

## 2.5 Writing Formal and informal correspondence

### Output (page 31, Exercise 5)

#### Student B

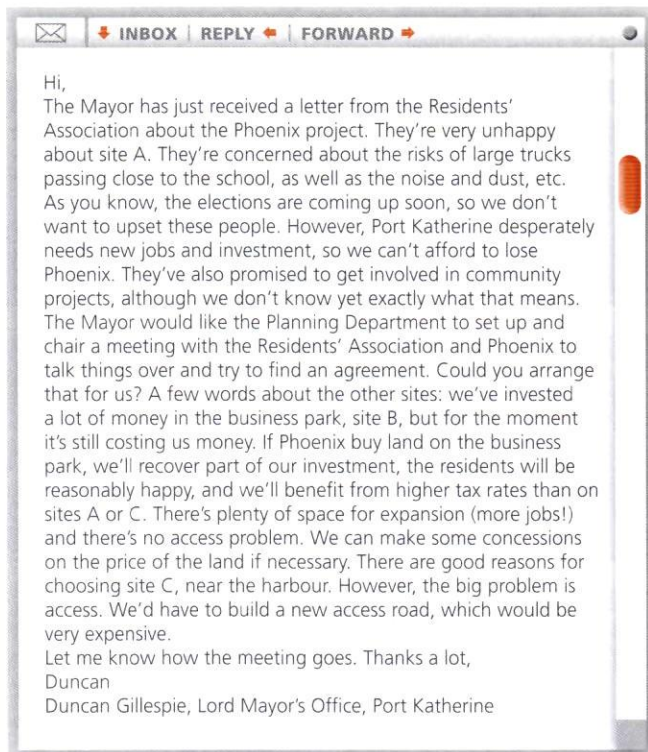
You work in the Information Systems Department at Relopharma, a medium-sized pharmaceuticals company. Compose and send business email 1 below, using appropriate style. When you receive an email from another student, read it, then answer it following the instructions in Exercise 2. Continue in this way until you have written and sent four emails.

- 1 You want your software supplier, Nakisoft, to organize training on a new software tool for your Accounts Department as soon as possible. Write an email to Student C at Nakisoft asking them to contact Student A in your Accounts Department with dates for the training.
- 2 You have received an email from your colleague, Student A, in Accounts, about a software problem. You think it could be a virus. Write an email to Nakisoft explaining the problem and asking them to contact Student A directly to resolve the problem.
- 3 You have received another email from Student A about an invoice. Write an email to Student C at Nakisoft apologizing for the delay and asking them to send you a duplicate invoice.
- 4 You have received another email from Student A about training. Reply to Student A explaining that there is no alternative.

## 6.6 Case study Phoenix

### Reading and discussion (page 85, Exercise 4)

Group A - Port Katherine Planning Department  
Read the email you have received and answer the questions.



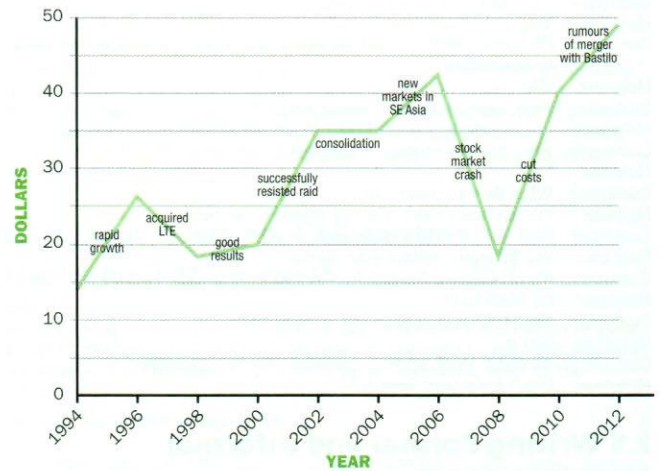
- 1 Who is the email from?
- 2 What is your role at the meeting?
- 3 Why is it important to keep the residents happy?
- 4 Why is the Phoenix project important for the town?
- 5 Which is the best site from your point of view?

## 7.2 Vocabulary Business performance

### Presenting (page 91, Exercise 9)

#### Student A

- 1 Present Chanco's stock market history using the information from the graph, explaining causes and effects.



- 2 Listen to Student B's presentation of Bastilo Corp. and complete the graph.

