NELA

BUSINESS ENGLISH

Module Correspondence | Lesson 2

Get Started

MODULE CORRESPONDENCE - LESSON 2

After this lesson, you will be able to:

· Make appointments like a pro:
Would it be possible to meet with him on...

· Ask for or request things:
Could you please provide me with...?

· Say that you are very happy or excited about something:
I'm over the moon.

· Use American or British date forms:
On 11 February 2020 Luke will...

· Use the right form of the verb:
I look forward to hearing from you.

Text

Emily: Phew, my inbox is always full. I hate reading through all these emails. Hey, an email from Mr Shaw just came in. It's probably in response to (als Antwort auf) my mail. Let me see what he says:

Dear Ms Harper,

Thank you very much for your email with regard to (in Bezug) the espresso machines. Since the order is not urgent (dringend), receiving the machines a week later should not be a problem. Please keep me informed if there are any more delays (Verzögerungen).

We have been very satisfied (zufrieden) with your commercial (gewerblichen) coffee machines. Could you please provide me with more information about your household products (Haushalt), since we are interested in expanding (erweitern) our range (Sortiment)? If you click on the following link, you will be able to see the type of products we are interested in:

www.coffeecraze.com/blog/top-ten-coffee-machines-review.

I would also like to arrange (ein Treffen vereinbaren) a meeting with Mr Stewart to discuss the possibility (Möglichkeit) of CoffeeBean Express producing a special coffee roast for us. Would it be possible for me to meet with him on Tuesday, 11 February, at 11:00?

I have attached (angehängt) a file with some preliminary (vorläufigen) ideas in

preparation of our meeting. Please do not hesitate

zögern

to contact me if you have any questions about this.

I look forward to hearing from you.

Best regards,

Richard Shaw

Wow, a special coffee roast! Now that sounds exciting. I'm sure that Luke will be over the moon.

überglücklich sein

Megan: Hi Emily, you look pretty chuffed. What's up?

ziemlich zufrieden

Emily: I just received an email from Mr Shaw from Crane Enterprises. He wants us to produce a special coffee roast for them. I'm on my way to Luke now to tell him about it.

Megan: Sounds exciting! I know Luke enjoys organizing these kinds of projects.

Emily: Hi Luke, do you have a minute?

Luke: Yeah, sure, come inside.

Emily: I just got a mail from Mr Shaw. He seems to be pretty impressed with our products and now he wants to talk to you about producing a special coffee roast for them.

Luke: That sounds great!

Emily: I thought you would be excited. He wants to know if he can meet with you next week Tuesday at 11:00 to discuss the matter with you.

Luke: Let me check my schedule. I'm supposed to meet with Jo at 11:00, but I can easily shift that

Teamkalender

verschieben

appointment. So, please confirm with Mr Shaw that
Termin bestätige
we can meet next week Tuesday at 11:00.

Emily: Ok Luke, I'll do that right now. Oh... one more thing. There was an attachment in the email that he
Anhang
sent me. It's supposed to be a document with some preliminary ideas for the coffee roast. He asked if you could take a look at it before your meeting.
The only problem is, I can't seem to open it.
Is it ok if I just forward the email to
weiterleiten
you? I hope you can open it on your computer.

Luke: Yes of course that's fine. Do you know if he'll be coming to our offices on Tuesday?

Emily: No, I'll have to ask him about that.
I'll also do that right away and get back to you.
sofort melde mich wieder bei dir

Checkpoint

Test yourself!

Complete with the right form of the verb.
You might have to fill in two words:

increase write buy organize

1. I enjoy _____ emails.
2. Our manager wants _____ production.
3. He would like _____ an office party next week.
4. I recommend _____ a new printer for the office.

You Can't Do Without This

Luke enjoys **organizing** these kinds of projects.

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

He wants us **to produce** a special coffee roast for them.

In these sentences we find what we call **gerunds** and **infinitives**. What are gerunds and infinitives?

Let's start with gerunds. We form a gerund by adding -ing to the verb. For example: **hearing, organizing, singing, walking**. It usually follows another verb and even though it's a verb, it acts as a noun! Sounds confusing, right?!

Here's some examples:

Luke enjoys **organizing** these kinds of projects! Here, **organizing** is the gerund. It's a verb ending in -ing, and it follows another verb: 'enjoys'.

See, it's easy! 😊

Tip: Gerunds can be used after many different verbs, but they can't be used after ALL verbs! With time, you will learn which ones they can be used with. Here are some examples of verbs that can be followed by a gerund: **Like, hate, enjoy, recommend**

I hate (verb) + **reading** (gerund) + through all these emails!

I recommend (verb) + **getting** (gerund) + a new laptop.

Let's look at one more example.
This example has an extra special rule about gerunds.
I look forward to hearing from you.

Now, there are some phrasal verbs that include the word 'to'. For example: Look forward to. It is important to note that the word 'to' is a preposition here. So, whenever a verb comes after a preposition, a gerund must be used.

I look forward to (phrasal verb) + hearing (gerund) from you.

I am interested in (phrasal verb) + producing (gerund) a special coffee roast!

Okay, now let's talk about infinitives!

Usually, it's pretty simple. An infinitive is 'to + base verb.' For example: **to produce, to arrange, to talk**. They can be used after certain verbs like **agree, would like, want, decide, help, plan.**

In the following examples, the infinitives act as nouns. But infinitives can act as adjectives and adverbs too.

Examples:

I will agree (verb) + TO HELP (infinitive)
+ you if you help me first.

I would like (verb) + TO ARRANGE (infinitive)
a meeting with him.

I want (verb) + TO TALK (infinitive) to you about it.

Tips & Tricks

That's English!

I'm sure that Luke will be over the moon.

When you are very happy or excited about something, you are over the moon about or with it. The workers are over the moon about working flexitime. The sales manager was over the moon with the offer.

You look pretty chuffed.

This is British slang to say you are happy about something! You can also say that you are chuffed about or with something.

What's up?

This can be used to ask: "What's happening?" "What's new?" or "What's the problem?". It can also be used as an informal greeting, equivalent to the German "Na?".

I'll get back to you.

Someone asks you about/for something, but you don't have time right now or you need to collect more information. You can tell them, "I'll get back to you," to let them know that you will respond later, when you're ready.

Email Phrases You Can't Live Without

» **Part 2**

Please keep me informed if there are any more delays.
Use this phrase if you want to stay in the loop.
auf dem Laufenden bleiben

If you want to request information about something:
Could you please provide me with more information about...?
Or: Could you give us some more details on/about...?

If you want your recipient to click on a link:
Empfänger

· If you click on the following link...
· Here is a link to...
· Follow the link...
· Please follow the link below...

Or maybe you want them to open an attached file:

· I have attached a file...
· Please take a look at the attached file.
· Please find the document attached.

Making arrangements
I would like to arrange a meeting with Mr Stewart to discuss...
Or: I would like to schedule a meeting...

End your email with a polite phrase:
I look forward to hearing from you.

Avoid This Mistake

There is no comma before 'that':

I'm sure **that** Luke will be over the moon. ✓

Please confirm with Mr Shaw **that** we can meet next week Tuesday. ✓

How would you write these sentences in German?
With or without a comma?

Build Your Vocabulary

Match the words to the pictures:

satisfied urgent shift arrange