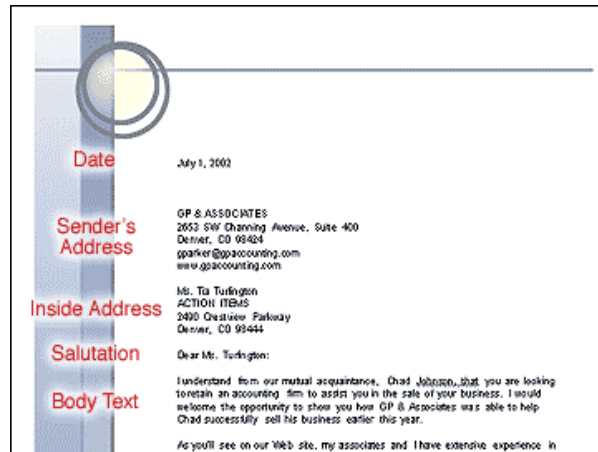


## Business English Useful Expression BAD05



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May I have the number ,please?

Hiro talks with the long-distance operator.

Operator: Thank you for using AT & T. May I help you?

Hiro : I want to call Japan

Operator: May I have the number please?

Hiro : It`s 045 – 4321-9876

Operator: That`s 045-4321-9876, right?

Hiro : Yes, I want to talk with akiko Kobayashi

Operator: Person-to –person to Akiko Kobayashi Hiro

: That`s right.

Operator: Just a moment. I`m sorry , Sir. Nobody answers.

Hiro : No, answer?? I`ll try again later.

## 1Vocabulary

1. employee-(n) - A person who works for a company or another person wages or a salary.
2. employer-(n) - One who pays another to do work.\*
3. persuade-(v) - To convince someone of something.\*
4. formalize-(v) - To make official or standard.
5. proposal-(n) - A suggested plan.
6. reject-(v) - To not accept.
7. correspondence-(n) - Communication by letters.
8. course-(n) - Line of motion or direction.
9. policy-(n) - A general rule; usually of a government, business or organization.
10. memo-(n) - A short, work-related note.

## 2Reading

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Most people who have an occupation have to write business letters. Some write many letters each day and others only write a few letters over the course of a career. Business people also read letters on a daily basis. Letters are written *from* a person/group, known as the **sender** *to* a person/group, known in business as the **recipient**. Here are some examples of senders and recipients:

- business «» business
- business «» consumer
- job applicant «» company
- citizen «» government official
- employer «» employee
- staff member «» staff member

## Why write Business Letters?

There are many reasons why you may need to write business letters or other correspondence:

- to persuade
- to inform
- to request
- to express thanks
- to remind
- to recommend
- to apologize
- to congratulate
- to reject a proposal or offer
- to introduce a person or policy
- to invite or welcome
- to follow up
- to formalize decisions

## 3 Comprehension Questions

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## 4 Vocabulary

1. We had a long \_\_\_\_\_ by email.
2. He asked her to marry him but she \_\_\_\_\_ the proposal.
3. The ship is on a \_\_\_\_\_ to Spain.
4. The boss wrote a \_\_\_\_\_ to the workers about the schedule change.
5. It is the school's \_\_\_\_\_ that all children must wear uniforms.
6. His \_\_\_\_\_ does not give paid holidays.
7. The company needs more \_\_\_\_\_s to grow.
8. It took a long time but we finally \_\_\_\_\_ him to sell the house.
9. The city made a \_\_\_\_\_ to build a new road.
10. The \_\_\_\_\_ the agreement in front of their lawyers.