

File 8

FYI	For your information
Re	Regarding/about
ASAP	As soon as possible
FAQs	Frequently asked questions
Ref. No.	Reference number
P.S.	Post script

File 9

In some cultures it's polite to start an email with a greeting like *Hi* or *Hello*, and end with a friendly closing. But this isn't always necessary in English. Research shows that British and American native speakers often begin the emails they write with no greeting. The most common closing is *Thanks*, but they end more than half their emails with no closing. They just write their name or initials.

File 10

Student B:

Call one:

Student A asked you to send them a potential client's email address last week and you forgot. Student A calls you when you're in a meeting and you have no time. Tell them you'll call them back later.

Call two:

Call student A back, apologize and give them the email address:
j_heath-taylor@clearmargins.com

File 11

Product B: The Q-top



Problem that it solves: how to keep a cucumber or a lemon fresh after you cut it.

Product details: a top made of silicone, about 12 cm long. You put it on the end of your half cucumber or half lemon. Retail price: £4.99 or about €6.50.

File 12

Text message abbreviations

Many people love text abbreviations because they save time and they can write faster. And some abbreviations are funny and make you laugh out loud.

But other people hate them and they are no good at texting. So before you press send, you have to stop and think. Can I be certain the person I'm writing to will understand this message? It's not good sending messages that no one can understand.

File 13

Student B:

Look at the information below. Ask your partner questions and complete the table.

A: How heavy is it?

B: 11.79 kg

Max speed	
Weight	11.79 kg
Materials	
Colour	Silver and yellow
Seating capacity	
Height	1.22 m
Width	
Length	1.83 m
Power	
Price	\$499.95

File 14

Customer 1:

You are going to call Cool Presents and place an order. Look at the information below.

1 You want a new pair of sunglasses with a built-in radio. The last pair you bought cost €19.

2 You saw a black pen-style digital camera on the website a few weeks ago for \$39.95 and now you'd like to buy one as a birthday present for your friend. Do they have any green ones? (Your friend loves green).

3 Check the prices before you place your orders. Take a few minutes to think about what you will say and then call.

File 15

Student A:

1 Tell your partner what is happening in this picture. They have a similar picture but there are six differences. Find and circle the differences.

2 Why are the pictures different?

