

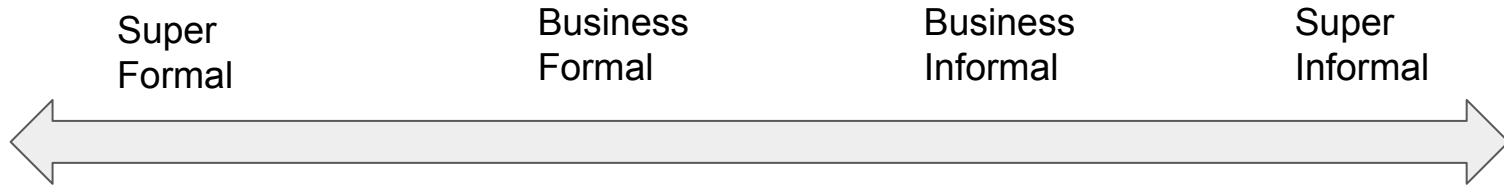
Chat with your partner about:

- what you did yesterday after class
- your plans for the weekend

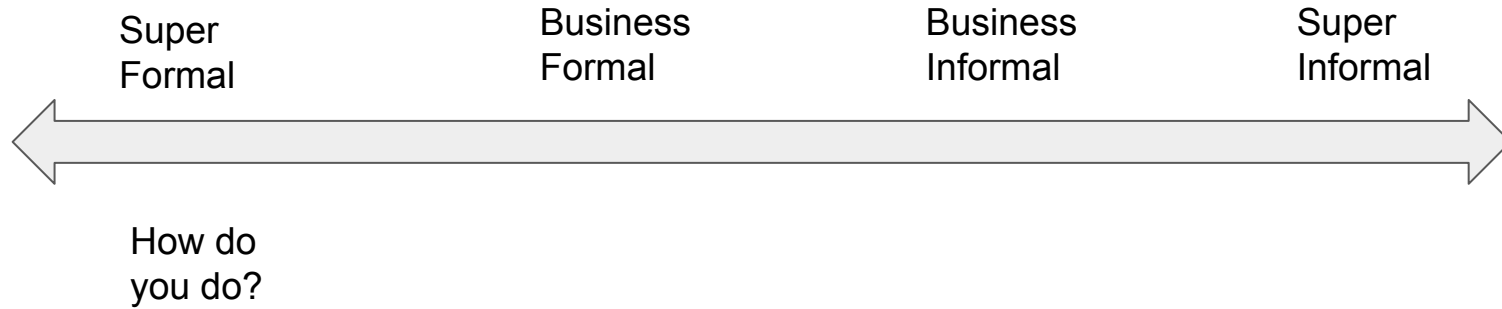
Today

- Formal vs Informal Language
- Small Talk
- Business Writing
- Complaints

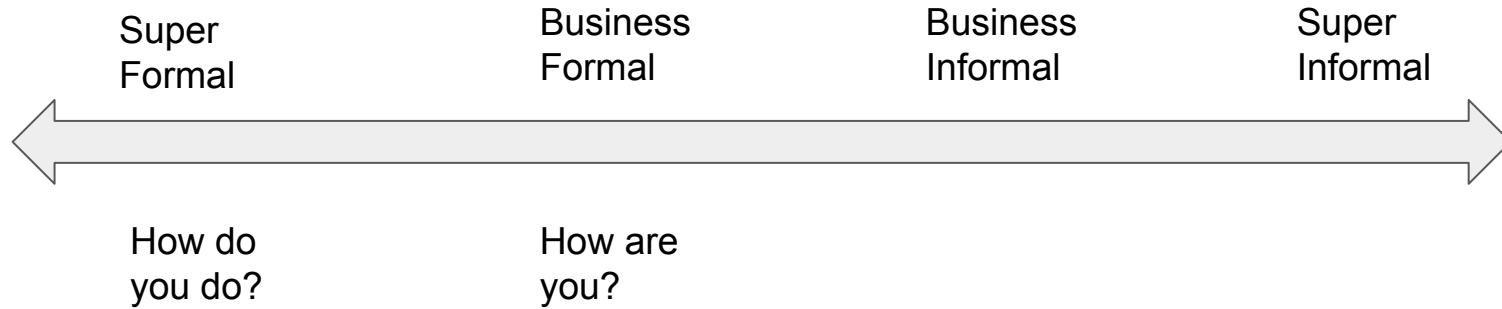
Formal Vs Informal



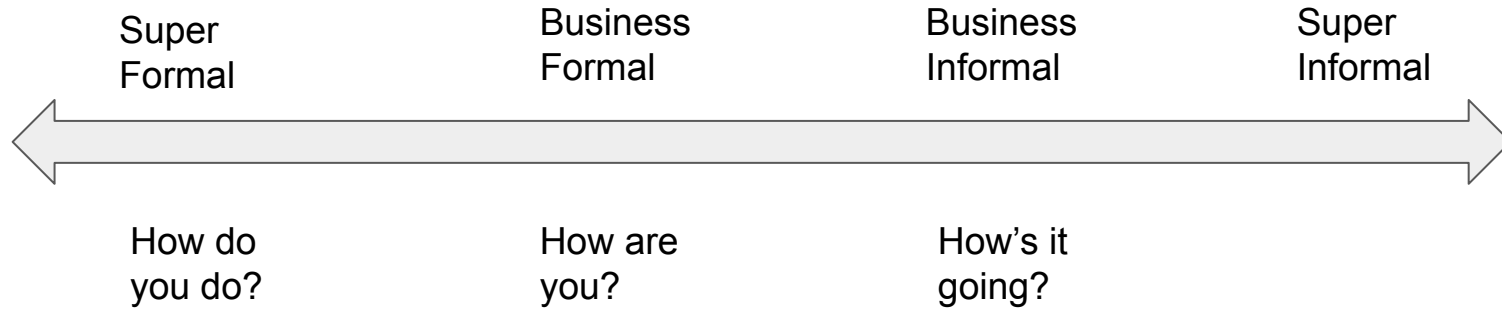
Formal Vs Informal



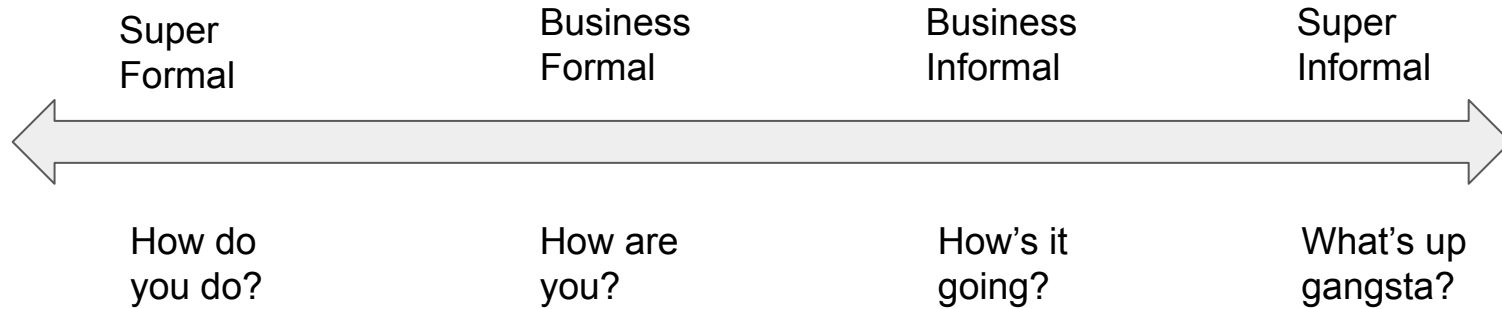
Formal Vs Informal



Formal vs Informal



Formal Vs Informal



Business Communication

- Come up with a list of formal/informal ways of communicating at work.
- Think about both writing and speaking.

Formal	Informal

Business Communication

- Come up with a list of formal/informal ways of communicating at work.

	Formal	Informal
Greeting		
Small talk		
Closing		
Vocab		
Contractions		
Grammar structures		

	Formal	Informal
Greeting	Dear Sales team,	Hey Kirk,
Small talk	Hope this email finds you well.	Hope you're all good.
Closing	Yours sincerely,	Cheers,
Vocab	received/purchased/ obtained	got
Contractions	cannot	can't
Grammar structures	Unfortunately the quality of the work by the marketing team was not up to the required standard.	They did a terrible job!

Opening Greeting

Hi,/Hey,

Dear Kirk,

Dear Customer Services Team, Hi marketing team,

To whom it may concern,

Dear Sir/Madam,

Small Talk (Not a question.)

Hope your day is going well

Hope you're having a great week.

Main part of email

Use indirect questions

More small talk

Have a great weekend

Don't work too hard

Thanks for all your help

Closing Greeting

Kind regards,

Cheers,

See you later,

Small talk

- Short chats about something unimportant.
- Builds the relationship
- Culturally relevant
- Think of 3 go-to topics you can use for small talk

Introduction Videos (Pearson)

Being Polite

- Discuss with your partner how to be polite in English.

First day at work Video

- Is he being polite?
- Which questions does he ask?
- [BBC Learning English, BBC Learning English: Going Up: Amith's First Day](#)

Do you know where the lift is?

Do you know if this computer is free?

What was your name?

Could you tell me what I do to log on?

Have you any idea how long it will take?

How long will it take?

Indirect Questions

- Would you mind + ing ?
- Do you know if/whether ?
- Would it please be possible ... ?
- Could you please tell me ?

Online Grammar Quiz

- [Indirect Question | What Is an Indirect Question?](#)

Direct vs Indirect Cultures

In **direct** cultures people often focus on facts, and give clear opinions. They want to communicate with honesty and will argue strongly for their ideas and against the ideas of others.

In **indirect** cultures, the focus is more on feelings. People do not like to argue against other people's ideas, and may say they agree to show respect for the person. They also try to avoid making things difficult for others.

This tea towel stinks

Irish vs Germans offering cake

Anglo-EU Translation Guide

What the British say	What the British mean	What others understand
I hear what you say	I disagree and do not want to discuss it further	He accepts my point of view
With the greatest respect...	I think you are an idiot	He is listening to me
That's not bad	That's good	That's poor
That is a very brave proposal	You are insane	He thinks I have courage
Quite good	A bit disappointing	Quite good
I would suggest...	Do it or be prepared to justify yourself	Think about the idea, but do what you like
Oh, incidentally/ by the way	The primary purpose of our discussion is...	That is not very important
I was a bit disappointed that	I am annoyed that	It doesn't really matter
Very interesting	That is clearly nonsense	They are impressed
I'll bear it in mind	I've forgotten it already	They will probably do it
I'm sure it's my fault	It's your fault	Why do they think it was their fault?
You must come for dinner	It's not an invitation, I'm just being polite	I will get an invitation soon
I almost agree	I don't agree at all	He's not far from agreement
I only have a few minor comments	Please re-write completely	He has found a few typos
Could we consider some other options	I don't like your idea	They have not yet decided

Business Writing

Dear Kirk Wilson,

I hope this email finds you well.

I would appreciate if you could please....

Thank you very much for your time.

If you have any further questions please feel free to contact me.

Kind regards,

Angela Merkel

Business Writing

Dear Kirk Wilson,

I hope this email finds you well.

I would appreciate if you could please....

Thank you very much for your time.

If you have any further questions please feel free to contact me.

Kind regards,

Angela Merkel

Hey Kirk,

Hope all is good with you. My week has been pretty crazy!

Can you maybe help me out with...

Thanks a lot.

Get in touch if you've got any questions or want to know more.

Cheers,

Angie

Business Writing

- What/Why do you need to write in English?
- Who do you need to write to and what do you/they expect?
- Can you do it over the phone instead? Why/Why not?

How to write a business email/letter

Read the article.

Task:

You are helping organise a conference for your company from all over the country. You have already booked the hotel where the conference will be held and have just received a confirmation email.

However, you need to make some changes to the arrangements. Think of what kind of changes you might need to make (for example, new equipment you need, date changes, etc).

Write an email of 200 - 300 words to the conference centre. Add any extra information you might need.

Moodle

Upload your letter to Moodle for Kirk to check/give feedback under



Please only upload PDF files.

Complaining

With your partner find something to complain about for 10 minutes.

If you need any help you could complain about:

- Your boss
- Having to write a report on a Friday afternoon
- The DHSH
- poor customer service

Complaints

Think about the purpose of a complaint.

Have you ever written an official complaint?

What should a company do if they receive a complaint?

Formal or informal language?



Dear Lego,

I have a complaint to make about your Lord Of The Rings sets. I realized it after my brother, Calvin, built the Shelob[®] Attacks Set. My complaint is this: The hobbit mini figures are wearing shoes! If you have seen the movies, You know that hobbits do not wear shoes. If you could take this to heart, I'd be very happy. Thank you! From, Gwen





Chilly P

@IHaveABirthmark

17 Jun 14

.@RoyalMail i'd like to make a complaint my valentines cards
still haven't arrived



Royal Mail ✓

@RoyalMail



Follow

[@IHaveABirthmark](#) Sorry to hear that, when exactly did your mum post them & what service was used?? ;-D

10:42 AM - 18 Jun 2014

Complaints

Have you ever written an official complaint?

What should a company do if they receive a complaint?

Should you use formal or informal language?

Responses

How should you/a company respond to a complaint?

- Formal or informal?
- Phone call or letter?





ARTIFICIAL
INTELLIGENCE



ChatGPT



KI

write the template for a complaint letter.

Dear [Recipient's Name],

I am writing to complain about [briefly describe the issue]. I want to bring this to your attention and find a solution.

Here's what happened: [briefly explain the problem]. It has made me unhappy and has had a negative impact on me as a [customer/client/member].

I am disappointed with the customer service I have received. I have tried to resolve the issue, but I haven't received a satisfactory response.

To resolve this, I kindly request the following actions:

1. [Specify what you want to happen].
2. [If relevant, suggest any improvements for the future].
3. [Specify a reasonable timeframe for a response or resolution].

If I don't receive a satisfactory response within the given timeframe, I may have to take further action to protect my rights as a customer.

Thank you for your attention to this matter. I hope for a prompt and satisfactory solution.

Sincerely,



Regenerate response

Formal Complaint Letter

- Greeting
- Introduction (reason for writing)
- Reason for the complaint
- Your requests/threats/demands
- Contact details
- Ending

Formal Complaint Letter

- Greeting with small talk
- Introduction (reason for writing)
- Reason for the complaint
- Your requests/threats/demands
- Contact details
- Ending

Remain polite at all times.

Greeting

Dear Mrs Smith, (if you know the person's name)

Dear Sir / Madam, (if you don't know the person's name)

To Whom It May Concern,

Paragraph 1: INTRODUCTION

Your reason for writing (+ specific information about the product or service, including where and when you bought it)

☺ I am writing in connection with/ I am writing to draw your attention to/ I am writing to complain about

☹ I am writing to express my strong/extreme/total dissatisfaction with/at/ I wish to bring to your attention a problem which arose due to your inefficiency. / I wish to make a serious complaint regarding your

..... I recently rented/purchased/bought /received / ordered from you / your company / shop / staff.

Paragraph 2, 3..... : REASONS FOR THE COMPLAINT

Linking: Firstly,.....; Furthermore,.....; To make matters worse,.....; What is more,; In addition,.....; As a result,; Therefore,..... consequently

Paragraph 4: YOUR DEMANDS & THREATS**a.) Say clearly what you want the company to do:**

☺ As you can imagine, I am quite disappointed. I feel entitled to a partial/full refund in addition to an apology for the inconvenience caused.

☹ As you can imagine, I am extremely upset. I insist on /demand a full refund in addition to an apology for the annoyance and discomfort I suffered.

☺ I would like you to refund my money/ pay compensation/replace the product. ➡

☹ I demand a full refund. ➡

b.) State further action that you will take if your demands are not met:

➡ or I shall be forced to take the matter further/ legal action/ to go/write to the Consumer Association/ to go to court/ to write to the local newspaper.

I hope that I will not be forced to take further action. / Unless I receive a satisfactory reply, I will ...

Paragraph 5: CONTACT

If you require any further information, please do not hesitate to contact me.

If you need contact me by telephone, you can reach me at 665 864 222.

Ending:

☺ I would appreciate it if you could look into this matter as soon as possible.

☹ I insist that you resolve the matter immediately.

☺ I look forward to hearing from you.

☺ I look forward to receiving a prompt reply. / I await your prompt reply.

Signing off:

Yours sincerely, (if your letter starts with Dear Mrs Smith)

Yours faithfully, (if your letter starts with Dear Sir / Madam)

Sign your name and print it clearly.

Please see the receipt/photo/report/quote/offer attached.

Please don't hesitate to contact me if you have any further questions.

Response to a Complaint

- Apologise
- Make an offer to fix the problem:
 - Replacement
 - Refund
 - Discount
 - Voucher

Be polite.

You want to keep the customer and their future business.

Role Play

Pretend you work in customer service and receive a phone call from a customer with a complaint.

Business Writing

- Enquiry
- Request
- Offer/Quote
- Payment
- Contract
- Complaint
- Apology

Business Writing Feedback

- An informal email should not be too informal.
- Be consistent: if you start formally, stay formal.
- Remember how to use present perfect (more grammar fun next time to review this).
- No random capital letters!
- Dates and times (writing vs. speaking).
- Key linking words: however, nevertheless, although, secondly, on the other hand....
- Prepositions of time/place (in, by, at, to). See Moodle for more information.

Business Writing - Assessment Information

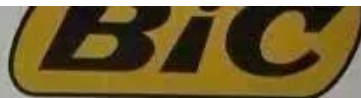
Content	4
Communication	5
Language: Spelling & Grammar	8
Organisation	8
Total	25

Extra stuff on Moodle

Letter of Complaint Worksheet

How to Write a Letter of Complaint

Letter of Complaint Template



Bic Uk Limited Chaplin House Widewater Place Moorhall Road Harefield Middlesex UB9 5NS

Dear Mr Harrison,

Thank you very much for your letter bringing our attention to your faulty BIC pen. We produce 1.7 billion BIC pens in different varieties every year so unfortunately we cannot test each and every one.

Having spoken to our team of engineers, we cannot ascertain why one of the medium point BIC crystal ball point pens that you purchased "only draws massive cocks". We have never heard of this occurring previously and we couldn't recreate this anomaly so we can only assume that this pen was temporarily possessed and we will drop it off at a local church for exorcism.

Hopefully it won't accidentally end up next to the marriage register.

We are sorry to hear that this pen ruined your Grandmother's Birthday card and that you must now sign for credit card purchases by "penning an enormous phallus". Luckily, Chip and Pin is prevalent throughout the UK.

As an apology, I have enclosed 5x fine point BIC Orange stick pens for your usage. I have personally tested each one for erroneous genitalia production and these seem to be OK.

Yes, the pen lids are very good for scratching in your ears and blowing through the lids is a great way to annoy people. No, we have never received any reports of our orange BIC disposable razors shaving penises into things

Many thanks,

Edgar Hernandez
Advertising and Promotional Products.



PUTNEY
LONDON
SW15 1EP

25/04/2013

Paul Songer- Customer Relations Adviser
Greater Anglia Rail Services
Contact Centre
Norwich Station
Station Approach
NR1 1EF

Dear Mr Songer

Thank you for your letter dated 12th of April, explaining that you are 'unable' to refund my ticket for my train that was cancelled in January, due to the fact that I did not apply within 28 days of the incident.

I have enclosed your letter and you will notice that I have taken the liberty of rolling it up very tightly which should make it easier for you to stick it up your arse.

Yours sincerely

Bobby Freeman

Customer Relations Adviser
Greater Anglia
Yours sincerely

Task 1

Your team recently had a new IT system installed. There are problems with the email software and customers now aren't able to contact your company or there are significant delays in the communication.

Write a letter of complaint to the IT company.

Use 150 - 200 words and add any extra information you might need.

Task 2

Swap your letter of complaint with the person next to you. (You can email it to them if you want).

Now imagine that you work for the company that has received this complaint.

Respond to the complaint. You want to keep the customer so be super friendly and helpful.

Apologise and offer to fix the problem

Write 150-200 words and add any extra information you might need.

Writing

Upload your letter/s to Moodle (if you want)

Complaint

Upload to Moodle by 11pm 13 October

Write a complaint to the DSHS and/or your boss.

Write 250 - 300 words.

Make sure you use the appropriate greeting, small talk and closing.