the other person's name during the conversation.
20. It is considered impolite to talk with one's hands in one's pockets.
21. It is inappropriate to touch others in public.
22. When you are invited to an English home, you may bring flowers (e. g. white lilies), liquor or champagne and chocolates.
23. Modern dress is very important (Morrison, 1994, 110, 111).



Describe one of your colleagues who has no idea about proper communication.

Do you have an interest in any particular country? Find a description of typical characteristics of the country and compare them to those of Great Britain or the USA.



Read the article on the following web page and write a comment:

http://www.beyondintractability.org/essay/cross-cultural_communication/

SUMMARY

In this lesson you have learnt:

- how to introduce yourself;
- names of different occupations;
- short description of your own occupation and your main tasks at work;
- how to design a plan for your English studies;
- formation and use of the Present Simple and Continuous Tenses;
- the differences between British and American cultures and how these affect business relations.

2 LEARNING A FOREIGN LANGUAGE

INTRODUCTION

In this lesson you will find out how good a language learner you are and what a 'perfect' learner's characteristics are. You will have a look at different areas of language study such as speaking, reading, pronunciation and others. You can also plan your programme of work for learning English.



You will get to know what a monolingual dictionary is and will try to explain certain words in English with the help of different dictionaries.

In the part on grammar you will repeat the forms and use of the Present Perfect Simple and Present Perfect Continuous Tenses.

Being aware of particular areas of your language studies can help you concentrate upon things about which you may not feel quite sure. You will see that monolingual dictionaries have many advantages and can help you provide a better word or phrase. Perhaps you will find the perfect tenses difficult (they usually are for Slovenes) but remember that we have started with them right at the beginning so you will have plenty of time to understand and improve this difficult part of grammar.

2.1 ARE YOU A GOOD LANGUAGE LEARNER

Do the following quiz. More than one answer is possible to each of the questions.

1. When you start a course in a foreign language, do you know what you want to learn?
 - a) yes, always
 - b) yes, sometimes
 - c) no, never

2. Do you know what you need to learn or practice most?
 - a) yes
 - b) no

3. When you learn a new lesson, do you try to practise it afterwards?
 - a) never
 - b) occasionally
 - c) sometimes
 - d) usually
 - e) always

4. Do you try to understand the rules of the language you are learning?
 - a) yes, I think it's very important to understand the rules
 - b) I'd like to understand the rules, but sometimes there are so many exceptions that it is quite impossible to know them all
 - c) no, I just try to speak it as well as I can

5. Do you check your work before you give it to the teacher?

- a) never
- b) sometimes
- c) always

6. How do you learn new vocabulary?

- a) I write lists with translations
- b) I write alphabetical lists in my notebook
- c) I draw pictures or mind maps
- d) I repeat new words regularly
- e) I remember them from the lesson



7. Have you ever had any contact with English speakers?

- a) no, unfortunately I don't live in an English-speaking country and it's difficult to meet them
- b) yes, sometimes, I try to meet them as much as I can
- c) I don't meet English speakers but I do use my English whenever I talk to foreigners
- d) it's not important for me to meet English speakers, so I never do

8. What do you do if you feel depressed about your English?

- a) I think: "It happens to everyone sometimes ..., I just have to carry on ..."
- b) I try to do something else for a change
- c) I give up
- d) I learn another language instead

9. How do you feel about learning English now?

- a) I hate it, but I have to do it
- b) I like it but sometimes it gets really boring
- c) I like it
- d) I have no feelings about it – I just have to do it for my studies

10. How do you feel about British, American, or Australian culture?

- a) not interested
- b) very interested
- c) I'm not very interested but I need to understand it to understand the language

Discuss your answers with your partner. Which answers would the 'perfect' learner give? Present the opinion of your neighbour by starting "My neighbour says ..."

2.2 A PERFECT LANGUAGE LEARNER

Read the following passage and underline the main characteristics of a good language learner.

We all know that some students are better at learning a foreign language than others. But why is this so? And what is it that makes a good language learner? There are four basic factors.

The first of these factors is the ability to develop an active learning strategy. In other words, good language learners have the ability to select goals and sub-goals and know the stages and sequences of their learning process.

Secondly, they are able to see the language as a formal system with its own rules and relationships between meanings and forms. They also analyse the language and develop techniques of practice and memorisation. Furthermore, they check their own performance and revise it in order to progress.

The third factor is to develop a social strategy for learning. This means that good learners understand that in the early stages they will be vulnerable and dependent and can accept this. However, they also search contact with native speakers of the language. They find ways of dealing with difficulties in the language. Finally, they become actively involved as participants in authentic language use.

The final area is psychological. All language learners have emotional and motivational problems while they are learning. In spite of this good learners will cope effectively and will cultivate positive attitudes towards themselves, the target language, its society and its culture.

Complete the table with forms of words from the text. You may wish to refer to a dictionary.

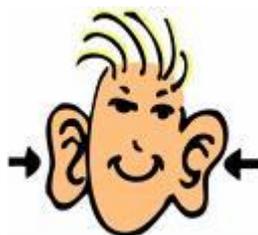
Nouns	Verbs	Adjectives

2.3 AREAS OF LANGUAGE STUDY

There are many different areas of language study: speaking, reading, pronunciation, writing, grammar, listening and vocabulary. Set yourself some goals, which are practical and achievable.

Example: speaking

I would like to learn some new useful phrases and be able to talk to people on the phone.



Now compare your goals to those of your colleagues. Explain what your neighbour thinks is important for him/her.

Before starting your language study it is a good idea to develop a programme of work – how long, where and when you are going to study English. The following questions will help you with your personal programme.

1. How much time in a day can you afford to spend learning English?
2. Will you divide this time to certain areas, e.g. 10 minutes for grammar?
3. What time of the day suits you best for learning? Do you learn easier in the morning or afternoon?
4. Do you prefer many short breaks or a longer period of learning and then a longer break?
5. Is it important where you study – at home, in a library, in nature?
6. Do you like to learn alone or with friends?
7. Do you like listening to music or can you only concentrate in silence?



There are some more helpful tips how to learn a foreign language faster on the web page:

<http://www.wikihow.com/Learn-a-New-Language-Fast>

2.4 DICTIONARIES



Discuss the following questions:

- a) What is a dictionary?
- b) What is a monolingual and what is a bilingual dictionary?
- c) When do you use dictionaries?
- d) What kind of information does a good monolingual dictionary provide? (Think of pronunciation, multi word (phrasal) verbs, grammar, spelling, style etc.)
- e) Think of three different words and find not only translation into your language but also the English explanation of the words.

2.5 THE PRESENT PERFECT TENSES

Read the following text and identify all the verbs that are in Present Perfect Tenses.

I have been learning English since I was in the 5th grade of primary school. Ever since I can remember I have been watching English and American films, too. That's how I have learnt proper pronunciation. I have been to many language courses as well. I still wanted to improve my English so I have been to England at least five times so far. It's been 15 years now since I have spoken my first words in English and today I can speak fluently. But it has been a long process and I know it will never stop. You see, the language keeps changing on a daily basis.

2.5.1 The Present Perfect Simple Tense

Is formed by have and past participle and expresses the completion of an action by now. Therefore it is a kind of present tense. It must never be used if we state or suggest a definite time in the past.

Table 3: Present Perfect Simple Tense

I	have spoken	have not (haven't) spoken	Have I spoken?
he she it	has spoken	has not (hasn't) spoken	Has he/she/it spoken?
we you they	have spoken	have not (haven't) spoken	Have we/you/they spoken?

Use the Present Perfect Simple Tense:

- when something happened in the past and affects us now (I have torn my dress.)
- when something happened in the past and continues to the present (She has studied English for eight years.)

Adverbial Adjuncts: since, for, now, already, yet, not yet, just, so far, till now, lately, often, seldom, rarely, once, many times ...



How perfect is Present Perfect for you?

2.5.2 The Present Perfect Continuous Tense

It is used if an action, beginning indefinitely in the past is still continuing at the present moment (have been + ing).

Table 4: Present Perfect Continuous Tense

I	have been speaking	have not (haven't) been speaking	Have I been speaking?
he she it	has been speaking	has not (hasn't) been speaking	Has he/she/it been speaking?
we you they	have been speaking	have not (haven't) been speaking	Have we/you/they been speaking?

Use the Present Perfect Continuous Tense:

- when a continuous action has stopped just before the present but affects us now (It's been raining for the last three hours but it has just stopped.)
- when things have happened many times from the past to present (I've been knocking at this door for the last ten minutes.)

Adverbial Adjuncts: since, for, continuously, all morning, all day, these three days ...

Read the following with the verbs in the correct form (Present Perfect Simple and Continuous).

1. I _____ (not see) him for a long time.
2. You must tell me what you _____ (write) since I last saw you.
3. He _____ (not be) here since June; I wonder where he _____ (live) since then.
4. I _____ (try) to learn English for years, but I _____ (not succeed) yet.
5. We _____ (live) here for the last six months and just _____ (decide) to move.
6. You _____ already _____ (eat) three cakes since I _____ (sit) here.
7. I _____ (wait) for her since seven o'clock and she _____ (not come) yet.
8. He _____ (not have) a holiday for nine years because he _____ (be) too busy.
9. Since you gave me your number I _____ (phone) you four times and _____ (not find) you at home.
10. _____ you _____ (be) asleep all the morning? I _____ (ring) the bell for the last twenty minutes.
11. She _____ (work) so hard this week that she _____ (not have) time to go to the hairdresser's.
12. He _____ (write) a novel for the last two years, but he _____ (not finish) it yet.
13. I _____ (not find) a boyfriend though I _____ (look) for one ever since I was fifteen.
14. Mary _____ (stay) in her room all day because she had to read a book.



Remember:

since = from a point in the past till now

for = length of time till now

Add since or for.

1. He has been selling booksten years.
2. He has been living here1970.
3. I've been waitingsix o'clock.
4. I've been reading old newspapers on microfilmsthe last two hours.
5. We've been working on this contractlast January.

6. We've been studying English three months.
7. He has been writingseveral hours.
8. He has been workingseven o'clock this morning.
9. They've been very busythe last week.
10. I haven't worn this glassestwo years.
11. We have been climbingan hour and a half.
12. She has been teaching in that school1995.
13. My friend has been illa long time.
14. It has been rainingyesterday morning.
15. I haven't done any worka month.
16. What have you been doing yesterday?
17. That building has been standing herecenturies.
18. He hasn't been herethree weeks.
19. She hasn't bought any new periodicalsthe beginning of the year.

Put the verb in the correct tense and insert since or for.

1. I _____ (write) ten letters breakfast.
2. last year the streets _____ (become) more crowded.
3. _____ you _____ (see) my secretary Susan lately? –
Not three or four days.
4. _____ you _____ (take) your girlfriend Lily out to tea
recently? – Not ... last Friday.
5. I _____ (not see) him more than a week.
6. How long _____ you _____ (wait)? half an hour.



**For further information and exercises on Present Perfect or other tenses
check the following web site: <http://www.englishpage.com/verbpage/presentperfect.html>**

SUMMARY

In this lesson you have learnt:

- how to be a better language learner;
- the different areas of the language study;
- what areas you should concentrate on in order to improve your language learning skills;
- how to use different dictionaries, also a monolingual one;
- when and why to use Present Perfect Tenses.

3 PEOPLE AND JOBS



INTRODUCTION

In this lesson you will learn how to write your own Curriculum Vitae where you will describe your personal characteristics, academic qualifications, your professional skills, employment history and other. Being 'too old' or not having appropriate education can be a barrier when applying for a job. See how your negative characteristics can work for you in a positive way.

In different areas of life we often face many kinds of discrimination. Do you know what should or should not be included in an employment application?

In grammatical part you will have an opportunity to revise mixed tenses and repeat the use of 'since' and 'for'.

As you probably already know the Englishmen do not have a special form for addressing people formally as we do in Slovene ('vikanje'). Instead they use the so called tentative language or polite expressions. For people learning English it is essential to learn this way of being polite and formal.

This lesson will help you write a good employment application if you seek a job in an international company. It will also make you aware of legal and illegal pre-employment questions so you will be able to think about business ethics concerning personnel selection. You will learn how important it is to use words such as "please", "would you" or "could you" in English. These small words decide if the English will find you polite or rude.

3.1 CURRICULUM VITAE

PERSONAL PARTICULARS

Name: Mark Ross Adams
Address: 63 Side St., Adelaide
Phone: (07) 355 5555
Date of Birth: 9 August 1970

ACADEMIC QUALIFICATIONS

Tertiary: Bachelor of Arts - English and Library Science
University of Queensland, 1989-1991
Secondary: Senior Certificate
Brisbane State High School, 1988



PROFESSIONAL SKILLS

Analytical skills
Ability to extract and process relevant information
Excellent knowledge of databanks
Effective time management
Ability to produce quality results while working under pressure

ADMINISTRATION

Accurate keyboard skills
Competent in general office procedures
Experienced in use of office equipment

- facsimile and microfiche
- photocopier

Report writing
Banking and petty cash

COMMUNICATION

Liaison with management and staff
Liaison with clients and customers
Excellent telephone manner
Handling enquiries

PERSONAL CHARACTERISTICS

Analytical
Flexible
Well organised

EMPLOYMENT HISTORY

July 1990-Present: Part-time Driver/Shift Manager, Pizza Hut

- Cashier
- Staff Supervision
- General Duties
- Customer Service and Delivery

December 1989-June 1990: Secretary, Z Marketing

- General Office Procedures
- Report Writing
- Market Research

INTERESTS

Reading
Computers

REFEREES

Mr William Western
Z Marketing, Brisbane
Tel: (07) 378 7876

Ms Marion Rogers
Pizza Hut, Indooroopilly
Tel: (07) 354 1111

Write your own CV and then report about your qualifications to your neighbour.



You can see a common European CV on the following web site:

http://europass.cedefop.europa.eu/europass/home/hornav/Introduction.csp?loc=sl_SI

3.2 BARRIERS TO EMPLOYMENT



Turn the negative sentences into positive.

e.g.: I am too old. – I am mature and reliable and have a lot of experience to offer.

1. I am too young. _____
 2. I have no transport. _____
 3. I lack working skills. _____
 4. I only completed Year 9. _____
 5. I'm too shy to do well at interviews. _____
 6. I had a fight with my last boss and lost my job. _____
- _____

3.3 EMPLOYMENT APPLICATION (WITH BUSINESS ETHICS)

Please affix your photograph

Name

Do you wish to be addressed as Mr, Mrs, Miss or Ms?

Date of birth

Type of work sought

Address

Phone Number

Military experience

Are you married/single/divorced/separated?

Name of your spouse

Where does your spouse work?

What are the ages of your children, if any?

Are you pregnant/planning to have a family?

What is your natural language?

Primary level

Secondary level

Post-secondary level

Tertiary level

Post-tertiary level

Job Skills
List machines that you operate
List computers that you operate
List computer software/languages
List any occupational licence/certification
List any other information, which could be helpful in evaluating you for this position
.....

Employment History (List most recent job first)

1)
Employer
Address
Phone
Supervisor
May we contact?
Dates of Employment
Job Duties
Reason for Leaving

2)
Employer
Address
Phone
Supervisor
May we contact?
Dates of Employment
Job Duties
Reason for Leaving

Equal Employment Opportunities

Statement of Equal Employment Opportunity: All applicants are considered for employment without regard to race, sex, national origin, religion, military status, physical or mental disability or other status as protected by law.

What do you think about the Statement of Equal Employment Opportunity in this employment application?



Describe a real situation/an event when an employer made discrimination.

Put the words in brackets in the correct tense.

Melanie, my secretary, is a very nice girl but _____ (have) a rather bad memory and is most disorganised. Yesterday she _____ (arrive) to her office without shoes. When she entered my office she _____ (have) her slippers on but I did not say anything because I know how she is. Actually I _____ (learn) how to work with her: I _____ always _____ (get) her and my keys because she also often forgets the keys. I also got used to writing important letters myself because Miss Jones often _____ (forget) to write them. Yes, I know that she is a trouble but she _____ (be) also the niece of our director ...

Put the verb in the correct tense and insert since or for.

1. How long that fire _____ (burn)? last night.
2. That boy _____ (not wash) his face some time.
3. She _____ (not buy) a new coat..... six years.
4. They _____ (stay) at the same hotel every year five years.
5. They _____ (build) that house..... several months, but they _____ (not finish) it yet.
6. Poor old Henry _____ (not have) a holiday the year before last.
7. I _____ (wait) two hours, but she _____ (not come) yet.
8. She _____ (practise) the piano six o'clock; I hope she'll soon finish.
9. Although Walter _____ (study) at the University five years, he _____ (not get) his degree yet.
10. I _____ (not have) a good night's sleep last week.
11. He _____ (court) me seven years now, but he still _____ (not ask) me to marry him.
12. The sun _____ (warm) the air and _____ (give) us light.
13. "You _____ (hear) anything?" "I _____ (listen) hard but I can't hear anything."
14. "I _____ (see) that you _____ (wear) your best clothes. You _____ (go) to a party?" "No, I _____ (go) to a wedding." "And who is the unhappy man who _____ (throw) away his freedom? You must tell him I _____ (feel) sorry for him." "He _____ (speak) to you now."
15. "_____ you _____ (understand) the present tense now?" "I _____ (do) an exercise on it at this moment and I _____ (think) that I _____ (know) how to use it now."

Are you for or against? With your colleague prepare to give a presentation for or against one of the following topics.

- a) military service
- b) working from home
- c) experiments on animals
- d) euthanasia
- e) cloning
- f) body piercing
- g) banning hand guns
- h) the legalisation of soft drugs
- i) choosing the sex of your child

Make sure your presentation is well organised.

1. Give general introduction.
2. State your position.
3. Present the opposing arguments.
4. Justify your arguments and give examples.
5. Summarise your position and give a convincing final statement.

3.4 POLITE EXPRESSIONS – TENTATIVE LANGUAGE

A conversation may sometimes lead to disagreement or misunderstanding. To prevent the other person ‘losing face’, it is common to be polite and use tentative language, e.g. the following phrases.

Are you sure you ordered this book?

Perhaps / Maybe there’s been a mistake.

I understood / I thought we were supposed to meet here at 10 o’clock.

I feel certain / I’m pretty sure I ordered three boxes not five.

Use the expressions above and make these statements polite.

1. Did you turn the radio on?
2. I posted the letter two days ago.
3. You said I could change it if it was too small.
4. We never promised to have it ready by Friday.
5. You said I could have a refund.
6. You told me you wanted five copies not 50.
7. You don’t know how to operate the over-head projector.
8. You didn’t follow the instructions.

**3.5 CONVERSATIONAL EXCHANGE**

Which response is more polite and why?

1. Allow me to introduce James Bond.	a) How are you? b) How do you do?
2. Do you mind if I smoke?	a) Yes, I do mind. b) I’d rather you didn’t actually.
3. Well, I’d better be off.	a) Nice to meet you. b) Nice meeting you.
4. Do you come here often?	a) Yes, I do. b) Every weekend. And you?
5. Delicious food!	a) Yes, wonderful. b) Yes, I think so.
6. Have you got any time?	a) I can make it at ten thirty. b) Time for what?

SUMMARY

In this lesson you have learnt:

- how to write a CV and complete an application form;
- how to interpret all your skills in a positive way;
- your rights and what information an employment application should include;
- to use polite English.

4 FUTURE AFTER THE RECESSION



INTRODUCTION

The word recession usually has a very negative connotation but let's try to see it from a different point of view. Can you think about the consequences and predict what will happen tomorrow? It is very important to know what will happen with current occupations during and after the recession. Take into account the current situation and try to predict your future.

In order to express your predictions or certainty you will repeat the future forms such as Will Future and Going to Future Tenses. Future Tenses are often used in everyday conversation for example to set up a meeting but you should keep in mind that in temporal and some other clauses will future is forbidden.

We will also repeat the modal verbs and discuss when we can use them.

The lesson will show you that the recession has very bad short-term effects but very good and necessary long-term effects on our society, business and occupations. In the future there will be new jobs and we will seek for new knowledge. We are sure that you will have no special problems with future forms but would like to point out that there are certain sentences in which you do not use 'the will future'. In this lesson we will also refresh the knowledge of modal verbs that are applicable in every sentence and really frequently used.

4.1 THE POSITIVE ASPECTS OF A RECESSION

Although the word recession strikes fear into the hearts of people, recessions heal the economy from unrealistic developments and create opportunities for investors. In the long run it is just a periodic downturn in the economic cycle.

Effects on the economy

Recessions correct economic imbalances and help the economy to get back to a healthy, realistic, and sustainable rate of growth. The 'job' of the 2008 recession will be to clean the 'fat' out of the system, mop up excess, and pave the way for the next expansion. However, there will always be bankrupts. The weak companies will be put out of business and the strong ones will be forced to optimize their business models and come out with better products. This will bring job losses which will be freed up to be efficiently used somewhere else in a flexible market. Of course, it will hurt to lose a well paid job and suffer from financial loss, but it is necessary for our economy to become healthy once again.

The stock market will drop

Stock markets will go down in recession but there will be great opportunities in stock market declines. During periods of mass panic on the market all stocks will go down for a while, because people like to panic. The important thing is, both good and bad companies will go down. This means, that you will be able to get high quality companies at a low price and with good long-term perspectives. In this time you will be able to profit from these companies

and catch the opportunity while it is there. In fact, there are many investors who look forward to the upcoming recession because of new investment chances.

As we know from the past a recession may last for about 10 months, so good times will be back. Nevertheless, they are necessary so better be prepared. The important thing is not to panic and learn from crises. In fact, recessions can make you better and more skilled, just like they do with our economy on a regular basis.

(<http://www.umsl.edu/services/govdocs/ooh20062007/oco2003.htm>, 14. 5. 2008)



Read the text again and find out whether the following statements are true, false or not given.

Statements	T	F	NG
1 The text is about a recession that happened in 1929.			
2 Recessions have positive and negative effects.			
3 The word recession causes fear in the hearts of people.			
4 Recession helps economy to be balanced again.			
5 After a recession there are good opportunities to travel..			
6 Recessions usually last only 3 months.			
7 If you lose your job you cannot find a better one.			
8 It is vital not to panic when the recession comes.			
9 You can get rich during recession.			

What was your dream job when you were a child? Did you always want to become an executive secretary? How has the situation on the job market changed for you since the recession?

Answer the following questions.

- Do you think it is easy to find a job as an executive secretary in Slovenia?
- Give reasons for your opinion.
- Which job in the Slovene government would attract you most?
- Prepare a presentation of your firm with which you will explain a foreign business partner the main operations, location, the number of employees, organizational chart and other important facts.



Read the article about hot future jobs on the web page
http://www.careerplanner.com/Career-Articles/Hot_Jobs.htm **and write a comment.**

4.2 FUTURE FORMS**4.2.1 Will Future Simple Tense**

Uncoloured future is expressed by 'will' + verb stem. Will future is almost always used when the futurity depends on external circumstances, and not on any person's will or intention.

Table 5: Will Future Simple Tense

I you he she it we you they	will speak	will not (won't) speak	Will I/you/ he/she/it we/you/they speak?
--	------------	------------------------	---

Use Will Future Simple Tense:

- to express future actions (Tomorrow will be Saturday.)
- to express a future action the fulfilment of which depends on some external circumstances (You will get wet if you go out in that rain.)
- for speculations and predictions (I hope he will recover.)
- with verbs that cannot be used in the progressive form (see, hear, like etc.: I'll remember to post these letters)

Adverbial Adjuncts: tomorrow, next week, on Sunday, immediately, soon ...

It is my will to learn 'will' but will I ever learn it?



4.2.2 Will Future Continuous Tense

It is expressed by ‘ will be’+ verb stem + ing. Will future is used when a future action is in progress.

Table 6: Will Future Continuous Tense

I you he she it we you they	will be speaking	will not (won't) be speaking	Will I/you/he/she/it/ we/you/they be speaking?
--	------------------	------------------------------	---

Use Will Future Continuous Tense:

- to show that a future action will be in progress at a given moment in future time (This time next year we will be camping somewhere in Spain.)
- to show that a future action will be in progress at the time when another future action happens (If you come after 10 o'clock, I will be sleeping.)

Adverbial Adjuncts: tomorrow, next week, on Sunday ...

4.2.3 Going to Future

It does not normally express simple futurity, but colours the future with intention or a feeling of certainty in the mind of the speaker.

Table 7: Going to Future

I	am going to speak	am not going to speak	Am I going to speak?
he she it	is going to speak	is not going to speak	Is he/she/it going to speak?
we you they	are going to speak	are not going to speak	Are we/you/they going to speak?



Use Going to Future Tense:

- to express subject's present intention (I am going to buy a new car on Monday.)
- to talk about present feeling of certainty or inevitability that something will happen (Look at the dark clouds; it is going to rain.)

Adverbial Adjuncts: soon, tomorrow, next week, on Sunday, immediately ...

Choose the appropriate future forms.

1. I've got a headache. - Stay there. I get you an aspirin.
2. I can't write the letters tonight. I see a movie.

3. What are you going to give me for my birthday? I don't know yet. I see.
4. So you are going to America for a year. What do when you get there?
5. I'm sure you'll pass your exams, but what you do if you fail them?
6. I go with you if you like.
7. I go with you whether you like it or not.
8. What do about that contract? You said you'd write it ages ago.
9. What do this weekend?
10. It rain tomorrow, so now's the time to cut the grass.
11. Oh, no! It rain! That means we can't play golf.
12. I buy a new car on Monday.
13. I buy a new car some time. This one is unreliable.
14. Look out! He crash!
15. Don't lend Peter your car. He's a lousy driver. He crash it.
16. My TV programme start in thirty minutes.
17. My husband start a new job next week.

Put the verbs in brackets into the correct tenses.

The office of the future _____ (be) full of sex appeal.
 The office equipped according to our wishes _____ (become) reality in a near future.
 When we are e. g. tired and under stress because of the daily work, we _____ (be) able to relax. We _____ (sit) in front of our desk, think about a place in the world where we would like to be and it _____ (happen).

The Japanese Naoto Fuasawa together with five other famous international designers _____ (start) to make projects of the future offices in the technological era. Their projects were shown in the Museum of Modern Arts in New York at the exhibition Workspheres, _____ (organize) by Paola Antonelli.

Hella Jongerius from the Netherlands _____ (decide) to devote more attention to availability of computers. In her work "My soft office" the premises are more personal. If you choose her design the computer _____ (place-passive) on the bed, you _____ (be able to) use it while changing dresses, watching the monitor on the wall.

The designer Hai Nig tried to invent more amusing software. According to his project, the monitor _____ (announce) the incoming mail by drops of rain. If we don't open the mail for a few days there _____ (be) a storm on our monitor.



Practice your future on the following web page: <http://www.englisch-hilfen.de/en/exercises/tenses/future.htm>

Choose those sentences that are friendlier and more polite.

1. What do you want?
2. Can I help you?
3. Fill in the visitor's book.

4. Can you fill in the visitor's book, please?
5. Can I have your name?
6. Name?
7. Sit down for a moment.
8. Would you take a seat for a moment?

Make the following sentences friendly and polite:

1. Give me your coat. _____
2. Spell your surname. _____
3. Write your name here. _____
4. I want a book. _____

4.3 NO FUTURE AFTER TEMPORALS

The following sentences consist of two clauses. When a clause is introduced by the following words: till, when, before, after, until, as soon as, you may never use the will future in this clause. Use the present tense instead.

1. Don't get off the bus till it _____ (stop).
2. You will be amazed when you _____ (see) the view.
3. Let's go to a cafe when the concert _____ (be) over.
4. You had better wait until the police _____ (come).
5. I _____ (have) a dress made as soon as I arrive in London.
6. My boyfriend Mike says he won't go to bed until I _____ (kiss) him goodnight.
7. I won't play bridge with you again till you _____ (stop) cheating.
8. You won't forget to lock up the house before you _____ (go) out, will you?
9. I'll come and see you before I _____ (leave) for Paris.
10. I can't express an opinion until I _____ (know) the facts.
11. We must wait until the girl _____ (bring) the tea.
12. I don't think he _____ (phone) before he arrives.
13. You can stay at home and cook my lunch while I _____ (go) to the club.
14. I shall expect it to be ready as soon as I _____ (come) in.
15. Do you think my girlfriend Mary will sew my buttons on for me when they _____ (come) off?
16. I _____ (not move) from here until you get back.
17. You'll know him when you _____ (see) him.



4.4 MODAL VERBS

Modal verbs are special verbs which behave very differently from normal verbs. Here are some important differences:

1. Modal verbs do not take "-s" in the third person singular.

Examples:

He can speak Chinese.

She should be here by 9:00.

2. You use "not" to make modal verbs negative, even in Simple Present and Simple Past.

Examples:

He should not be late.

They might not come to the party.

3. Many modal verbs cannot be used in the past tenses or the future tenses.

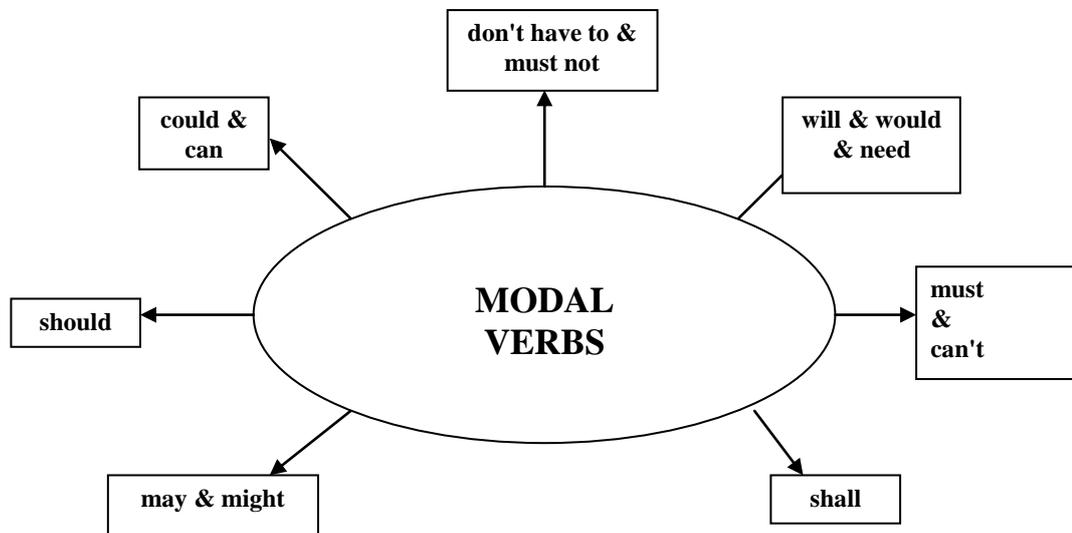
Examples:

He will can go with us. *Not Correct* (He will be able to ...)

She musted study very hard. *Not Correct* (She had to ...)

(Modal Verb Tutorial, 1.)

Take a look at the following modal verbs and form sentences with each of the verbs.



Take a closer look at the modal verb 'should':

Should is used as an auxiliary verb in conditional clauses. As a modal verb should has a variety of meanings and different uses. Followed by the present infinitive it can express obligation, duty or what is thought advisable. The nearest Slovene equivalent is **moral bi**:

I think you **should** attend the lectures.

You are a job counsellor. Suggest to a person how she/he should dress for a job interview (think about the dress, shoes, bag, make-up, perfume, colours, etc.).



Fill in the appropriate words and discuss John's ethical norms.



John goes to Paris and invites his friend Mary to stay in his flat for a month. When Mary arrives she finds that she has _____ things to do while John is in Paris:

Hello, Mary, welcome to my flat. I am happy that I can offer it to you while I am away. However, there are a couple of things that you _____ take care of. You _____ always lock the door before you go out because my house is not in a very safe area. You know my cat Chou-chou, don't you? Please give him something to eat in the morning and in the evening. But you _____ give food to my dog, Henry, more than once a day even if he _____ you as if he was hungry. I do not want him to be fat as a pig when I come home. And please _____ my plants twice a week. You _____ not water them too much. My plants like music, especially Bolero. If my girlfriend calls you _____ not say that I am on holiday, you should say that I am on a business _____.

Discuss your long-term plans. You can use the following sentences:

1. This year I intend to
2. I hope to graduate fromin
3. I would like to get a job in
4. I plan to get married inand havechildren.
5. After having some work experience I would like to
6. I also intend to

SUMMARY

In this lesson you have learnt:

- that in the USA the employment rate will keep rising till the year 2014;
- that the fastest growing industry will be employment services;
- how to use Will Future Simple and Continuous and Going to Future;
- different modal verbs and how to use them;
- that you may not use will or would in temporal clauses.

5 BUSINESS AND RELATIONSHIPS

INTRODUCTION

This lesson will make you think about how business can affect people's lives. Business can often have a negative impact on our personal lives but perhaps skills used in business can also be used in order to organize things of more intimate nature such as perhaps a marriage.

You will repeat the use of Past Simple and Continuous Tenses so you will be able to talk about everything that happened or was happening in the past. You will also repeat the irregular verbs and their past form.

You will learn what you have to consider when reading an advertisement. You will have a look at well and poorly written advertisements and will try to improve them.

This lesson will expand your knowledge of marketing research and show you how to successfully apply business knowledge to your private life. You will learn how to write and understand advertisements. The repetition of the past tenses will round off your knowledge of English tenses – from now on you will be able to speak about everything that happened in the past, that is happening now and that will happen in the future.

5.1 HERE'S THE DEAL: WILL YOU MARRY ME?



Mary Shapiro, millionaire and business manager of a Texas oil company, describes her search to find a soul mate. “I was over forty and single” and I thought, “I have been a very successful market researcher. What if I approached dating the same way I approached my business?” So she made her five-year plan: find the right market for your product; re-image the product if current image is not working; network; ask for the order; close the deal; and get married.

The market component – the first step, was the easiest. Ms Shapiro is looking for an intelligent, highly motivated man aged forty plus, so she was mainly interested in men working for charities and in political fund-raisers. Step two; re-imaging, was where she ran into problems. The transformation itself was a wild success. On the advice of friends and a trainer, she lost eight kilos, hired a consultant to help her with new dresses, straightened and cut her hair and replaced her glasses with contact lenses. “I wanted to be judged on my achievements”, she says. “But I found that while women look for their mental and emotional partner, men focus on looks and chemistry first. So I finally decided that yes, changing my looks was superficial and against my feminist instincts, but I am forty-something and want to get married.”

Ms Shapiro began networking by attending balls and fund-raising events, but found that step four (ask for the order) was the key to success. It's the reason she has had 150 dates in the past two years, spawning five relationships and one proposal of marriage (which she turned down). “In business, you can't have a pleasant talk with the buyer and leave it at that. To close the deal, you have to ask for the order. You have to ask your friends to fix you up, to

make the sale. You have to be introduced to men. And if one date doesn't work out, you go out and get another."



Now near the end of year two in her five-year plan, Ms Shapiro is still single, enthusiastic and hopeful. Women applaud her, while men are either intrigued or intimidated. "There are some people who find what I'm doing wrong. They say to me, Mary, you should wait to be chosen", but I don't think so. See you at the wedding!"

(<http://www.guardian.co.uk/world/1999/jul/01/gender.uk1>, 4. 12. 2008)

Answer the following questions.

- How successful was each of the Ms Shapiro's five steps, and why?
- How have other people reacted to her course of action?
- What do you think of her method? Would you do it too?
- What are the different ways of choosing a husband / wife?
- Why do people want to have a partner?
- Do you think people need a partner?

There are many expressions related to people's relationship status. Try to explain the following phrases:

A
my other half/my spouse
a single parent
we're living together
have an affair with
think the world of
be on same wavelength as
have a crush on
have a soft spot for
not see eye to eye with
flirt with

B
my ex
we're going out together
hit it off with
be infatuated with
be crazy about
have a fling with
be seeing someone
be unfaithful to
play hard to get

5.2 PAYING COMPLIMENTS

How would you respond to each of these compliments? Do you agree with the following responses?

A: You are looking smart today!

B: Oh! I've got an interview.

A: You are so good at organising things.

B: Do you really think so?

A: I like your skirt. It really suits you.

B: This old thing? I've had it for years.

A: Wasn't this a great party?

B: Indeed it was.

A: You look absolutely stunning!

B: Don't I always.

A: What lovely weather.

B: Glad you like it.

A: Wow! Nice perfume.

B: What are you after?

A: This is absolutely delicious. You really know how to cook.

B: Thank you.

Discuss the ethics of paying compliments. Give reasons for your opinion.

5.3 PAST SIMPLE AND CONTINUOUS TENSES

5.3.1 The Past Simple Tense

The majority of English verbs form the Past Simple Tense by adding -ed to the stem (regular verbs). The irregular verbs include most of the verbs of the highest frequency. The Past Simple Tense expresses past actions as simple facts.

Table 8: Past Simple Tense

I			
we			
you	spoke	did not (didn't) speak	Did I/we/you/they/he/she/it speak?
they	worked	did not (didn't) work	Did I/we/you/they/he/she/it work?
he			
she			
it			

Use the Past Simple Tense:

- for actions which started and finished in the definite past (He was born in 1960.)

Adverbial Adjuncts: yesterday, the other day, last week, in 1995, two hours ago, during the war, while she was in London ...

Answer the following questions.

1. When did you last see your business partners?
2. When did you write your last email?
3. What did you do when you saw the results?
4. When did the lectures begin?
5. Did you understand your last grammar lesson?
6. Did you learn all the English strong verbs by heart?
7. What did you drink before going to work today?

8. How much did that book cost?
9. Did you lose your keys again yesterday?
10. When did you shut the office door?
11. Has your boss asked you to return the contracts?
12. Where did you buy those chairs?
13. How did you come to the head office last time?
14. Where did you go last night?
15. What did you have for lunch?
16. Where did you spend your holiday last year?
17. When did you begin to learn English?

5.3.2 The Past Continuous Tense

It gives past activities time and duration. The Past Continuous is used when we are not interested in the completion of one or more actions, but simply in the fact that they were in progress at the time something else happened.

Table 9: Past Continuous Tense

I he she it	was speaking	was not (wasn't) speaking	Was I/he/she/it speaking?
we you they	were speaking	were not (weren't) speaking	Were we/you/they speaking?

Use the Past Continuous:

- for actions which were in progress at a given moment of past time (I was having breakfast at 7 o'clock.),
- to show that an action was going on at the time when another past action was happening/happened (I met him when he was crossing the street.).

Adverbial Adjuncts: yesterday, last night, while, between ... and ..., from ... to ..., all the afternoon, the whole day, all last week ...

Supply the correct Past Tense of verbs in brackets:

1. He _____ (sit) in a cafe when I _____ (see) him.
2. When I _____ (go) out the sun _____ (shine).
3. The boy _____ (fall) while he _____ (run).
4. When the war _____ (begin) we _____ (live) in London.
5. The light _____ (go out) while I _____ (have) tea.
6. My friends _____ (sing) when I _____ (come) into the room.
7. While you _____ (play) the piano I _____ (write) a letter.
8. When I _____ (be) at school I _____ (learn) Latin.
9. He _____ (eat) his dinner when I _____ (go) to see him.
10. When it _____ (rain) she _____ (carry) an umbrella.
11. She _____ (die) while she _____ (run) after a bus.
12. We _____ (drink) coffee every day when we _____ (be) in France.

13. You _____ (wear) your new hat when I _____ (meet) you yesterday.
 14. When I _____ (have) a dog I always _____ (take) it out for a walk in the evening.
 15. When the phone _____ (ring), I _____ (have) a bath.
 16. Large crowds _____ (wait) at the station when the Prime Minister _____ (arrive).



Practice your past. Search the web and find the exercises that will help you repeat the simple and continuous past tenses. Copy a few of the examples to your note-book and challenge your colleagues.

Connect questions with the right answers.

- | | |
|---------------------------------|---------------------------------------|
| a) What happened? | 1. Don't worry. |
| b) What's wrong with her? | 2. I'm fine, but very busy. |
| c) Did you miss the plane? | 3. She's got a cold. |
| d) I'm sorry. | 4. There weren't any. |
| e) Did the meeting finish late? | 5. No, I lost the address. |
| f) Did you try to phone? | 6. Yes, it finished after 9. |
| g) Why didn't you ring me? | 7. No, we were on time. |
| h) Did you type that letter? | 8. I was held up in traffic. |
| i) Why didn't you come by taxi? | 9. No, I forgot completely! |
| j) How are you? | 10. Because it was busy all the time. |

**Read the following text: *What is marketing?*
Do you agree?**

You see a gorgeous girl at a party.
 You go up to her and say, "I am very rich. Marry me!"
 That's Direct Marketing



You're at a party with a bunch of friends and see a gorgeous girl.
 One of your friends goes up to her and pointing at you says, "He's very rich. Marry him."
 That's Advertising.

You see a gorgeous girl at a party.
 You go up to her and get her telephone number.
 The next day you call and say, "Hi, I'm very rich. Marry me."
 That's Telemarketing. You're at a party and see a gorgeous girl.

You get up and straighten your tie; you walk up to her and pour her a drink.
 You open the door for her, pick up her bag after she drops it, offer her a ride, and then say, "By the way, I'm very rich "Will you marry me?"
 That's Public Relations.

You're at a party and see a gorgeous girl.
She walks up to you and says, "You are very rich...?
That's Brand Recognition.

You see a gorgeous girl at a party.
You go up to her and say, "I'm rich.
Marry me" She gives you a nice hard slap on your face.
That's Customer Feedback

(http://www.kinglishschool.com/joke_marketing.htm, 8. 8. 2011)

5.4 THINGS TO CONSIDER WHEN YOU READ AN ADVERTISEMENT

a) Here is a fairly good ad – it sets out the area of work and the skills the applicant should possess, as well as giving information on the working conditions.

<p style="text-align: center;">EASTMAN CONSTRUCTIONS</p> <p style="text-align: center;">EXECUTIVE SECRETARY</p> <p style="text-align: center;">Due to the expansion of our organisation we have an immediate vacancy for an executive secretary in the Construction Division of our Company.</p> <p style="text-align: center;">The applicant should have completed College for Executive Secretaries or equivalent and have a keen interest in the building industry.</p> <p style="text-align: center;">This is an excellent opportunity for a young person wishing to start a career.</p> <p style="text-align: center;">We are a progressive and expanding company offering ideal working conditions, staff canteen, travelling allowances, on and off the job training, use of a company car and a social club. For further information please phone Mr J. Hammer of the Recruitment Division on 203 5666 after 9 a.m.</p> <p style="text-align: center;">EASTMAN CONSTRUCTIONS 24 Bridge Street, Sydney</p>
--

b) This is an example of a rather poor ad: you can't tell much about the job from reading it.

<p style="text-align: center;">ATTENTION: 18–24</p> <p style="text-align: center;">If you have imagination, ambition and a strong personality, you could qualify for the position we have available. No experience necessary. Complete company training program involved. Graduate preferred. Must be of neat appearance. For a personal interview, call Pamela on 29 5195 between 9–3.</p>
--

Work in pairs. Make a phone call to Pamela to learn some more about the above job. What would you ask her to get the right information?

What do you think about the ethics of such a poor ad?

Put the verbs into appropriate tenses.

A: Hello, Mrs Fisher, how is your husband?

B: He _____ (be) not very happy.

A: _____ you just _____ (visit) him?

B: Yes, I have been there today. You _____ (know) that I visit him every Friday, don't you?

A: Of course. I know how you love him. Everybody _____ (know) it.

B: Yes, I like _____ (visit) him. I sit there, _____ (watch) him and speak to him for an hour or two. I am not alone, you know. There _____ (be) also other widows who regularly visit their husbands. I know a couple of them. We _____ (become) friends.

A: But aren't you afraid that you could catch a cold because you _____ (sit) there in winter?

B: No, I _____ always _____ (have got) something warm to drink: tea or coffee. A few days ago Mrs Bargain _____ (bring) a bottle of whiskey and I am afraid that we drank a bit too much. Actually when we _____ (want) to go home we realized that it was rather late and that the door of the cemetery was closed. But Mrs Brunetti _____ (have) a cell phone and she called the police who came to open the door.

A: What a story. Well, I have to go now. Bye-bye Mrs Fisher. _____ (say) hello to your husband next Friday.

B: Of course. We often _____ (speak) about you.

SUMMARY

In this lesson you have learnt:

- about different ways of getting married and how to use professional business skills in this field;
- that organization is significant in many areas of life;
- why, when and how to pay compliments;
- how to form and use the Past Simple and Past Continuous Tenses;
- how to use irregular verbs;
- what information a job ad should include.

6 POLITE LANGUAGE



INTRODUCTION

People make mistakes every day. Mistakes are usually not taken as something positive because they often cause unnecessary problems but it is on us how we deal with them. You will learn how to complain without offending others and how to accept the fact that you have yourself made a mistake. You will be able to apologize and not feel embarrassed or guilty.

You will have a look at reported or indirect speech which is used when we want to describe what someone else said. When we speak about the past situation the tense always goes one back.

You will also learn how and when to use the phrases 'there is' and 'there are'. Since they are not used in Slovene it is difficult for Slovene speakers to use them as often as Englishmen do.

Knowing how to apologise and complain in a polite manner is as important as saying please and thank you. It is not difficult to learn it because it requires just a couple of additional words. It is more difficult to master the indirect speech which helps you report about what somebody else said. But you urgently need to know also the rules concerning the reported speech because it is very frequently used.

6.1 SUSAN, THE 'GOOD' SECRETARY

Mr Baker: Susan, did you send my letter to Henry Fielding on Monday?

Susan: I am sorry but you forgot to give me his address.

Mr Baker: Why didn't you consult the telephone directory?

Susan: I think you may have forgotten that we have not ordered telephone directories this year.

Mr Baker: Why didn't you try to find his number by calling 1188?

Susan: I'm very sorry, my fault.

Mr Baker: What are you going to do about it now?

Susan: Perhaps you can give me his address now.

Mr Baker: Here you are. Please send him the letter immediately. By the way what happened at the meeting on Thursday?

Susan: I am sorry but I could not attend that meeting.

Mr Baker: Why not?

Susan: The heel of my best shoes got damaged so I really could not go anywhere. I called a taxi and went home. I am sure you don't expect your secretary to attend meetings barefoot.

Mr Baker: What about our new accountant, did he start to work on Wednesday?

Susan: I'm afraid not. But I saw him yesterday. A very handsome fellow, tall, with black hair and blue eyes.

Mr Baker: How long have you been working for me, Susan? Have I ever asked you to come to my office and have a serious discussion about your work?

Susan: I have been here for one month. But I am afraid I don't have time for discussions because I'm working very hard.

Tell your neighbour what Mr Baker and his secretary Susan were talking about and discuss if their behaviour was polite.

6.2 REPORTED SPEECH (INDIRECT SPEECH)

Indirect Speech (<http://esl.about.com/library/grammar/blpassive.htm>, 20. 11. 2008) refers to a sentence reporting what someone has said. It is almost always used in spoken English. If the reporting verb (i.e. said) is in the past, the reported clause will be in a past form. This form is usually one tense back into the past from the original.

For example:

They said the test was very difficult.

She said she listened to the radio every day.

Lily will say she goes to school every day.

If simple present, present perfect or the future is used in the reporting verb (i.e. says) the tense remains the same.

For example:

They say the test is very difficult.

She has said that she listens to the radio every day.

Lily will say she goes to school every day.

If reporting a general truth the present tense will be retained.

For example: The teacher said that phrasal verbs are very important.

When changing from direct speech to indirect speech, it is often necessary to change the pronouns to match the subject of the sentence.

For example:

She said, "I want to go to the cinema." *BECOMES* She said **she** wanted to go to the cinema.

John said, "My wife went with me to the seaside." *BECOMES* John said **his** wife had gone with him to the seaside.

It is also important to change time words (signifiers) when referring to present, past or future time to match the moment of speaking.

For example:

She said, "I want to go to the cinema tomorrow." *BECOMES* She said she wanted to go to the cinema the next day.

John said, "My wife went with me to the seaside yesterday." *BECOMES* John said his wife had gone with him to the seaside the day before.

When reporting questions, it is especially important to pay attention to sentence order. When reporting yes/ no questions connect the reported question using 'if'. When reporting questions using question words (why, where, when, etc.) use the question word.

For example:

He asked, "Do you want to come with me?" *BECOMES* He asked me if I wanted to come with him.

Jonathan asked, "Where did you go last weekend?" *BECOMES* Jonathan asked me **where** I had gone the previous weekend.

The following chart includes sentences changed from quoted speech to reported speech using a past form. Remember that simple past, present perfect and past perfect change to past perfect in the reported form (<http://esl.about.com/library/grammar/blpassive.htm>, 20. 1. 2008).

He said, "I live in Ljubljana."	He said he lived in Ljubljana.
He said, "I am cooking lunch."	He said he was cooking lunch.
He said, "I have visited Venice twice."	He said he had visited Venice twice.
He said, "I went to Rome last week."	He said he had gone to Rome the week before.
He said, "I had already eaten."	He said he had already eaten.
He said, "I am going to find a new job."	He said he was going to find a new job.
He said, "I will give Jenny a call."	He said he would give Jenny a call.

Put the text in reported speech and be careful about the tenses.

A teacher of English once came to a pet shop. She wanted to buy a parrot. The salesman told her: "I have got a really great parrot, which can speak two languages." The teacher asked him: "Well, how does it work?" The salesman answered: "If you pull its right wing, it will speak German. If you pull its left wing, it will speak English. Isn't that great?" The teacher was curious and asked another question: "What happens if I pull both wings at the same time?" Suddenly the parrot said: "I'm gonna fall over, you stupid woman!"

Take a separate piece of paper and put the text into reported speech.

Julia: Something strange happened yesterday when I was waiting for the bus.
Mary: Really? What?
Julia: A man came to me, he was all dressed up and said: "Excuse me, are you a model?"
Mary: What did you say?
Julia: That I was a student of Psychology and German. But he said he did not believe it. According to his opinion I am so beautiful that I should start a career in modelling.
Mary: How interesting. I hope it happens to me as well.
Julia: I could not trust him so I answered that my studies seemed more important to me than working as a model.
Mary: And how did he react?
Julia: He looked at me with surprise and said: Do you think I invite every girl I meet? No, I am a professional. I also work for Playboy. Then he left, in a rather bad mood.
Mary: Playboy? Now I see what kind of models he was looking for.



You can find more exercises on the following web site:

http://www.learnenglishfeelgood.com/lefg1_reportedspeech2.html

6.3 POLITE QUESTIONS

1. Would you...?
2. Would you like to...?
3. Would you mind...?
4. Would you like me to...?
5. Would you mind if...?
6. Would you prefer ...?

Use the correct question with the following sentences.

- a) Ask for permission to use your friend's pencil.
- b) Find out whether your guest wants tea or coffee.
- c) Offer to order a pizza for your friend.
- d) Invite your partner to play chess with you next week.
- e) Ask your librarian to make you a copy of their list of new books.
- f) Ask your friend to give you a lift to the airport.

Time for a little pause☺ What kind of a car do you drive? Do you agree with the following interpretations or do you have a better explanation?

AUDI Another Ugly Deutsche Invention

BMW Bring Me Women

FIAT Failure in Italian Automotive Technology (Fix It Again Tony)

FORD Fix Or Repair Daily

SAAB Shape Appears Ass-Backwards

HYUNDAI Hope You Understand Nothing's Drivable And Inexpensive

VOLVO Very Odd Looking Vehicular Object

PORSCHE Proof Of Rich Spoiled Children Having Everything



6.4 THERE IS / THERE ARE

The most usual way of denoting existence, when the subject has not already been defined, is using the construction 'there is/' 'there are'.

When we want to introduce a complex subject (phrase or clause), which would sound very clumsy if made by the real subject, we use the expressions it is, it was:
It's wrong not to do as you are told.

There are grammar mistakes in three of the sentences below. Find them and correct them.

1. There's five departments in the library.
2. Are there any female directors?
3. There is a security guard here.
4. There are some visitors at reception.
5. There is some clients in the meeting room.
6. There isn't a computer at reception.
7. Are there any coffee?

**always
make new
mistakes**

© Arthur Guyton

Add the correct form of "it is" or "there is" to the following.

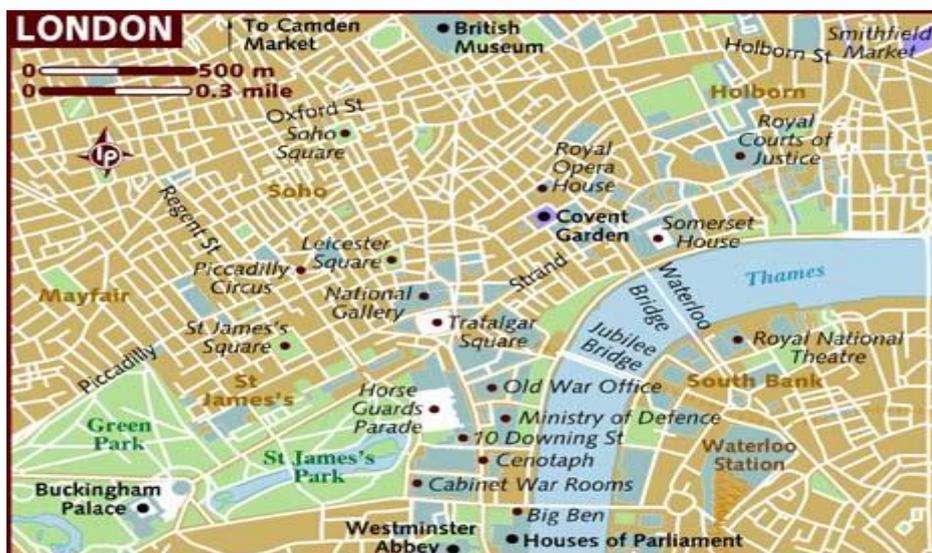
1.a good thing to be accurate.
2.three cinemas in the town.
3.nothing left if we don't go soon.
4.a fact that he is a clever boy.
5.a pity that you can't buy this book.
6.too early to leave yet.
7.an old church near my home.
8.difficult to build a new National and University Library in Ljubljana.
9.too soon yet to say definitely.
10.you that I meant.
11.what you do that counts, not what you say.
12.a long way from the house to the bus stop.



Work in pairs.

A: think of a place in the town where you want to come. Ask your partner where the place is and how to get there.

B: How would you reach Royal National Theatre if you were near Picadilly Circus?



C: Give your partner the information he/she needs.

You can use the following expressions:

Where's the bus station?

How do I get to the office?

Is this the way to the coffee bar?

Turn right/left. Go straight on. Take the next road on the left.

The letter below does not contain any errors but the writer is very unlikely to be considered for a vacancy. Can you say why? Help her rewrite her covering letter. Invent any details about Mary's background that you feel would be relevant.

Dear Anthony Mayer,

I'm looking for a job and I saw your ad in a newspaper and it looked as if it could be good because your library is very famous.

I don't have a lot of experience (in fact I haven't had a job before) but I've got lots of confidence and I get on pretty well with people in general.

I'm basically free in July but not August (because I'm going away then) but it would be really good if you could take me on because I need the money!

Hoping to get a reply from you soon.

Yours,

Mary Smith

SUMMARY

In this lesson you have learnt:

- how to apologize for the mistake you made;
- how to accept apology from others in a polite manner;
- how to explain or describe what somebody else said;
- how to start the sentence with the real subject, namely the phrases 'there is' and 'there are'.

7 PHONE CALLS



INTRODUCTION

In the following lesson you will be able to show your communication skills on the phone. You will learn how to start a telephone conversation, how to proceed with it and also how to round it up. You will learn how to take and how to make a phone call and also how to deal with callers.

Revision of tenses will be your main task in the grammatical part of the lesson. You will repeat the use of all the tenses learnt so far.

In this lesson there is a special stress on typical mistakes Slovene people make. The focus is on mistakes regarding the use of different tenses, prepositions and some mistakes are semantic.

Making phone calls seems very simple but it is not. You cannot see the person with whom you are speaking so your range of communication is rather limited. It will help you a lot if you know what phrases people usually use when telephoning.

7.1 STARTING AND FINISHING PHONE CALLS



Taking the call: Nice to hear from you.

Polite enquiries: How are you? How are things with you?

Saying why you are phoning: The reason I'm phoning is....

Indicating you are ready to finish: Right then..., Anyway...

Offering help: Give me a ring if you have any problems.

Confirming future plans: See you on the 10th, then. /Until Monday, then.

Ending on a friendly note: Thanks for your help. Thank you for calling.

Complete the conversation below.

The start:

Lisa: This is Lisa Smith.....

Martin: Hallo, Lisa, Martin Brown here.

Lisa: Martin

Martin: I'm fine, thanks.with you?

Lisa: Not bad at all, thanks.

Martin: Lisa,if you have the details
of the agreement between our two companies.

The finish:

Lisa:.....

Martin: Yes, I'll do that. Thanks.

Lisa: See you on Monday.Monday, then.

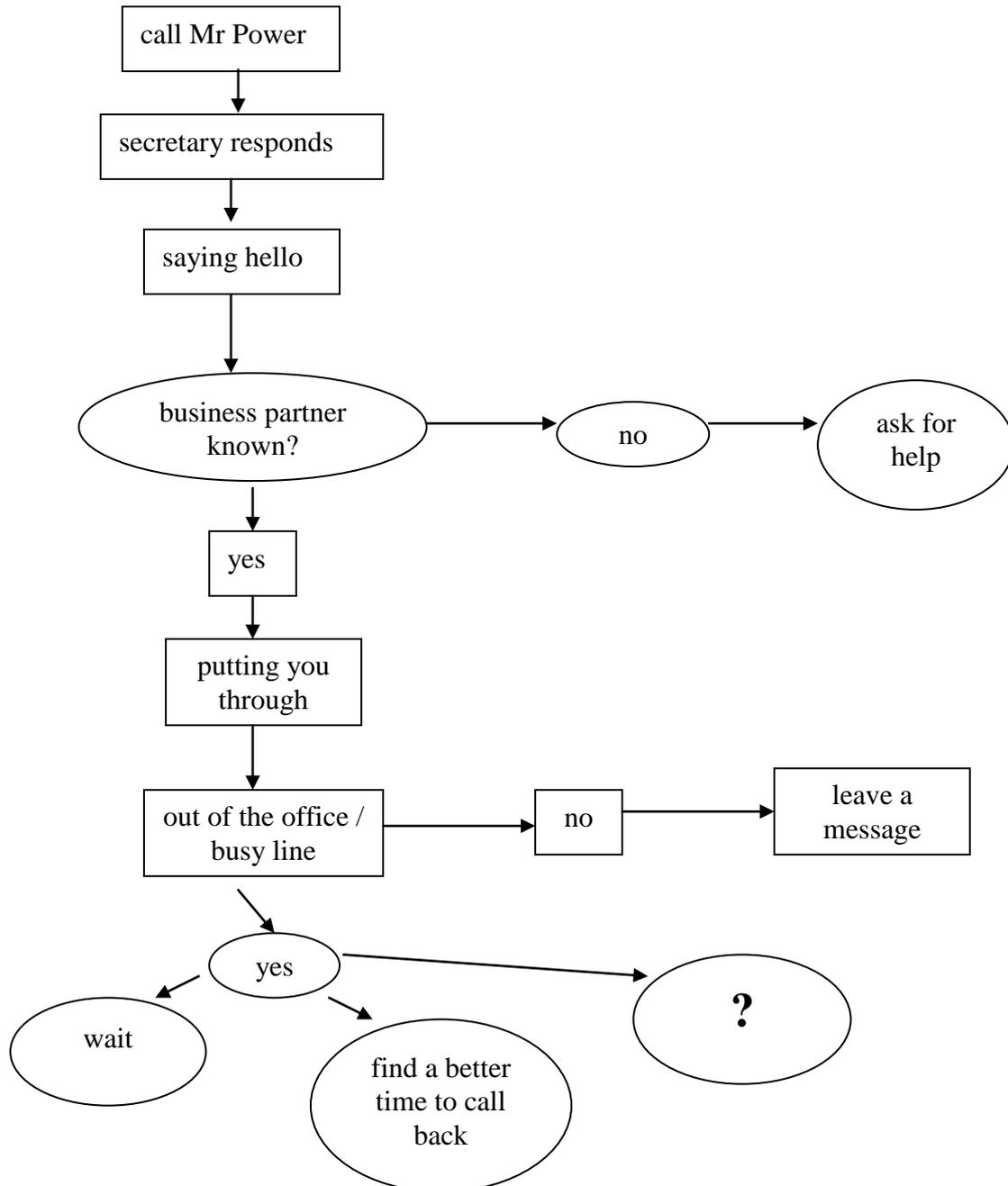
Martin: Yes.

Lisa: You are welcome.

Think of another way of saying.

1. I'll connect you.
2. Just a minute.
3. The line's busy.
4. You are very faint.
5. He's tied up at the moment.
6. Could you read that back to me?
7. Can you bear with me for a second?
8. I'll get back to you first thing on Monday.

Work in pairs. Make a phone call and try to set up a meeting between your boss and a client.



Choose the right polite reply in each of these conversations.

1. Can I speak to Tony?
 - a) Who are you please?
 - b) Who's calling please?

2. Could I have your name please?
 - a) Yes, I'm Mary Smith.
 - b) Yes, it's Mary Smith.

3. This is Mr Gumbiner.
 - a) Sorry?
 - b) Repeat please.

4. Are you free on Monday?
 - a) No, I'm not.
 - b) I'm afraid not.

You have a new answer phone. Write your own-recorded message. Read it to your partner.

Business ethics: Put the following text into the reported speech.

A worker expecting higher salary was talking to his friend.

"If I don't get more money, I will be ruined," he said.

"It's in the boss' hands now," said his friend.

"Would it help if I sent the boss a box of cigars?"

"Oh, no," said his friend. "Your boss is a stickler for ethical behaviour. A stunt like that would prejudice your colleagues against you. He might even lower your salary. In fact, you shouldn't even smile at him."

Within the course of time, the boss rendered a decision to raise worker's salary. When the worker left the office his friend was waiting for him outside.

"Thanks for the tip about the cigars. It worked."

"I'm sure you wouldn't get money if you had sent them."

"But I did send them."

"You did?"

"Yes. That's how I got higher salary."

"I don't understand," said his friend.

"It's easy. I sent the cigars to my boss, but enclosed my colleague's business card."

Put the verbs in brackets into the correct tense.

I _____ (have) three jobs in my life so far. I _____ (start) as a Secretary in Austria and then I _____ (work) as an Assistant Manager for three years in Germany. I _____ (think) about promotion when I _____ (decide) to leave in order to come to Slovenia. Anyway, now I am back and for the last six months I _____ (work) as an Executive Secretary so usually I _____ (spend) a lot of time with our General Manager and _____ (negotiate) contracts for our services. On top of that I _____ (select) new personnel. At the moment, I've got a trainee with me who _____ (do) some market research.

7.2 TYPICAL SLOVENE MISTAKES



Correct.

1. He is working in a big university library.
2. She will not come tonight if you will not call her.
3. Since when did she write this book?
4. They eat at the moment.
5. He is going to school every day.
6. She teached me English before many years.
7. Who did write this?
8. He just arrived.
9. She was never in Japan.
10. They work in this firm from 1990.
11. I've seen her yesterday.
12. He said me he was ill.
13. They told me they were in London last summer.
14. They asked me give them my address.
15. Jean is a very symphatic person.
16. Jane is trying to find an honorary job. Her husband wants her to earn some money.
17. My hair is wet and the fan broke down.
18. My woman and I went to a restaurant last night.
19. All my knowledge is very useful for supporting of my boss.
20. Besides of the secretarial work I also perform other assignments.

Leave a message on somebody's answer phone.

Start like this:

Hello. This is (your name) at (the time) on (the day).



If you want to know how to make a phone call to England take a look at the

following page: <http://www.ezlongdistance.com/blogs/how-to-call-england.html>

Discuss the ethics of the rule that one should switch off the cell phone during business meetings.

7.3 PARAPHRASING

Find a word with a similar meaning.

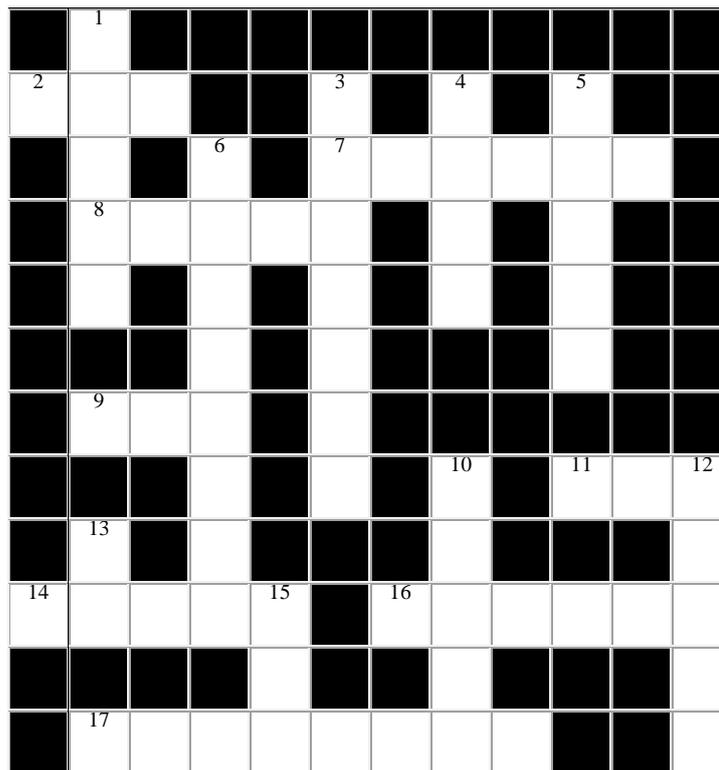
- | | |
|---|------------------|
| a) He is a <u>self-employed</u> journalist. | 1. donated |
| b) There is too much work – we need more <u>employees</u> ! | 2. well-known |
| c) He <u>edited</u> his work before giving the speech. | 3. productive |
| d) <u>Secret</u> data have been leaked to a journalist. | 4. furious |
| e) Ann was <u>angry</u> when she heard the news. | 5. contract |
| f) He is known as a <u>hard worker</u> . | 6. revised |
| g) I am not <u>allowed</u> to speak about this. | 7. decrease |
| h) He is a <u>famous</u> politician. | 8. freelance |
| i) The boss <u>cautioned</u> him for not working hard enough. | 9. personnel |
| j) There has been a <u>drop</u> in sales of sugar. | 10. confidential |
| k) He <u>gave</u> 1000 euros to the charity trust. | 11. permitted |
| l) <u>The pact</u> was signed on Wednesday. | 12. reprimanded |

Connect questions to the right answers

<ol style="list-style-type: none"> 1. Who's calling? 2. May I have your extension, please? 3. Can I take a message? 4. Thank you for calling. 5. Can I speak to Petra? 6. Could you call again in one hour? 7. When will she be back? 8. Is that TT Holdings? 9. Can I have a word with James, please? 10. The line is busy at the moment. Please don't hang up. 11. Can she call you back? 12. Can I have your number? 13. Who did you speak to earlier? 14. How do you spell that? 	<ol style="list-style-type: none"> a) It's T-E-S-C-A. b) Not until about 6.30, I'm afraid. c) Just a moment. I'll connect you. d) Thank you too. Good bye. e) I think it was Mrs McDonald. f) My name is George White. g) Yes, certainly. It's 789. h) Don't worry. I'll call back later. i) I'm afraid she's at lunch at the moment. j) Yes I'll be on 75655334 until 5.30. k) No, I'm afraid you've got the wrong number. l) I can hold. m) Yes, I'll be in the office until 7.30. n) Yes, of course. In one hour then
--	--

Find the missing words and solve the crossword.

1. Please don't ___ that. It's dangerous.
2. I ___ home at 6:00 yesterday.
3. An ___ has eight legs.
4. She walked ___ the bank.
5. A mechanical man is sometimes called a ___.
6. If you have a ___, ask your teacher.
7. I ___ go swimming with you tomorrow.
8. Don't ___ your money now.
9. My father is ___ a woman.
10. The opposite of long is ___.
11. He went ___ of the house.
12. You shouldn't ___ rocks at people.
13. Let's listen ___ some music.
14. Don't ___ your finger at people.
15. My brother will go, ___.
16. My ___ is a housewife.
17. What is your ___ song? (http://iteslj.org/cw/3/ck-17_words.html, 2. 1. 2009)



SUMMARY

In this lesson you have learnt:

- standard phrases that are used for making a phone call;
- how to speak in a polite manner;
- how to leave a message on somebody's answer phone;
- it is significant to keep repeating things you think you already know.

8 YOU'VE GOT EMAIL

INTRODUCTION

We can no longer imagine our work without the Internet and one of the many tasks of an executive secretary is to check all the incoming email and sort it out. Some electronic letters are to be deleted immediately and some need careful thinking and the right reaction. You will be faced with delicate situations and you will have to find the right solutions.

In the second part you will learn how to prepare an agenda for a meeting. You will have to think about what the main points on the agenda should be and which should be avoided.

You will take a look at some phrases and special use of words 'make' and 'do'. You will continue with revision of tenses, expressing your thoughts in a polite way and repetition of reported speech.

In this lesson you will get acquainted with a number of new words in the field of electronic letters and international meetings. Additional exercises will help you revise your knowledge of tenses and reported speech.

8.1 TIPS FOR EFFECTIVE EMAIL USE

1. Take a positive action with each message when you look at it for the first time (discard, deal with, direct, deposit, determine future actions).
2. Don't let incoming email messages become a source of interruption or distraction from the task you are currently engaged in. Just because it is an immediate communication medium doesn't mean that you have to deal with it immediately. Unlike telephone calls, email messages will sit in your inbox until you are ready to deal with them.



3. The informality of email and the ability to send instant replies can easily lure you into reckless or ill-considered communication. If you are not entirely confident about what you want to say, or a message from somebody has angered you, compose your email response offline and only send it when you are happy about the contents. Remember also that the ease with which emails can be forwarded may mean that your message finds its way to a destination beyond that which you had originally intended.

4. Make email subject lines as clear as possible so that it is easy for recipients to understand quickly what they are about before opening them. A well-drafted subject line can mean that your message is dealt with more quickly.
5. Don't worry about discarding items unread. If the header information suggests that an item is not worth reading, click the Delete button.

Write the contents under one of the following subject lines:

1. Call for Papers CAITA-2004 (July 8 to 11), Indiana, USA
2. Strictly confidential (Nigeria)
3. You've got an e-card from your schoolmate!

Describe the strangest e-mail you have ever received.

What do you think about chain letters?

What do you do with emails you know contain commercial data?



8.2 INTERNET AND ITS SERVICES

Connect the words on the right with the explanations on the left.

- | | |
|--|-------------------|
| a) interlinked documents on servers around the world | 1. search engine |
| b) virtual universe | 2. World Wide Web |
| c) real time conversation over the Internet | 3. intranet |
| d) group of documents served up by one server | 4. web site |
| e) programme that searches the World Wide Web for keywords | 5. snail mail |
| f) device that transmits information over a telephone line | 6. download |
| g) network that processes information within a company | 7. hyperlink |
| h) rules for appropriate behaviour in the Internet | 8. netizen |
| i) connection between two Internet documents | 9. cyberspace |
| j) mocking phrase referring to the regular postal service | 10. netiquette |
| k) to transfer a copy of a file from a remote computer | 11. chat |
| l) person who communicates through the Internet | 12. modem |

8.3 A STRATEGY FOR MEETINGS

Meetings are held to impart information, elicit views, stimulate new ideas, motivate a team and reach decisions.

When calling a meeting, you should:

1. Frame the agenda as clearly as possible. Identify the specific questions the meeting needs to address.
2. Indicate a target time allowance for each agenda item and stick to it as closely as you can.
3. Limit attendance to those who have something to contribute to the matters under discussion. The more people there are at a meeting, the longer it will take.
4. Start the meeting at the scheduled time. Waiting for latecomers encourages them to repeat the misdemeanour and irritates those who have arrived on time.
5. Don't allow the discussion to be sidetracked onto matters not on the agenda. If they are important they can be dealt with at a subsequent meeting.
6. Avoid the practice of Any Other Business at the end of meetings if at all possible.
7. Ensure that as soon as possible after the meeting, a record of the outcomes is prepared. Detailed minutes are generally unnecessary, action notes are more useful.

Prepare an agenda for a meeting.

You can use words/sentences like:

- apologies for absence
- minutes of the last meeting
- actions since last meeting
- finance/accounts
- appointments
- special reports
- date of the next meeting
- AOB (Any Other Business)

8.4 LEARNING FROM MISTAKES

Correct.

1. What did happen?
2. Who did go with you to the disco?
3. Which car does cost more?
4. The man which was here is my good friend.
5. This is Mr Tim.
6. Good morning, Mrs teacher.
7. Will you let me to help you?
8. He will do the tea if you are busy.
9. Shall we make the homework for tomorrow?
10. She makes exercises every morning.
11. Can you borrow me some money, please?
12. I will lend the book from Peter.
13. What are you thinking about this problem?
14. My sister learned me to play the piano.
15. That will learn you to be careful.
16. How much it costs?
17. When I shall go to London I shall see the Queen.
18. I shall wait for you until you will be ready.
19. Before he will fly to Paris he will come to see me.
20. We shall see you after you will pass your exam.

Tense Revision.

1. I _____ (be born) in Ljubljana but _____ (spend) most of my childhood in the country.
2. We still _____ (live) there when my father _____ (die).
3. My elder brother _____ (join) the air force when he _____ (be) seventeen.
4. He _____ (learn) to fly when the war _____ (break) out.
5. He _____ (continue) his training for a time and soon _____ (become) a pilot officer.
6. Afterwards he _____ (fight) on two fronts.



To continue with exercises in tenses and get additional explanations follow the web page: <http://www.englishtenseswithcartoons.com/>

Fill in the appropriate word/s.

It Sunday, 2 p.m. and Tony still in his bed. He: "Mum, where you?" His mother comes immediately: "Yes, dear, what? Shall I bring you coffee? Are you hungry? I've got some apple pie."

Tony on his bed. He still asleep and rather tired. He went out yesterday evening, they had some drinks and now he a headache.

"Where are my trousers, mum? There a football game between Manchester and Milan, James two tickets and I with him."

His mummy a little worried and: "..... you going to eat anything, dear? you in a hurry? at least a sandwich."

"No, that all right, mum. I to go now. Where the keys of dad's car? Bye-bye."

His mother thinks: "My poor son. He always so tired. He too much."

Say it politely.

a) I am _____ that I never ordered this magazine.	1. appears to be
b) Your payment has _____ been overdue.	2. unfortunately
c) I am sorry for _____ that this delay will cause.	3. sorry to say
d) Your order _____ incorrect.	4. understanding
e) _____ we cannot complete this order any earlier.	5. look forward to
f) October 11 th is _____ late.	6. actually
g) Is there _____ sending it a bit earlier?	7. any chance of
h) _____ that you still have not paid for that book.	8. May I remind you
i) We _____ inform you that this order will not be ready for dispatch this week.	9. regret to
j) _____, but I still have not received the delivery.	10. Sorry to bother you
k) Thank you for your _____.	11. rather
l) We _____ hearing from you.	12. any inconvenience

8.5 REPETITION OF THE REPORTED SPEECH

Take a separate piece of paper and change the following into reported speech (with the introducing verb in the past).

Roberto (to his psychoanalyst):

Dear doctor, I have been asking myself all the time how and why this has happened to me. I really can't understand it. I loved her. I did everything for her. The relationship with my wife Laura has been the most important in my life. Even more important than the one with Angela who is the most beautiful woman that I have ever met. And also more important than the relationship with Theresa who is the most intelligent woman I have ever known.

I do not understand why my wife left me. I hope not because of the adventures with other women that I have mentioned to my friends. It is usual to speak about such things with your friends, isn't it? If you are a man you have to be considered successful as regards work and women, don't you think so?

Or perhaps my wife cannot forget that I had a short affair with her best friend. But it happened only once or perhaps twice. I don't remember exactly. What do you think, doctor, what should I do? Do you think that I should call her and tell her how much I love her? Perhaps I should buy some flowers or invite her to Paris? Oh, yes, that's what I am going to do, doctor. I'd better call her right now because I have invited some friends to dinner next week and I would like them to see how beautiful my wife is and how well she cooks. Well, I am going to call her immediately. I only hope she will answer the phone and listen to me.

SUMMARY

In this lesson you have learnt:

- how to sort electronic mail;
- tips for effective e-mail use;
- what 'www' stands for and what is a search engine;
- how to plan a strategy for calling a meeting and be able to prepare the agenda;
- the difference between the verbs 'do' and 'make'.

9 ANNOUNCING A NEW PRODUCT OR SERVICE



INTRODUCTION

One of the many interesting tasks of an executive secretary is to announce a new product or service. Have you ever had an opportunity to do that? In this lesson you will read an announcement about a publication of a new book and then promote the product of your firm.

You will repeat another tense which is very rarely used in Slovene language but quite often heard in English, that is Past Perfect Tense. You will also have to repeat the use of irregular verbs and their forms.

Prepositions can 'give you a headache' especially because they cannot be directly translated into English. You will have to learn most of them 'by heart'.

In the end you will 'have a taste' of British humour which is quite different from ours. See it for yourself whether you like it or not.

If you think that you could never write a good advertisement, this lesson will show you that making your clients enthusiastic about your products or services can be rather simple. We hope that the passages from one of the books written by Waris Dirie will encourage you to go to the library and borrow some more. Your knowledge about how to use the Past Perfect Tense will enable you to know all the finer points of English tenses.

9.1 ANNOUNCING A NEW BOOK

Lion's, a big American publisher, has just signed a contract with Waris Dirie who has authorized Lion's to publish her autobiography. Lion, the President of Lion's, writes to his better customers in order to announce the event:

Dear Mr Black,

I am proud to announce that Lion's has just signed a contract with Waris Dirie to publish her autobiography.

Born a Somalian nomad, by the time she made it as a top model, Waris Dirie had fled an arranged marriage and survived a face-off with a lion. She is now a UN special Ambassador.

I am sure that the book will be translated into more than 10 languages and will have a powerful effect on people.

This is indeed a happy occasion for us.

I've enclosed a copy of a passage and an order blank for your convenience.

Don't forget, your credit is unlimited at Lion's, and we invite you to also order some of our other books. You won't be sorry.

Sincerely yours,

Martin Lion
President

Read the following short passages from the book written by Waris Dirie and report on the contents.

PART 1

Early the next morning my father called me.

“You know who that was last night?”

“I can guess.”

“That’s your future husband.”

“But Papa, he’s so old!” I still couldn’t believe my father thought so little of me that he’d send me to live with an old man like that.



“That’s the best kind, darling! He’s too old to run around, chasing after other women, bringing home other wives. He’s not going to leave you – he’ll look after you. And besides – Papa grinned proudly- “do you know how much he’s paying for you?”

“How much?”

“Five camels! He’s giving me five camels.”

Papa patted my arm. “I’m so proud of you.” (Waris, 2003, 91, 92)

PART 2

This was the first time I ever saw a white person. A white man sitting next to me said, “This is not your seat.” At least I assume that’s what he said, since I spoke not one word of English. Staring at him in panic, I thought, Oh, Lord. What is this man saying to me? And why does he look like that? He repeated his statement, and I repeated my panic. But then, thank God, the flight attendant came and took the ticket from my hand. Obviously, this woman knew that I was completely clueless. She took my arm and led me down the aisle to my seat - which was certainly not in first class, where I’d originally deposited myself. Shortly after takeoff, the same flight attendant returned with a basket of sweets, which she held out to me with a smile. I took one hand and picked up the fold of my dress to make a pouch, as if I were grabbing fruit, and with the other grabbed a huge handful of candy. Who knew when I’d see any more food? While I unwrapped and devoured my candy, I examined the white people around me. They looked cold and sickly to me. “You need sun,” I would have said to them if I had known English. They couldn’t always look like that, could they? (Waris, 2003, 135, 136)

Now you write a letter promoting a product or service of your firm.

9.2 PAST PERFECT TENSES

9.2.1 The Past Perfect Simple Tense

It is related to a moment in the past in the same way that the Present Perfect is related to the present moment, i.e. it describes an action completed before some special past moment we have in mind and is formed by ‘had + past participle’.

Table 10: Past Perfect Simple Tense

I	had spoken	had not (hadn't) spoken	Had I/we/you/they spoken?
he she it	had spoken	had not (hadn't) spoken	Had he/she/it spoken?
we you they	had spoken	had not (hadn't) spoken	Had I/we/you/they spoken?

Use the Past Perfect:

- when something happened in the past before another past action (She had finished her homework before she went out with friends.)

Adverbial Adjuncts: before, after ...

9.2.2 The Past Perfect Continuous Tense

Table 11: Past Perfect Continuous Tense

I he she it we you they	had been speaking	had not (hadn't) been speaking	Had I/he/she/it/we/you/they been speaking?
--	-------------------	--------------------------------	--

Use the Past Perfect Continuous Tense:

- when a continuous action had stopped just before another past action (He had been studying English for 3 years before he went to England.)

Adverbial Adjuncts: since, for, before, after ...

Supply the suitable past tense of the verbs in brackets.

- She told me the price after he _____ (leave).
- The librarian _____ (do) nothing before he saw me.
- I thanked him for what he _____ (do).
- My friend _____ (be) sorry that he had hurt him.
- After the new director had gone, we _____ (sit) down and _____ (rest).
- Did you post the letter after you _____ (write) it?
- After the journalist had heard the news, he _____ (hurry) to the computer.
- Our new colleague told me her name after I _____ (ask) her twice.
- Before we _____ (go) to the National and University Library, we found that we _____ (lose) our way.
- I read the book after I _____ (finish) my work.
- When we arrived, the celebration _____ already _____ (begin).
- She took the money after I _____ (ask) her not to do so.
- Why didn't you go to your librarian after your teacher _____ (tell) you to write the essay?
- We had already learnt English before we _____ (leave) for England.

9.3 PREPOSITIONS

Put in the correct preposition.

1. The Reference Librarian is away holiday. She'll be back the end of the week.
2. Did you read that article the Press about our move the European Market?
3. I need those sales figures the end the week the very latest.
4. We hope things will get better the second quarter the year.
5. Will passengers flight F352 please go Gate 48 immediately.
6. Mrs Brown? She's a library user the moment.
7. You'll find the main reading room the first building the third floor.
8. Thank you your kind invitation attend the opening your new branch library.



To improve your knowledge in prepositions and their use:

<http://www.englishlanguageguide.com/english/grammar/preposition.asp>

Enquiries: Put in the missing words.

- | | |
|---|-------------------|
| a) We noticed your _____ in the local newspaper. | 1. shipment |
| b) Do you _____ such products? | 2. check |
| c) I'll have to _____ first whether this is possible. | 3. samples |
| d) We would like to order a _____ of 500 kg per year. | 4. inquiry |
| e) Do you have a _____ for large quantities? | 5. represented |
| f) Could you please send us a detailed _____? | 6. dispatched |
| g) Do you have the following goods _____? | 7. in stock |
| h) Could you send us some _____ of your new products? | 8. product range |
| i) We would like to get familiar with your whole _____. | 9. stock |
| j) We have received an _____ for item 35. | 10. advertisement |
| k) Could this be _____ tomorrow? | 11. offer |
| l) Are you presently _____ on the American market? | 12. discount |

First read the text and then try to find the appropriate words in the following conversation between Ms Smith (a teacher of English) and Michael Jap.

Michael: "Hello, Ms Smith. _____ to speak to me?"

Ms Smith: "Yes, Michael, _____ down for a moment. You know that you _____ problems with your English, don't you?"

Michael: "Yes, but I do not know what to do. I _____ time to study everything you _____ in the class."

Ms Smith: "Why not? It _____ no problem for others. What _____ you do instead of studying?"

Michael: "Excuse me but _____ know that I _____ in the football team that _____ to achieve the first place?"

Ms Smith: "That's all right but your football activities _____ not as important as your studies, what _____ you think?"

Michael: "You might _____ right but you should know that I _____ to become a professional football-player and that I _____ waste time with English. If you _____ ever listened to famous football-players you know what I _____."

Ms Smith: "But Michael you _____ just about football. What _____ to do if you do not _____ as a football-player?"

Michael: "Perhaps I _____ work for the National TV."

9.4 ENGLISH JOKES

How would an Englishman respond to the following statements? Find the correct answer in the box below.

1. Patient: Doctor! Doctor! I think I'm getting smaller.

Doctor: _____

2. Patient: Doctor! Doctor! Everybody keeps ignoring me.

Doctor: _____

3. Patient: Is it serious, doctor?

Doctor: _____

4. Doctor: Well, Ms Daisy, you seem to be coughing much more easily this morning.

Patient: _____

5. Patient: Doctor, please help me. I can't stop telling lies.

Doctor: _____

6. Patient: I feel like a pack of cards.

Doctor: _____

7. Doctor: Are the pills I gave you to improve your memory helping you?

Patient: _____

8. Doctor: I have to tell you that you are seriously ill. Is there anything you would like?

Patient: _____

9. Doctor: I'm afraid the pain in your right arm is just old age.

Patient: _____

- A: I wouldn't start watching any new television serials.
- B: I don't believe you.
- C: Well, you'll just have to learn to be a little patient.
- D: Then why doesn't my left arm hurt? I've had it just as long.
- E: Take a seat and I'll deal with you later.
- F: That's because I've been practicing all night.
- G: Yes, a second opinion.
- H: What pills?
- I: Next please!



SUMMARY

In this lesson you have learnt:

- how to announce a new product or service;
- how important it is to make your clients enthusiastic about your products or service;
- how to use and form the Past Perfect Tenses;
- many prepositions and when to use them;
- why and how to use humour and bring a smile onto somebody's face.

10 BUSINESS LETTERS: PART I

INTRODUCTION

Executive secretaries write many letters in a day and most of them are business letters. If you want to write business letters in English you have to know the special structure of the letters and phrases most frequently used in them.



In this lesson you will also be confronted with translating. This is one of the most difficult areas of learning a foreign language. Of course you have already heard that words and sentences cannot be literally translated but need special attention regarding word order, grammatical differences and as far as business letters are concerned also country's business protocol.

Grammar includes tense revision as well as 'get' and 'got' forms.

Business letters are a must and a challenge for each executive secretary. By mastering this and the next lesson you will be able to combine and show your skills and abilities in writing of different types of business letters. Whenever you encounter a new type of business letter you should consult a book, an expert or the web sites to see how they should be written. We advise you against translating the letters literally.

10.1 THE STRUCTURE OF THE LETTER

Paragraph 1 Opening address
Dear Mr/Mrs/Ms,
Dear Guest/Visitor/Participant/Member/Reader/Colleague/...,
Greetings,
Dear Sir/Madam, (circular letter)
Dear I. Woodward,

Paragraph 2 Reasons for writing
These may include several combinations of the following:
a) thanks, congratulations, etc.
b) expressions of regret/condolences
c) references to previous correspondence
d) questions, enquiries, requests for information
e) apologies & excuses, complaints & reminders
f) suggestions

Paragraph 3 Elaboration
A fuller explanation of the points mentioned in paragraph 2.:
Firstly you state your reason for writing, then you enter into the details in a separate paragraph.

Paragraph 4 Summary and proposals

Try to link back to paragraph 2. The reader should now have a clear idea of what you are proposing or of what you expect of him/her.

Paragraph 5 Rounding off

This is, perhaps, the most difficult part of all, because you cannot simply stop and say: "That's it. Goodbye." (even though that would be more honest).

Should you require any further information, please do not hesitate to contact me/us.

I look forward to hearing from you. / Looking forward to ...

A prompt reply would be greatly appreciated.

With our thanks in advance.

Paragraph 6 Concluding greetings

Fortunately, in English, standard expressions will be suitable for most (except diplomatic) occasions.

Yours sincerely/truly/faithfully,

Sincerely yours,

Thank you for your help/assistance. (circular letter)

10.2 TRANSLATION

Please translate into English.

Po telefonskem dogovoru pred približno tednom dni vam pošiljam popravljen seznam izdelkov. Prosimo vas, da nam sporočite vaše pogoje do konca tedna.

Že vnaprej se vam zahvaljujem.

Poklicala vas bom v sredo zjutraj, da se dogovoriva za srečanje.

V upanju na sodelovanje tudi v prihodnje vas lepo pozdravljam.

Vljudno vas vabimo, da se udeležite predstavitve našega novega izdelka.

V pričakovanju vašega odgovora vas lepo pozdravljam.

Hvala za razumevanje in lep pozdrav.

Če še kaj potrebujete, me lahko pokličete na telefonsko številko ...

V pričakovanju vašega pozitivnega odgovora na našo ponudbo vas lepo pozdravljamo.

Do 16. avgusta sem na dopustu, vendar sem dosegljiva po telefonu ...

Zahvaljujemo se vam za sodelovanje in vas prav lepo pozdravljamo.

Prosimo, da preverite podatke in dopišete manjkajoče podatke.

Vljudno se opravičujemo za zamudo pri dobavi.

(Hinić, 2006)

10.3 DIFFERENT KINDS OF BUSINESS LETTERS

10.3.1 Enquiries

Dear Sirs,

We have heard from the British Embassy in Ljubljana that you are manufacturers of special products for successful weight loss.

Please send us your catalogue and full details of your export prices, together with some samples of your products. Would you please also state your terms of payment?

We require considerable amounts of such products annually. If the quality of your product is good and your prices are competitive, we may be able to place large orders with you.

We look forward to hearing from you.

Yours faithfully,

Purchasing Department Manager

10.3.2 Replies to enquiries

Dear Mr,

We were very pleased to receive your enquiry of May 5, informing us that the British Embassy has recommended our name to you for the supply of special products for successful weight loss.

We are enclosing our latest catalogue and current price-list and are sending you today, as requested, samples of our products by separate post.

As you will see from the price-list, our prices compare favourably with those of other manufacturers. In addition, we are prepared to grant a 10% discount on orders exceeding \$ 5000. Our terms for the first orders are payment by irrevocable letter of credit.

We feel confident that you will be satisfied with the quality of our products and look forward to receiving your first order.

Yours sincerely,

What do you think about ethics in the following statements?

1. Banks should have attractive female receptionists.
2. The Managing Director of the National Bank of Slovenia should never be a woman.
3. A typical teacher is a boring person with glasses who does not know anything about real life.
4. Executive secretaries mainly type business letters and prepare coffee.

Supply the correct tense.

1. When I _____ (see) him he _____ (sit) asleep in a chair.
2. I suppose you _____ (hear) the latest news - John _____ (marry) that horrible Thompson girl yesterday.
3. The sun _____ (shine) for the last half-hour and the wind _____ (drop).
4. He _____ (read) now.
5. He already _____ (read) this morning.
6. He _____ (read) also yesterday.
7. We _____ (not go) for a walk since last May.
8. I _____ (make) a cake last weekend.
9. _____ you _____ (see) my keys? I _____ (lose) them.
10. I _____ (learn) English for the last two years and now I _____ (study) German, too.
11. When water _____ (boil) the liquid _____ (change) to a vapour that _____ (be called) steam.
12. He _____ (study) medicine for three years and then _____ (give) it up.
13. My son never _____ (wash) behind his ears; he _____ (say) the soap _____ (get) into his eyes.
14. My daughter _____ (paint) her toenails and her hair _____ (change) colour at least three times since last summer.
15. My husband _____ (not come) home yet. He never _____ (come) home before midnight and last night he _____ (not get) in till two o'clock.
16. At present he _____ (read) a biography; it is the third biography he _____ (read) this year.
17. When _____ your train _____ (leave)? _____ you _____ (pack) your bags yet?
18. Here are some sandwiches I _____ (make) you for the journey.
19. She _____ never _____ (see) the sea. She _____ (want) to go last year but she _____ (have) no money.
20. _____ you _____ (speak) to my secretary yesterday? No, I _____ (not see) her for a long time. I _____ (can) not remember when I last _____ (see) her.
21. While I _____ (walk) through the park with my girl friend Mary last night, a man _____ (snatch) her bag from her hand and _____ (run) away. I _____ (can) not run after him because it _____ (be) too dark to leave her alone. The police _____ (not catch) him yet.

10.3.3 Orders

Dear Sirs,

Thank you for your letter of 15 March. As you will already know, your Mr Smith sent a range of samples some weeks ago.

We think articles of this quality will find a ready market here and we are prepared to order the following as a stock trial order:

20 Slenderlean boxes, catalogue No.19
20 Stimulean boxes, catalogue No.20

Since we must have the goods on display in time for the summer season, our order is placed on condition that they are despatched by May 15 at the latest.

As soon as we receive your confirmation and pro-forma invoice, we will arrange for settlement by banker's transfer.

We are looking forward to hearing from you shortly.

Which of these phrases do we usually use with business contacts?

Hi!
Good morning.
How are things?
How's the family?
Thank you for your order.
Thank your for your letter of July 16th.
Goodbye.
Bye for now.
I look forward to hearing from you.
Please let me know as soon as you can.
I would be grateful for a reply as soon as possible.
Speak to you soon.
Yours faithfully
Best wishes
Regards



10.3.4 Confirmations

Dear Sirs,

We wish to confirm receipt of your order of for a supply of 20 Slenderlean and 20 Stimulean boxes.

We will despatch the goods immediately. The terms of payment and delivery are those quoted in your order.

We hope you will find the goods to your satisfaction and we look forward to further orders in the future.

Yours faithfully,



Write an answer to the fax below.

Fax:
To: ITI Computer Components Ltd.
From: J. Maiden, Commerce Ltd.
Date: January 21 1999
Re: Our order no.5732 (Dated December 20 1998)

The above order arrived yesterday but one of the components was incorrect. We ordered a 2-gigabyte disk drive and received a 1-gigabyte disk drive. Please let me know as soon as possible what arrangements you can make to correct the situation.

Organise the text of your fax like this:

1. main apology
2. explanation
3. action
4. closing apology

10.4 GET AND GOT FORMS

In spoken English the form *I've got* is used very extensively for *I have* (= I own, possess). *I'd got* in Past Tense is used less frequently; past tense form occurs mostly in reported speech.

Use the form with got instead of the simple verb have. Build the negative form as well.

- I have some apples at home.
- Have they your telephone number?
- I've plenty of money now.
- She wanted a cigarette, but I hadn't any.
- She hadn't any money on her yesterday.
- My husband has an attractive hat.
- Has he someone to help him?
- Has she a job now?
- Haven't you anything better to do?
- I have some new photos to show you.

SUMMARY

In this lesson you have learnt.

- the structure, common phrases and the use of the English language in business letters;
- how to write different types of business letters;
- to consult a book, an expert or the web sites to see how letters are written;
- how written and spoken English differ;
- where do 'get' and 'got' forms belong.

11 BUSINESS LETTERS: PART II

INTRODUCTION

This lesson will show you how to complain if there is a mistake and how you should apologise if you were the one making a mistake. Either way you should always try to be impartial. We are all under pressure and we all make mistakes that is why you should not 'lose temper' but be polite.

You will make a short test on how you react to different situations and discuss the best way to solve the problems.

An executive secretary often has to make an appointment or provide a hotel room for guests from abroad. See how this is done in English.

Correct the mistakes and repeat the passive voice. In Slovenia we tend to use active voice most of the time but in English things are rather the other way around. Passive voice is used very often and active is avoided whenever possible. Passive is also the voice of business world.

11.1 DIFFERENT KINDS OF BUSINESS LETTERS

11.1.1 Complaints

Dear Mr Smith,

Following my phone call today I am sorry to inform you that the Slenderlean boxes we ordered on 15 April have not arrived yet.

As they are urgently needed we should be glad if you could arrange for their despatch without delay.

The products are essential for completing our order for one of our most important customers. The consignment is due to leave Ljubljana airport on 30 April.

Will you please let us know by return when we can expect them?

Yours sincerely,

Explain how you react in the following situations and tell if your behaviour is in accordance with business ethics.

At a restaurant, your meal is almost cold. Do you ...?

- a) demand to see the person in charge
- b) ask the waiter to warm it up for you
- c) complain to your colleagues, but avoid making a scene
- d) eat it, but write a complaint afterwards

You bought a CD-player which turns out to be faulty. Do you ...?

- a) accept an exchange or a credit note
- b) ask firmly for your money
- c) go to the shop and demand to see the person in authority
- d) shrug your shoulders and let it go

The flight you reserved a seat on turns out to be overbooked. Do you ...?

- a) wait for another flight and do nothing
- b) make a scene at the check-in desk
- c) insist on getting a seat on that particular plane
- d) complain to everyone around

You called the plumber but he never turned up. Do you ...?

- a) forget it
- b) phone and ask him to come immediately
- c) threaten to spread a bad word about him
- d) not make a fuss but say you'll call another plumber



Have a look at the following letters on the web page:

<http://www.wisc.edu/writing/Handbook/BusinessLetter.html>

Compare your answers to those of your colleagues. When was the last time you made a complaint?

11.1.2 Replies to complaints

Dear Mrs,

Thank you for your letter of 20 April. We very much regret that we have been unable to complete your order.

The delay was due to a mistake made by our Export Department but we are happy to inform you that this has been settled.

We will deliver your products today by airfreight.

We apologize for the inconvenience caused to you by the delay.

Sincerely yours,

Formal apologies

- I am sorry there is a delay.
- I apologise for the mistake.
- Please accept our apologies.
- I hope you will accept our apologies.

- I am afraid we cannot deliver tomorrow.
- The reason for the delay is a missing component.
- We will send it immediately.
- Once again, I apologise for the inconvenience.

11.1.3 Making appointments

Dear Sirs,

It would be my pleasure to discuss the possibilities of expanding our future co-operation with you. I would appreciate it if you could spare me some time next week. I would call on you at any time that would suit you.

I would be grateful if you could let me know what date is convenient for you.

Sincerely yours,

11.1.4 Hospitality

Gentlemen:

Our Managing Director, Mrswill be visiting England in July this year and would wish to see your factory.

We should be very grateful if you would make the necessary arrangements. She will be arriving on 20 July. We would ask you to meet her at the airport and book a hotel room for her.

Please confirm the arrangements you have made.

Very truly yours,



11.2 ENGLISH PREPOSITIONS

There are about 150 prepositions (English Prepositions List, p. 1) in English and many of them have more than one meaning. The prepositions **of**, **to** and **in** are among the ten most frequent words in English (Pervan, 2002, 1–21).

Correct the following mistakes.

1. On the picture you can see my grandmother, my two uncles and my aunt.

2. Why are you so red? I have just spent two hours on the sun.
3. My teacher of English lives on the North.
4. There are lots of people on the street.
5. I met my managing director on the concert.
6. I go in the cinema every Sunday.
7. My sister runs in school every morning.
8. Do you intend to go abroad? No, this summer we shall drive on the sea.
9. Did you go on the skiing last winter?
10. I've been waiting for you from noon.
11. She was standing on the bus station.
12. We all learn on mistakes.
13. The concert is in Friday.
14. It depend from you.
15. I listen music every day because I like it.
16. She waited on us at home.
17. They are interested for music.
18. We discussed about politics.
19. She married with him when she was seventeen.



There are some very good exercises for prepositions on the following web site: <http://www.nonstopenglish.com/allercises/Grammar/Grammar-prepositions.asp>

Look at these situations and think about whether you'd tell the truth or not.

1. You know that a friend's husband is having an affair. Do you tell her?
2. A seven-year old asks you if Santa Claus really exists. What would you say?
3. Your friend has a new hair cut but you don't like it. She asks you for your opinion. What would you say?
4. You have to write a reference for a friend you know is not punctual and a bit lazy. What would you write?
5. You oversleep and come late to work. What do you tell your boss?
6. You accept an exciting invitation although you know you have to be somewhere else at that time. When you cancel the first meeting, do you tell why?
7. The waiter asks for less money than you really owe. Do you tell him?

8. You go out for a drink with your ex. Do you tell your present partner?

11.3 PASSIVE VOICE

The passive voice is used when focusing on the person or thing affected by an action. It is often used in business and in other areas where the object of the action is more important than those who perform the action.

For Example:

We have produced over 30 different models in the past five years. **BECOMES:** Over 30 different models have been produced in the past five years.

If the performer of the action is important, we use "by"

For Example:

Marlo Morgan wrote "Mutant Message Down Under" in 1994. **BECOMES:** "Mutant Message Down Under" was written in 1994 by Marlo Morgan.

The following chart includes sentences changed from active to passive in the principal tenses (<http://esl.about.com/library/grammar/blpassive.htm>, 20. 11. 2008).

Table 12: Passive

Active	Passive	Time Reference
They make Fords in Cologne.	Fords are made in Cologne.	Present Simple
Mary is cooking dinner.	Dinner is being cooked by Mary	Present Continuous
James Joyce wrote "Dubliners".	"Dubliners" was written by James Joyce.	Past Simple
They were repairing the house when I arrived.	The house was being repaired when I arrived.	Past Continuous
They have produced over 30 models in the past five years.	Over 30 models have been produced in the past five years.	Present Perfect
They are going to build a new factory in Ljubljana.	A new factory is going to be built in Ljubljana.	Future Intention with Going to
I will finish it in two days.	It will be finished in two days.	Future Simple

Turn the following sentences into passive voice.

1. The teacher has explained the unknown words.

2. I didn't steal that car. It is too old.

3. They have closed the streets because there was too much snow.

4. My friend is opening a new restaurant next week.

5. Did she invite you to her party?

6. Who opened the blue box?

7. I gave the book to Peter.

8. Max will look after him, trust me.

9. No one has ever beaten me at chess.



For additional information on passive voice take a look at the web site:

<http://grammar.ccc.commnet.edu/grammar/passive.htm>



11.4 GRAMMAR TEST

Complete each sentence in the most natural way.

1. Can I borrow money?
2. Phillips electronic equipment.
3. does it cost?
4. three librarians in this school library.
5. you come to the cinema if I invite you?
6. Annie Blair, our librarian, before?
7. I can't come. I'm having a dinner with a client this evening.
8. We must contact him before he
9. I went to a bookshop a book by Agatha Christie.
10. He the office five minutes before you entered the door.
11. Mary Smith? Yes, I know her very
12. give this fax to Tom, please?
13. If I his phone number, I would
14. Bye. see you on Friday.

15. He for us since 1990.
16. The Nile is river in the world.
17. a library near here?
18. If they offer you the job, take it?

SUMMARY

In this lesson you have learnt:

- to be impartial and at the same time polite when dealing with complaints;
- some more prepositions and their use;
- how and when to use passive voice;
- how to write and respond to all sorts of business letters.

12 GIVING PRESENTATIONS AT CONFERENCES

INTRODUCTION

The last lesson will teach you how to give a presentation at an international conference. Have you ever done that? Apart from having a really well prepared presentation you have to speak loud, fluently and without mistakes, you have to overcome your fear of speaking in front of an audience and be prepared to answer different questions after your presentation. Do you want to try it in front of your colleagues?

This time you will practice conditional clauses. Many people think they are difficult to understand but as soon as you understand the 'system' you will have no problems setting conditions to your boss☺.

There are also some exercises to repeat the past tenses and correct the mistakes.

Perhaps you think that you will never need to know anything about conferences but this is not so. As an executive secretary you will have to (at least) fill in the application forms and prepare conferences for your boss. Also remember that we are in the European Union and that your firm will sooner or later participate in an international meeting or conference.



12.1 HOW TO GIVE A PRESENTATION

Making a presentation at a conference can be very rewarding, but it can also feel like an ordeal, particularly if you are new to presenting in this way.

If your presentation involves computers, videos or anything sophisticated, have a backup plan of what you could still do if the equipment were to fail at the last minute.

It is worth stating your intentions right at the start, maybe as objectives or intended outcomes. When your audience knows what you are trying to do, you will have less trouble achieving it.

No one likes the conference presenter who overruns. However, prepare some more materials, so that if there is an awkward silence when you open up for questions, you can give some additional presentation.

Think of ways of getting contributions from each member of your audience. Even simple things like asking; "who has had this sort of problem?" can help to make audience feel involved.

Think carefully how you are going to round off your session and whether to do this right at the end, or to sum up before opening the session up for questions.

After your presentation, jot down two things that you feel worked well and two suggestions to yourself regarding your next presentation.

Describe the worst presentation you have ever heard (what was wrong and what the speaker/organizer should do to improve it).



If you would like to prepare a really good presentation you can colour it with humour: <http://www.humourversity.com/>

12.2 FILLING IN THE APPLICATION FORM

If you ever travel abroad to give a presentation you will have to fill in an application form that will look similar to the one bellow.

7th Annual EDINEB INTERNATIONAL CONFERENCE, June 21-23, 2011

MAILING ADDRESS FOR BADGE AND HOTEL CONFIRMATION

Name

University/Organisation

Address

CityState

Country

Phone.....Fax

Email

PAYMENT

Invoice (you will receive an invoice with your confirmation of registration)

American Express MasterCard/EuroCard Visa

CardExpires

Name of cardholder

Cardholder address

Signature

DIET REQUIREMENTS

Please specify below any special diet requirements for conference lunches

.....

ACCOMMODATION REQUIREMENTS

Please specify below whether you wish the EDINEB Network to take care of your hotel reservation:

YesNo

If yes, please book a:

single room (US\$ 125,-- per night, tax not incl.)

double room (US\$ 125,-- per night, tax not incl.)

smoking room

non-smoking room

Date of arrivalDate of departure

Please specify below any special accommodation you may need due to disability:

.....

TRAVEL ARRANGEMENTS

Please specify below whether you wish Road Air Business Travel to take care of your travel arrangements:

YesNo

If yes, please specify:

City of departure

Date of onward flightDate of return flight

Class of travelNationality

Names as mentioned in passport

Preferences (seat/meal)

Form of payment

Credit card number and expiry date

Billing through EDINEB

Communication by e-mailfaxtelephone....

Prepare a program for the visit of a foreign partner with all the necessary information (do not forget to determine the time, the place etc.).

12.3 CONDITIONAL CLAUSES

Clauses beginning with if (if clauses) have no shall, will, should or would in them. English can express three important ideas with if:

1) Something will happen if a certain condition is fulfilled: She will come if you call her.

Type 1: Main clause - future; if-clause - present (likely or probable)

2) The probable result of a certain condition that we suppose or imagine. The if-clause names action that is not taking place at this moment, but I can imagine the probable result: She would come if you called her.

Type 2: Main clause - would, if-clause - past (unlikely or improbable; imaginary)

3) Impossible ideas, because we know the condition was not fulfilled, but we like to imagine the result if ...: She would have come if you had called her (but she didn't come, because you didn't call her).

Type 3: Main clause - would have: if-clause - past perfect (impossible).

Unless is usually close in meaning to if not but it cannot be universally substituted for if not.

Complete the following sentences.

1. If I come, I _____ (see) him.
2. You will break it if you _____ (not be) careful.
3. We would send a message if we _____ (not be) in a hurry.
4. They will get wet if it _____ (rain).
5. I would be pleased if you _____ (come).
6. If I _____ (know) that, I should not have made a mistake.
7. It _____ (be) better if you had waited.
8. Will you help me if I _____ (need) you?
9. He _____ (tell) me if I had asked him.
10. He would be silly if he _____ (not take) this opportunity.
11. If it _____ (be) fine, I shall go for a swim.
12. If it _____ (rain), I would take an umbrella.
13. I'll help you if I _____ (can).



If I take a step I ...

Complete the following sentences.

1. If you had done as I told you, you
2. If you did as I told you, you
3. You'll succeed if you do as I
4. If the rain failed to come, there

5. If you eat too much, you
6. You if you ate too much.
7. If I hadn't told him, he
8. You would catch the train if you
9. You will pass your examination if
10. If I'd lost my spectacles, I

Supply the correct past tense.

1. They _____ (go) home after they _____ (finish) their work.
2. She said that she _____ already _____ (see) the President.
3. She _____ just _____ (go) out when I called at her house.
4. You ought to have brought her straight home after she _____ (fall) in the river.
5. They told him they _____ (not meet) him before.
6. He asked why we _____ (come) so early.
7. My brother _____ (eat) all the pie before we got back.
8. He told us he _____ (go) to the seaside for a holiday.
9. He wondered why I _____ (not visit) him before.
10. Before help _____ (reach) us, one woman _____ (collapse).
11. We asked him what countries he _____ (visit).
12. We _____ (hear) that a fire _____ (break out) in the neighbouring house.
13. When the aircraft landed, the pilot _____ (find) that one of the wings _____
_____ (be damaged).
14. He told me he _____ (catch) a lion and _____ (shoot) two others.
15. They drank small cups of coffee after they _____ (finish) dinner.
16. The moment after I _____ (tell) her not to, my girlfriend Betty _____ (do)
it again.
17. She told her teacher that her mother _____ (help) her with her homework the
previous evening, and _____ (tell) her the words she _____ (not know).
18. The fire _____ (spread) to the next building before the firemen (arrive).
19. We were surprised to hear that she _____ (pass) the examination at the age of
fourteen.
20. My boyfriend Mike was very angry and said that he _____ (eat) two flies in his
fruit salad. The waiter asked him why he _____ (eat) them. Mike said he
_____ (be) shortsighted and already _____ (swallow) them when his
friend _____ (tell) him what he _____ (eat).

Correct if necessary.

1. Business secretaries have a prominent place in universities if they work hard.
2. He wouldn't have borrowed the book if he knew that it was so precious.
3. If he wrote to me, I shall write to him.
4. He'll come if you would wait.
5. You would have found the book if you opened the bag.
6. What will you do if you will meet Mr Robinson?
7. I wouldn't have spoken to him even if he had spoken to me.
8. What would happen if one of the shelves breaks?
9. I shall come and see you if I have time.
10. How are you? Very good, thank you.
11. I live in the Ljubljana.

12. Smiths are our friends.
13. I must go to the home.
14. Show me a way to Oxford Street.
15. Tom is doctor.
16. Man can learn English quickly.
17. What can man do in such a situation?

12.4 TAKE A QUIZ

Are you timid?



Are you the sort of person who doesn't like to make a fuss? Would you put up with bad service rather than make a scene in a restaurant? Do you agree with people, even when you privately think they are wrong, just because you don't like trouble? Sounds like you have a bad case of timidity. Of course, we all have moments when we prefer to take the easy way out, but for some of us it becomes a way of life. Nothing ever quite seems worth the trouble that making a fuss will cause. To gauge the level of your timidity, try the following questions:

Do you feel most relaxed when:

- a) you are just in your own company
- b) you are with two or three family and friends
- c) you are at a fairly large social gathering

At a social function you are standing in a group of four to five people. Do you usually:

- a) do most of the listening to the others' conversation
- b) contribute to the conversation equally with the others
- c) usually make all the running in the conversation

When communicating with someone on a one-to-one basis, do you feel more comfortable communicating by:

- a) letter
- b) phone
- c) face to face

You are on a bus or train. Do you:

- a) never start up a conversation with a stranger sitting next to you or opposite
- b) occasionally start a conversation with them
- c) usually try to start up some sort of conversation

You are walking down the street and someone is coming towards you who you vaguely recognize. Do you:

- a) walk past and ignore them unless they speak to you
- b) give them a glance and sort of half nod
- c) speak to them and attempt to engage them in some sort of conversation to find out how you know them

Would you take part in a karaoke competition?

- a) you must be joking
- b) maybe
- c) just try and stop me

How often do you tell jokes in the company of others?

- a) never
- b) sometimes
- c) often

How often do you speak at meetings?

- a) hardly ever
- b) sometimes
- c) very often

Do you ever chat up the opposite sex?

- a) never
- b) occasionally
- c) often

Would you ever take part in an amateur stage production?

- a) no way
- b) I might if pressed
- c) yes, I would love to

When meeting someone for the first time do you:

- a) feel awkward and nervous
- b) feel at ease and interested in getting to know them
- c) feel bursting to tell them all about yourself

At the end of a dinner party when saying goodbye to a guest of the opposite sex would you prefer to:

- a) just shake their hand
- b) shake their hand and pat them on the arm
- c) shake their hand and kiss them on both cheeks

When having a one-to-one conversation with someone would you prefer to:

- a) listen to them talking about what they have been doing recently
- b) talk equally about what each of you have been doing
- c) tell them mainly about what you have been doing

You are in a crowded lift. Do you:

- a) keep yourself to yourself and hardly notice the other people
- b) don't say much but usually have a good look at the people in the lift with you
- c) usually try to make some witty remark to the other people in the lift

At a work-sponsored dinner you are sitting at the table with 20 other people. How much conversation do you make?

- a) I speak very little but listen to other people and get on with my meal
- b) usually I speak mainly just to the people on either side of me
- c) I tend to make quite a bit of the general conversation round the table

You are walking along in the town centre and a television station is conducting random interviews with people on a certain topic. Do you:

- a) turn in the other direction or cross over to the other side of the street to ignore them
- b) say a few words for the camera if approached
- c) go out of your way to make sure that they ask you

You work in an office and the company board chairman walks through. Do you:

- a) keep your head down and hope he doesn't notice you
- b) carry on as normal and speak to him if appropriate
- c) make sure that you have some sort of a conversation with him

You are attending a function at which some important and influential people will also be attending. What would you wear?

- a) what I would normally wear to any other function
- b) I would probably buy something new for the occasion
- c) I would make sure I wore something to make me stand out from the crowd

How often do you push for promotion at work?

- a) never
- b) sometimes
- c) often

How would you feel if asked to make a speech in front of a large group?

- a) terrified at the prospect
- b) I would try to prepare and make a good job of it even though it was not something that I would choose to do
- c) I would be pleased and excited at the prospect

Do you sunbathe in your swimwear in the back garden in view of the neighbours?

- a) never
- b) occasionally
- c) often

You are at a nightclub and the singer asks for volunteers to go up on stage to help him out with a number. Would you:

- a) never volunteer
- b) possibly volunteer
- c) be up on stage in a flash

When you are worried about something do you:

- a) bottle it up inside you
- b) discuss it with close friends and family
- c) discuss it with as many people as you can

If you are in the company of people who start telling risky jokes how do you react?

- a) I feel very embarrassed and wish they would shut up
- b) I don't particularly approve but am not embarrassed
- c) I match them joke for joke

If a rather loud verbal argument breaks out between two colleagues at work, do you:

- a) keep your head down and leave them alone
- b) perhaps try to calm things down if you think it wise to do so in the circumstances
- c) almost always get involved either by joining in or trying to calm things down.

SCORING

Award yourself 3 points for every c) answer, 2 points for every b) answer and 1 point for every a) answer.

More than 55: You are very self-confident but you should be careful not to be extroverted to the point where people find you too pushy. Remember that some degree of modesty and sensitivity toward other people is necessary.

35-55: You are no shrinking violet (even though you may sometimes think you are), but at the same time you don't push yourself beyond what to most people is an acceptable degree of behaviour.

less than 35: You are what some people would call a shrinking violet, but that's the way many people are, and it doesn't make you any worse a person than someone who is excessively outgoing. Many people are extremely modest and shy but at the same time have the ability to be high achievers in their own field (Mensa, *Assess your personality*, 136).

Complete the following conditionals.

1. If your message had not come,
2. If you had written sooner,
3. I would not have wasted my time if.....
4. If you don't answer soon, I.....
5. If you want me to do this job.....
6. We shall be very disappointed if.....
7. If our teacher were not so severe,
8. A pianist must practise if.....
9. My boss would have helped you if
10. If I had plenty of money.....

SUMMARY

In this lesson you have learnt:

- the most important things you have to consider if you want to give a good presentation in English;
- what kind of information you need in order to fill in the application form for an international conference;
- how to form and use conditional clauses;
- to never use 'will' or 'would' in the clauses beginning in 'if';
- whether you are a timid or a courageous person.

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Tabele: lasten vir.

AFFIX

ENGLISH IRREGULAR VERBS

BASE	TRANSLATION	PAST TENSE	PAST PTCP.
arise	nastati	arose	arisen
awake	zbuditi se	awoke	awoken
be	biti	was/were	been
bear	nositi, roditi	bore	born
beat	tolči, tepsti	beat	beaten
become	postati	became	become
begin	začeti	began	begun
bend	upogniti	bent	bent
bet	staviti	bet, R	bet, R
bid (at auction)	ponuditi	bid	bid
bind	vezati	bound	bound
bite	gristi	bit	bitten
bleed	krvaveti	bled	bled
blow	pihati	blew	blown
break	zlomiti	broke	broken
breed	vzgojiti, rediti	bred	bred
bring	prinesti	brought	brought
build	graditi	built	built
burn	goreti	burnt	burnt
burst	počiti	burst	burst
buy	kupiti	bought	bought
cast	vreči	cast	cast
catch	ujeti	caught	caught
choose	izbrati	chose	chosen
cleave	razklati, cepiti	cleft, clove	cleft, cloven
cling	okleniti se	clung	clung
come	priti	came	come
cost	stati, veljati	cost	cost
creep	plaziti se	crept	crept
deal	deliti	dealt	dealt
dig	kopati	dug	dug
do	storiti	did	done
draw	vleči, risati	drew	drawn
dream	sanjati	dreamt	dreamt
drink	piti	drank	drunk
drive	gnati, voziti	drove	driven
dwell	stanovati	dwelt	dwelt
eat	jesti	ate	eaten
fall	pasti	fell	fallen
feed	hraniti	fed	fed
feel	čutiti	felt	felt
fight	boriti se	fought	fought
find	najti	found	found
flee	bežati	fled	fled

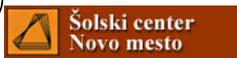
fling	vreči	flung	flung
fly	leteti	flew	flown
forbid	prepovedati	forbade	forbidden
forget	pozabiti	forgot	forgotten
forgive	odpustiti	forgave	forgiven
forsake	zapustiti	forsook	forsaken
freeze	zmrzniti	froze	frozen
get	dobiti	got	got
give	dati	gave	given
go	iti	went	gone
grind	(z)mleti	ground	ground
grow	rasti, gojiti	grew	grown
hang	viseti	hung	hung
have	imeti	had	had
hear	slišati	heard	heard
hide	skriti	hid	hidden
hit	zadeti, udariti	hit	hit
hold	držati	held	held
hurt	raniti	hurt	hurt
keep	(o)hraniti, držati se	kept	kept
kneel	klečati	knelt	knelt
know	vedeti, znati	knew	known
lay	položiti	laid	laid
lead	voditi	led	led
lean	nasloniti se	leant	leant
leap	skočiti	leapt	leapt
learn	učiti se	learnt	learnt
leave	(za)pustiti	left	left
lend	posoditi	lent	lent
let	pustiti	let	let
lie	ležati	lay	lain
light	prižgati	lit	lit, R
lose	izgubiti	lost	lost
make	narediti	made	made
mean	pomeniti, nameravati	meant	meant
meet	srečati	met	met
mow	kositi	mowed	mown
pay	plačati	paid	paid
put	položiti	put	put
quit	pustiti	quit	quit
read /ri:d/	brati	read /red/	read /red/
rid	osvoboditi (se), znebiti se	rid	rid
ride	jahati	rode	ridden
ring	zvoniti	rang	rung
rise	vstati	rose	risen
run	teči	ran	run
saw	žagati	sawed	sawn
say	reči	said	said
see	videti	saw	seen
seek	iskati	sought	sought

sell	prodati	sold	sold
send	poslati	sent	sent
set	postaviti	set	set
sew	šivati	sewed	sewn
shake	tresti	shook	shaken
shed	preliti	Shed	shed
shine	sijati	shone	shone
shoe	podkovati	shod	shod
shoot	streljati	shot	shot
show	(po)kazati	showed	shown
shrink	skrčiti se	shrank	shrunk
shut	zapreti	shut	shut
sing	peti	sang	sung
sink	potopiti se	sank	sunk
sit	sedeti	sat	sat
slay	ubiti	slew	slain
sleep	spati	slept	slept
slide	drseti	slid	slid
smell	vohati, dišati	smelt	smelt
sow	sejati	sowed	sown
speak	govoriti	spoke	spoken
spell	črkovati	spelt	spelt
spend	potrošiti	spent	spent
spill	razliti	spilt	spilt
spin	presti	spun	spun
spit	pljuvati	spat	spat
split	cepiti	split	split
spoil	pokvariti	spoilt	spoilt
spread	razprostreti	spread	spread
spring	skočiti	sprang	sprung
stand	stati	stood	stood
steal	krasti	stole	stolen
stick	nalepiti, (za)bosti (se)	stuck	stuck
sting	pičiti	stung	stung
stink	smrdeti	stank	stunk
strew	trositi	strewed	strewn
stride	stopati	strode	stridden
strike	udariti, biti	struck	struck
string	napeti	strung	strung
strive	stremeti	strove	striven
swear	priseči, kleti	swore	sworn
sweat	potiti se	sweat	sweat
sweep	pomesti	swept	swept
swell	oteči	swelled	swollen
swim	plavati	swam	swum
swing	nihati	swung	swung
take	vzeti	took	taken
teach	učiti	taught	taught
tear	raztrgati	tore	torn
tell	povedati	told	told

think	misliti	thought	thought
thrive	uspevati	throve	thriven
throw	vreči	threw	thrown
thrust	suniti	thrust	thrust
tread	stopati, pohoditi	trod	trodden
understand	razumeti	understood	understood
wake	prebuditi (se)	woke	woken
wear	nositi	wore	worn
wed	poročiti	wed	wed
weep	jokati	wept	wept
wet	(z)močiti	wet	wet
win	zmagati	won	won
wind	viti se	wound	wound
wring	izžeti	wrung	wrung
write	pisati	wrote	written

Projekt **Impletum**

Uvajanje novih izobraževalnih programov na področju višjega strokovnega izobraževanja v obdobju 2008–11
Konzorcijski partnerji:



Operacijo delno financira Evropska unija iz Evropskega socialnega sklada ter Ministrstvo RS za šolstvo in šport. Operacija se izvaja v okviru Operativnega programa razvoja človeških virov za obdobje 2007–2013, razvojne prioritete 'Razvoj človeških virov in vseživljenjskega učenja' in prednostne usmeritve 'Izboljšanje kakovosti in učinkovitosti sistemov izobraževanja in usposabljanja'.